

Request to Change My Health Records

Enrollee Information

Insert information about the individual whose information will be changed.

Name

Address

Date of Birth
M M D D Y Y Y Y

Social Security Number

Phone Number

Requesting Change

I am asking CoverKids to make a change to my health information on file. I understand that:

- CoverKids cannot make a change to records that CoverKids did not create.
- CoverKids will only change records if they are incomplete or wrong.
- I must give proof of the change I want made to my record. Any proof you can show us will help us understand the facts about your case. Attach it to this page when you send it back. Write on more pages if necessary.

I am asking for this change to be made to the record of my health information:

This is why I want the information limited:

Sign here: **X** _____ Date: _____

Your Right to Change Information in your Record

- You have a right to ask for changes to information we have about you.
- You have a right to have an answer within 60 days.
- If there are delays in getting you the answer, you will get a letter.
The delay cannot be more than 30 days. You will get an answer in writing.

What if you do not agree with our answer?

If you do not agree, you can write another letter. It should say why you think your information should have been changed. We will keep your letter(s) with your record. We may also write a reply to your letter(s). A copy of our reply will be put in your record and you will get a copy. Anytime your record is shared, we will include both your letter(s) and our reply. We will only send these things if the information shared is on the same subject as your letter(s).

You have a right to file a privacy complaint.

Do you have questions? Do you think that your privacy rights have been violated? If you have a question or a complaint, you can contact one of these offices. TennCare Information Line at 1-800-342-3145, Or

Bureau of TennCare

Attn: Privacy Office
310 Great Circle Road
Nashville, TN 37243

Phone: 1-866-797-9469
Fax: 1-615-532-7322

BlueCross BlueShield of Tennessee

Privacy Office
1 Cameron Hill Circle
Chattanooga, TN 37402

Phone: 1-888-455-3824
e-mail: privacy_office@bcbst.com

U.S. Department of Health and Human Services

Atlanta Federal Center Suite 3B70
61 Forsyth Street, SW
Atlanta, GA 30303-0064

Phone: 1-404-562-7886

You will not be punished if you complain or ask for help.

PLEASE DO NOT WRITE BELOW THIS LINE

For CoverKids Use Only

Location of Record:

Record Holder:

Approved

Denied

Delayed

If delayed, we will act on your request by

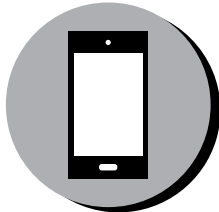
Comments

CoverKids Representative Signature

Date

Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-325-8386. (TRS: 711: 1-866-591-2908).

Kurdish: ئەگەر بە کوردی سۆزانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەخزێتە بەردەستتان. پەیوەندی بکەن بە ژمارە 1-888-325-8386 (TRS: 711: 1-866-591-2908).



Do you need help with your health care, talking with us, or reading what we send you? Call us for free at 1-888-325-8386. We can connect you with the free help or service you need. (For TRS call: 1-866-591-2908)

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 CoverKids 1-888-325-8386 *(TRS 711) for free.



BlueCare Tennessee
1 Cameron Hill Circle, Suite 73 | Chattanooga, TN 37402

bluecare.bcbst.com

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