

Amerigroup Community Care

How to file a TennCare appeal

You can get an appeal page online at www.tn.gov/tenncare. Click “Members/Applicants” then click on “[How to file a medical appeal](#).” Or, TennCare can mail you an appeal page. You can call them for free at **1-800-878-3192**.

Three ways to file your appeal:

1. Mail. You can mail an appeal page or a letter about your problem to:
TennCare Member Medical Appeals
P.O. Box 000593
Nashville, TN 37202-0593
2. Fax. You can fax your appeal page or letter for free to 1-888-345-5575.
3. Call. You can call TennCare for free at **1-800-878-3192**. They are there to help you Monday through Friday, 8 a.m. until 4:30 p.m., Central time.

What to say in your appeal letter:

When you file an appeal, you’re asking for a chance to tell a judge about a mistake you think TennCare made. It’s called a fair hearing. To get a fair hearing, you must send us all of this information:

- Your name
- Your Social Security number or the number on your TennCare card (If you don’t have those numbers, give your full date of birth.)
- Your current mailing address
- The name of who to call if they have questions about your appeal
- A daytime phone number for this person
- What kind of care you are appealing about
- What kind of mistake you think we made (The mistake must be something that, if you’re right, means TennCare will pay for the care.)
- If your appeal is for care you already received then...
 - The date you got care; and
 - The name of the doctor or other place that gave you the care. Include the address and phone number if you have it.

What papers to send with your appeal:

- If you paid for care and want to be paid back:
 - A copy of the receipt to prove you paid for the care. If you don’t have it, ask your doctor, drug store, or other place for another copy.
- If you haven’t paid for the care, but you’re getting a bill:

- A copy of the bill, including the date you first got a bill for the care. You can't use a statement from the collection agency.

If you **don't** give TennCare all of the facts and papers they need, they may not be able to work your appeal. So, you may **not** get a fair hearing.

You can file an appeal yourself. Or, you can allow a friend, family member, lawyer or other person to speak for you. Your **doctor** can also appeal for you. He or she must have **your OK in writing** to do so. To give your doctor your OK, write the information below on a piece of paper:

- **Your name**
- **Date of birth**
- **Doctor's name;**
- **Your OK for them to appeal for you**

Then fax or mail this paper to TennCare (see **Three ways to file your appeal** for our address and fax number). What if you don't send them your OK in writing and your doctor has asked for an appeal? TennCare will send you a page to fill out, sign and send back to them.

Do you think you have an emergency?

Usually, your appeal is decided within 90 days after you file it. If you think you have an emergency and your health plan agrees, you'll get an **expedited** appeal. An expedited appeal will be decided in about one week. (It could take longer if your health plan needs more time to get your medical records.)

An emergency means waiting 90 days for a "yes" or "no" decision could put your life or physical or mental health in real danger. If you think you have an emergency, you can ask TennCare for an expedited appeal by calling **1-800-878-3192**.

Your doctor can help by completing a "Provider's Expedited Appeal Certificate." He or she can get the page from TennCare's website. **Go to tn.gov/tenncare**. Click "Providers," and then click "[Miscellaneous Provider Forms](#)." Your doctor should fax this certificate and your medical records to TennCare.

TennCare and your health plan will then look at your appeal and decide if it should be expedited. **If it should be**, you will get a decision on your appeal in about one week. (Remember, it could take longer if your health plan needs more time to get your medical records.)

Spanish: Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-600-4441 (TRS: 711).

Kurdish: کوردی

ئاگادارى: ئهگهر به زمانى كوردى قهسه دهكهيت، خزمهتگوزار يهكانى يارمهتى زمان، بهخوڤرايى، بو تو بهردهسته.
پهيوهندى به

1-800-600-4441 (TRS 711) بكه.

**Do you need help with your health care, talking with us, or reading what we send you? Call us for free at:
1-800-600-4441 (TRS: 711).**

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 1-800-600-4441 (TRS 711) or TennCare 855-857-1673 (TRS 711) for free.