



You have a right to fair treatment.

If you think you have been treated unfairly, this page tells you who to contact.

We do not allow unfair treatment in CoverKids

State and Federal laws protect you from unfair treatment. No one can treat you in a different way because of your:

- Race
- Birthplace
- Sex
- Beliefs
- Disability
- Color
- Language
- Religious
- Age

In CoverKids, unfair treatment could mean many things. It could mean someone treated you differently because of one of the things listed above. For example:

- Maybe they did not let you take part in the same things as other people.
- Maybe you did not get the help you needed to get health care.
- Maybe you did not get the health care that you needed.

Do you think you have been treated unfairly? You may contact any of the places listed below for help. You also have the right to file a complaint. By law, no one can get back at you for filing a complaint.

This is who you can contact if you are treated unfairly under CoverKids.

Is your problem with your:

- **Physical health care? Then call BlueCross BlueShield of Tennessee (BCBST) at 1.888.325.8386**
- **Mental health care? Then call BCBST at 1.888.325.8386**
- **Dental care? Then call DentaQuest at 1.888.291.3766**

Call their Member Services line.

The number is listed in your Member Handbook. Ask to speak with the Non-discrimination Compliance Coordinator.

CoverKids

You can call the Office of Non-Discrimination at: 1-855-286-9085.

You can write to:

CoverKids Program
ATTN: Director of Non-Discrimination Compliance
310 Great Circle Road, 4th Floor
Nashville, TN 37243

Fax: (615) 253-2917

TTY: Toll-Free (877) 779-3103

U.S. Department of Health & Human Services Office of Civil Rights

You can call (800) 368-1019 for free.

You can write to:

Director, Office of Civil Rights
U.S. Department of Human Services
200 Independence Ave., SW – Room 506 F
Washington, DC 20201

TTY: Toll-Free (800) 537-7697

U.S. Department of Health & Human Services Region IV Office of Civil Rights

You can call: (404) 562-7859

You can write to:

U.S. DHHS/Region IV Office of Civil Rights
61 Forsyth Street, SW – 3rd Floor, Suite 3B70
Atlanta, GA 30303

Fax: (404) 562-7861

THRC – Tennessee Title VI Compliance Program

You can call: (615) 532-4882

You can write to:

Director
Andrew Jackson Tower – 1st Floor
710 James Robertson Parkway
Nashville, TN 37243-0635

Fax: (615) 253-1886