

Tagline & Notice Templates

Full-sized Tagline and Civil Rights Notice for Member Materials. This information will be updated as needed and the new version will be provided to you (Please add your contact information):

Do you need free help with this letter? If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.	
Spanish:	Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-8----- (TRS:711).
Kurdish:	کوردی ئاگاداری: ئه‌گهر به زمانی کوردی قسه دهکبهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڕایی، بۆ تو به‌ردهسته. پهیوهندی به بکه..1-8----- (TRS:711)
Arabic:	رېبېعلا وظةحلّم: اذا ملكنت قةغلا رېبېعلا اتمدخدةعاسملا ويةغلا رةفوتم ائلا انجام. اتصل مقبر: -1-800 (TRS: 711) مقرر فتاه صملا و مكبلا
Chinese:	繁體中文 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-8---- (TRS:711).
Vietnamese:	Tiếng Việt CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-8----- (TRS:711).
Korean:	한국어 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-8----- (TRS:711).번으로 전화해 주십시오.
French:	Français ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-8----- (TRS:711).
Amharic:	አማርኛ ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-8----- (መስማት ለተሳናቸው:TRS:711) .
Gujarati:	ગુજરાતી સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-8----- (TRS:711) .
Laotian:	ພາສາລາວ ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-8----- (TRS:711).
German:	Deutsch ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-8----- (TRS:711).

Tagalog:	Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-8----- (TRS:711).
Hindi:	हिंदी ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-8----- (TRS:711) . पर कॉल करें।
Serbo-Croatian:	Srpsko-hrvatski OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-8----- (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711).
Russian:	Русский ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-8----- (телетайп: TRS:711).
Nepali:	नेपाली ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-8----- (टिटिवाइ: TRS:711 ।
Persian:	فارسی توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-8----- تماس بگیرید. (TRS:711)

- 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 1-8----- . We can connect you with the free help or service you need. (For **TRS** call: 711)

Commented [a1]: Or use your TTY number

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 email, or by phone. Here are three places where you can file a complaint:

<p>TennCare Office of Civil Rights Compliance 310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: HCFA.Fairtreatment@tn.gov Phone: 855-857-1673 (TRS 711)</p> <p>You can get a complaint form online at: https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html</p>	<p>MCO/Contractor Information</p>	<p>U.S. Department of Health & Human Services Office for Civil Rights 200 Independence Ave SW, Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 (TDD): 800-537-7697</p> <p>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</p>
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Postcard/small-sized Tagline and Notice (Please add your contact information):

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al xxx-xxx-xxxx (TTY: xxx-xxx-xxxx).

Kurdish: کوردی

ئاگاداری: ئهگه به زمانێ کوردی قسه دهکهیت، خزمهتگوزاریهکانی یارمەتی زمان، بهخۆرای، بۆ تو بهردهسته. پهیوهندی به TTY (xxx-xxx-xxxx) xxx-xxx-xxxx بکه.

Do you need help with your health care, talking with us, or reading what we send you? Call us for free at:
xxx-xxx-xxxx (TRS 711)

Commented [a2]: Or use your TTY number

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 [MCO xxx-xxx-xxxx] or TennCare 855-857-1673 (TRS 711) for free.

Tagline/Notice Guidance on Small Sized Documents:

As set forth in 45 C.F.R. § 92.8 and the final rule comments, small sized documents are postcards, pamphlets, tri-fold brochures, targeted fliers, and small posters which function to drive members to either the MCO's/Contractor's or TennCare's websites (where the full civil rights notices are available). Pamphlets are "a non-periodical printed publication of at least 5 but not more than 48 pages, exclusive of the cover pages, that is made available to the public." In short, the MCOs/Contractors could use the postcard tagline on the aforementioned documents and include the relevant website address. Letters will need the full tagline/civil rights notice.

Website Requirements

The following assistance and civil rights information must be placed on your website in a location that is prominent and easily accessible for applicants and members to link to from your home page. The information must be provided in a format that can be electronically saved and printed. If a member or applicant requests that you mail them a copy of the following information, you must mail this information to them within five (5) days of that request.

The home page link to the following language assistance information may read “Language Help” or contain web links that are written in each of the below non-English languages –i.e. Deutsch for German, in a noticeable location on the home page that directs the individual to the full text of the following information:

Language Help:

Do you need free language help? If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.	
Spanish:	Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-8----- (TRS:711).
Kurdish:	کوردی ئاگاداری: ئه‌گه‌ر به زمانی کوردی قسه ده‌که‌یت، خزمه‌تگوزاری‌کهانی یارمه‌تی زمان، به‌خو‌رای، بۆ تو به‌رده‌سته. په‌یوه‌ندی به 1-8----- (TRS:711)..بکه.
Arabic:	رېبېعلا وظة‌حلّم: اذا ملكتة‌ قة‌للا رېبېعلا اتمددة‌عاسملا وية‌للا رة‌فوتمة‌كلا اناجم. اتصل مقبر: 1-8-711 مقر فتاه صملا و مكبلا: 711
Chinese:	繁體中文 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-8---- (TRS:711).
Vietnamese:	Tiếng Việt CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-8----- (TRS:711).
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Laotian:	ພາສາລາວ ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-8----- (TRS:711).
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The home page weblink to the following information shall read “Need Help & Civil Rights”:

- 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 1-8----- . We can connect you with the free help or service you need. (For TRS call: 711)

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TennCare Office of Civil Rights Compliance 310 Great Circle Road, 3W Nashville, Tennessee 37243 Email: HCFA.Fairtreatment@tn.gov Phone: 855-857-1673 (TRS 711) You can get a complaint form online at: https://www.tn.gov/content/dam/tn/tenncare/documents/complaintform.pdf	MCO Information	U.S. Department of Health & Human Services Office for Civil Rights 200 Independence Ave SW, Rm 509F, HHH Bldg Washington, DC 20201 Phone: 800-368-1019 (TDD): 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
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Reporting Fraud and Abuse (REQUIRED in Newsletters Only):

English:

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 800-433-3982 or go online to <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 800-433-5454.

Spanish:

Para reportar fraude o abuso a la Oficina del Inspector General (Office of Inspector General, OIG) nos puede llamar gratis al 800-433-3982. O visítenos en línea en <https://www.tn.gov/finance/fa-oig/fa-oig-report-fraud.html>. Para reportar fraude o maltrato de un paciente por parte de un proveedor a la Unidad de Control de Fraude Médico de la Oficina de Investigación de Tennessee (Tennessee Bureau of Investigation's Medicaid Fraud Control Unit, TBI MFCU), llame gratis al 800-433-5454.