



TennCare Pharmacy Program
C/O Magellan Health Services
11013 West Broad Street, Suite 500
Glen Allen, VA 23060

Do you need help talking with us or reading what we send you?

Do you have a disability and need help getting care or taking part in one of our programs or services?

Or do you have more questions about your health care?

Call us for free at 1-888-816-1680. We can connect you with the free help or service you need. (For TRS call: 711)

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by e-mail, or by phone. Here are three places where you can file a complaint:

**TennCare
Office of Civil Rights
Compliance**
310 Great Circle Road, 3W
Nashville, TN 37243

E-mail:
HCFA.Fairtreatment@tn.gov

Phone: 1-855-857-1673
(TRS 711)

**You can get a complaint form
online at:**
<https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>

**U.S. Department of Health &
Human Services
Office for Civil Rights**
200 Independence Ave SW,
Rm 509F, HHH Bldg
Washington, DC 20201

Phone: 1-800-368-1019
(TDD): 1-800-537-7697

**You can get a complaint form
online at:**
<http://www.hhs.gov/ocr/office/file/index.html>

**Or you can file a complaint online
at:**
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

**Civil Rights Coordinator,
Corporate Compliance
Department**
8621 Robert Fulton Drive
Columbia, MD 21046

Phone: 1-410-953-4715
Fax: 1-410-953-5207

E-mail:
compliance@magellanhealth.com