



PARTNERING TOGETHER FOR A BETTER TENNESSEE

www.TNCSA.com

NOTICE OF NONDISCRIMINATION

It is the policy of TNCSA to adhere to the provisions of Title VI of the Civil Rights Act of 1964, the Equal Pay Act of 1963 (EPA), the Age Discrimination in Employment Act of 1967 (ADEA), and the Americans Disabilities Act of 1990 (ADA). TNCSA provides services that do not discriminate against any individual because of their race, color, national origin or limited English proficiency.

TNCSA employees are required to provide equitable levels and qualities of services to all Agency clients and customer, and to conduct themselves in a professional manner with regard to their interactions with the Agency's bidders, proposers, and business partners without regard to any race, sex (gender), age, religion, national origin, or disabilities factors.

Tennessee Community Services Agency Title VI Coordinator

Amy Dunagan, Director of Human Resources

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complaints@tncsa.com

Any individual may file a Title VI complaint with the below listed entities. It is preferable that complaints be registered at the local level first. Complaints regarding DDA Services can be made with DDA Office of Civil Rights and US Dept of Justice Civil Rights Division

Tennessee Attorney General's Office

Civil Rights Enforcement Division

P.O. Box 20207

Nashville, TN 37202

(615) 741-5825

Tennessee Department of Mental Health and Substance Abuse

500 Deaderick Street

Nashville, TN 37243

800-560-5767

U.S. Department of Health and Human Services

Office for Civil Rights

Atlanta Federal Center, Suite 3870

61 Forsyth Street, SW

Atlanta, GA 30303-8909

TennCare Services

Talley A. Olson, Esq. Director

Division of TennCare, Office of Civil Rights

310 Great Circle Road, 3 West

Nashville, TN 37243

(615) 507-6841 or (615) 852-0501

Traumatic Brain Injury Program

Ashley Bridgman, MPH, MS

Division of Family Health and Wellness

Andrew Johnson Tower, 8th Floor

710 James Robertson Parkway

Nashville, TN 37243

(615) 741-1230

Department of Disabilities & Aging

Office of Civil Rights

Davy Crockett Tower, 2nd Floor

500 James Robertson Parkway,

Nashville, TN 37243

dda.ocr@tn.gov

U.S. Department of Justice

Coordination & Review Section – NYA

Civil Rights Division

950 Pennsylvania Avenue, N.W.

Washington, D.C. 20530

(888) 848-5306 (toll free voice and TDD)

TennCare:

Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

Help You Can Get

Disability Related Help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. Auxiliary aids and services are types of help like:

- Qualified sign language interpreters and
- Written information in large print, audio, accessible electronic formats, letter reading, Braille, or other formats.

Language Help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters and
- Translations - Information written in other languages.

Who to Contact

TennCare Connect

Do you need help like applying or renewing your TennCare, need auxiliary aids and services, or language help to talk with TennCare? Call TennCare Connect for free at 855-259-0701.

TennCare's Office of Civil Rights Compliance

Reasonable Modifications

If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").

- Grievance/Complaint
If you believe that TennCare failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with TennCare's OCRC by email at HCFA.fairtreatment@tn.gov, mail at 310 Great Circle Road Floor 3W, Nashville, TN 37243, OCRC's website at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>, or calling 615-507-6474 (TRS 711). If you need help filing a grievance call TennCare Connect for free at 855-259-0701.

More Information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.