

Documentation of Privacy Complaint

Complaint Information

Date Privacy Complaint Received: _____

Individual Reporting Complaint: _____

Complaint Filed on Behalf of: _____

Relationship to Aggrieved Individual: _____

Complaint was received: Orally In Writing (*See attached*)

<p>Nature of complaint <i>(attach additional pages as necessary):</i></p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
--	---

Complaint involved:

	Name	Unit
<input type="checkbox"/> Employee:	_____	_____
<input type="checkbox"/> Member of workforce:	_____	_____
<input type="checkbox"/> Business Associate:	_____	_____

<p>Results of investigation:</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
---	--

If complaint was against employee or other member of workforce, describe any sanctions that were taken against the employee or member of workforce:

If complaint was against business associate.

Describe actions taken:

Business Associate was contacted, and agreed to the following:

Business Associate was contacted, but refused to make changes to cure the breach. Agreement with Business Associate was terminated on:

Determination was made that there were no options other than using this Business Associate. The DHHS Secretary was contacted and advised of such in writing. (copy attached).

List any steps taken to mitigate past or future harm to the aggrieved:

BlueCare /TennCare *Select* Representative Signature _____

Date _____

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al BlueCare 1-800-468-9698. Llame al TennCareSelect 1-800-263-5479 (TTY: 711: 888-418-0008).

Kurdish: کوردی ناگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاری بەکەنی یارمەتی زمان، بەخۆرای، بۆ تۆ بەردەستە. پەیوەندی بە 1-800-263-5479 TennCareSelect 1-800-468-9698 BlueCare (711: 888-418-0008) TTY بکە.



Do you need help with your health care, talking with us, or reading what we send you? Call us for free at: BlueCare 1-800-468-9698 or TennCareSelect 1-800-263-5479 (TTY: 711 and ask for 888-418-0008).

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 treated you differently? Then call BlueCare 1-800-468-9698, TennCareSelect 1-800-263-5479 or TennCare 1-855-857-1673 (TRS 711) for free.

BlueCare Tennessee
1 Cameron Hill Circle | Chattanooga, TN 37402

bluecare.bcbst.com

BlueCare Tennessee is an Independent Licensee of the BlueCross BlueShield Association

17BCM199575 (10/17)