



For Recipients of TennCare Funds

Federal and State laws do not allow the Division of TennCare (“TennCare”) or any of its recipients of federal financial assistance to act in a discriminatory manner based on a person’s:

- **Race,**
- **Color,**
- **National Origin,**
- **Disability,**
- **Age,**
- **Sex,**
- **Religion, or**
- **Any other Status/Group protected by law**

If you believe you were discriminated against, you may file a complaint directly with TennCare within 180 days of the alleged incident. Compliant forms are available at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.

Or you may call TennCare Connect at 855-259-0701 (assistance with completing forms is available over the phone)

You may also contact Steve Bandy, ETHRA’s Civil Rights/Nondiscrimination Coordinator, with your complaint. The complaint may be mailed (**address below**), **emailed** (**sbandy@ethra.org**), or submitted at the agency’s website (**ethra.org**). Any complaint involving a TennCare-funded program will be forwarded to TennCare’s Office of Civil Rights Compliance within two business days for further investigation.

For more information, you may call or email Steve Bandy (865-691-2551, TTY 800-848-0298, sbandy@ethra.org).

ETHRA is an Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.