



# TNCSA

TO SERVE • TO PARTNER • TO CHANGE LIVES  
FOR A BETTER TENNESSEE

## 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 with 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 customers, 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 representative**

Mitzi Bruner, Director of Human Resources

P.O. Box 368

Union City, TN 38281

(731) 884-2640

Fax: (731) 884-2644

mitzi.bruner@tncsa.com

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.***

#### **TNCSA Title VI Representative**

Mitzi Bruner, H.R. Director  
P.O. Box 368  
Union City, TN 38281  
(731)884-2640 or via  
Fax (731)884-2644 or  
mitzi.bruner@tncsa.com

#### **State of Tennessee Human Rights Commission**

312 Rosa L Parks Avenue, 23rd Floor  
Nashville, TN 37243  
(615) 741-5825 or 1-800-251-3589  
Spanish Toll Free Line: 1-866-856-1252

#### **Tennessee Department of Mental Health and Substance Abuse**

500 Deaderick Street  
Nashville, TN 37243  
800-560-5767

#### **Complaints regarding TennCare services can be made with:**

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

#### **Complaints regarding 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

#### **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

#### **Complaints regarding DDA services can be made with:**

#### **Department of Disability & Aging**

Office of Civil Rights  
UBS Tower 8TH Floor  
315 Deaderick Street  
Nashville, TN 37243  
DDA.OCR@tn.gov

**OR**

#### **U.S. Department of Justice**

Civil Rights Division  
950 Pennsylvania Avenue  
N.W. Washington, D.C. 20530  
(855) 856-1247 (toll free voice and TDD)  
<https://civilrights.justice.gov/report/>

## **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](mailto: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>.