



Having problems getting health care from TennCare?

Call your health plan first. Their free phone number is on your TennCare card.

Don't have your card? OR, still have problems AFTER you call your health plan? Then, call TennCare Solutions for free at **1-800-878-3192**. They can help you with your problem OR help you file an appeal. An appeal is one way to fix problems with TennCare.

You have the right to appeal if:

- TennCare says **NO** when you ask for health care.
- OR, TennCare stops or changes your health care.
- OR, you have to wait too long to get health care.
- OR, you have health care bills you think TennCare should have paid for, but didn't.
- OR, there's some other reason you can't get health care when you need it.

You **only** have **30 days** to appeal after you find out that there is a problem. You can **ask someone to help you file an appeal**.

Usually, your appeal is decided within **90 days** after you file it. What if you can't wait 90 days for your health care or medicine? **If you have an emergency**, your appeal can be decided sooner—usually within 31 days (but sometimes up to 45 days).

An emergency means if you don't get the care sooner than 90 days:

- You will be at risk of serious health problems OR you may die.
- OR, it will cause serious problems with your heart, lungs, or other parts of your body.
- OR, you will need to go into the hospital.

If you think you have an emergency, you can ask TennCare for an emergency appeal. Your appeal may go **faster** if your **doctor signs your appeal saying that it is an emergency**. What if your doctor **doesn't** sign your appeal, but **you ask** for an emergency appeal? **TennCare will ask your doctor** if your appeal is an emergency. If **your doctor** says it's **not** an emergency, TennCare will decide your appeal within 90 days.

Have questions? Need help? Want to appeal?

Call TennCare Solutions for free at **1-800-878-3192**.
They can help solve many problems **before** you have to appeal.
They can also take your appeal over the phone.

We do not allow unfair treatment in TennCare. No one is treated differently because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Then call the Tennessee Health Connection for free at **1-855-259-0701**.