

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 TTY 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:

Health Care Finance and Administration
Office of Civil Rights Compliance
310 Great Circle Road,
Floor 4W
Nashville, TN 37243

E-mail:
HCFA.Fairtreatment@tn.gov

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

You can get a complaint form online at:
<http://www.tn.gov/hcfa/article/civil-rights-compliance>

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
6950 Columbia Gateway Drive
Columbia MD 21046

Phone: 1-800-424-7721
Fax: 1-410-953-5207

E-mail:
compliance@magellanhealth.com