

What are my Fair Hearing Rights?

You have the right to:

- Have a hearing if your problem is not fixed;
- Be at the hearing in person or by phone;
- Speak for yourself at the hearing;
- Have someone help you at the hearing (This can be an interpreter, a friend, family member, or lawyer);
- See the information TennCare used to decide about your eligibility;
- Give the judge proof about your side of the case;
- Bring witnesses to testify for you;
- Have the judge order your witnesses to come;
- Question witnesses for TennCare;
- Show proof that TennCare made the wrong decision; and
- Get a written decision.

What if I need special help with my appeal?

If you need special help with your appeal, let us know.

Some examples of people who may need special help could be those who:

- Do not speak or read English well,
- Have a hearing problem,
or
- Have a problem with their vision.

If you need help for one of these reasons or something not listed here, let us know. We will get you the help you need with your appeal.

What happens if I lose my appeal?

The judge or hearing officer may decide that you cannot have TennCare Standard. If this happens, you will be told about the next step you can take.

You can apply for TennCare at any time at your local DHS office.

Your local DHS office and the TennCare Information Line can help you with questions about TennCare Medicaid and TennCare Standard.



How do I File a TennCare Standard Appeal?

There are different rules to appeal with TennCare Medicaid. Contact your local DHS office. They will help you with your TennCare Medicaid appeal.

Questions?

Call the
TennCare Information Line
1-800-669-1851

We do not allow unfair treatment in TennCare
No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability.

Do you think we made a mistake with your TennCare Standard?

If you think we made a mistake with your TennCare Standard, you can file an appeal.

An appeal is one way to fix problems in TennCare.

You can call the TennCare Information Line at 1-800-669-1851 for help. It is a free call. In Nashville, call 741-4800.

How do you decide if I can have TennCare Standard?

TennCare Standard covers some people who cannot get TennCare Medicaid.

To get TennCare Standard, these things must be true for you:

- ✓ You cannot get TennCare Medicaid;
- ✓ You meet the eligibility rules for TennCare Standard. For example:
 - You must be a U.S. citizen or a lawfully admitted alien, and
 - Tennessee is your home.
- ✓ You are uninsured;
- ✓ You do not have access to health insurance; and
- ✓ Your income is less than the poverty level.

Do you have or could you get health insurance?
You cannot get TennCare Standard.

Do you have Medicare or TRICARE or COBRA?
Could you get it?
You cannot get TennCare Standard.

What kinds of things can I appeal?

You can appeal if:

- You applied for TennCare Standard and you were denied, or
- You were on TennCare Standard but you lost your health care coverage.

How long do I have to file a TennCare Standard appeal?

You will get a letter from TennCare. You have 30 days from the date you get that letter to appeal.

After 30 days, your appeal will not be processed.

IMPORTANT: Are you appealing because you lost your TennCare Standard? Do you **want to keep** it until your appeal is decided? You must appeal within 10 days of the date you get your letter.

You can get a form at your local DHS office or from the TennCare Information Line. Their number is 1-800-669-1851. It is a free call. In Nashville, call 741-4800.

You can write a letter to appeal.

Be sure to tell us:

- Your full name,
- Your Social Security number, and
- Why you are appealing.

Tell us any facts that might help us take another look at your case.

Send your appeal to this address:

TennCare Appeals Unit
PO Box 22630
Nashville, TN 37202-2630
or Fax to 888-345-5575

What happens after TennCare gets my appeal?

When we get your appeal, we will look to see if we made a mistake.

- If a mistake was made, you may get TennCare Standard.

If you are appealing because you lost your TennCare Standard and we made a mistake, you will get it back. There will not be a break in your coverage.

- If we think no mistake was made, you will get a hearing.

A judge or hearing officer who does not work for TennCare will hold the hearing.

The judge or hearing officer will decide if you can have TennCare.