

Do You Need Special Help?

Here are numbers you can call. All of these numbers are free calls.

Versión en español atrás

Do you have a disability, learning problem, or mental health problem?

If you need any help with TennCare, call the Family Assistance Service Center. Their number is **1-866-311-4287**. In Nashville, call **743-2000**.

You can call them if you need help to:

- **Apply** for TennCare.
- **Report a change** such as a new address or change in jobs or income.
- **Ask a question**.
- **Set up or change an appointment** with your DHS worker.
- **File an appeal** about getting or keeping TennCare.

If you need help in **Spanish**, call **1-866-311-4290**. In Nashville, call **743-2001**.

If you use a **TTY** or **TDD** machine, call **1-800-772-7647**. In Nashville, call **313-9240**. A TTY machine will answer. Call only if you have a TTY machine.

Other places to call for help:

- Need help with **prescriptions** or refills at the drug store?
Call the TennCare Solutions Unit at **1-800-878-3192**.
- Need help with **mental health care or drug or alcohol treatment**?
Call the TennCare Partners Advocacy Line at **1-800-758-1638**.
In Nashville, call **242-7339**.
If you still need help, call the TennCare Solutions Unit at **1-800-878-3192**.
- Need help with **other health care**? **First**, call your TennCare health plan.
If you still need help, call the TennCare Solutions Unit at **1-800-878-3192**.
- Need help with **other TennCare problems**? Call the TennCare Advocacy Line.
Their number is **1-800-722-7474**. In Nashville, call **313-9972**.
- Do you have questions about **Medicare** for people over age 65 or disabled?
Call Tennessee's State Health Insurance Assistance Program (SHIP).
Their number is **1-877-801-0044**.
- Need help for **someone who speaks another language**?
See the back of this letter.

Need to report a change? Have questions? Need help? Call us.
The Family Assistance Service Center: 1-866-311-4287
We're here to help you Monday through Friday, 7 a.m. to 5:30 p.m.

To get help in another language, call one of these numbers:

Language	Toll Free Number	Nashville Number
Arabic	1-877-652-3046	313-9840
Bosnian	1-877-652-3069	313-9382
Kurdish-Badinani	1-877-652-3046	313-9840
Kurdish-Sorani	1-877-652-3046	313-9840
Somali	1-877-652-3054	313-9894
Spanish	1-800-254-7568	227-7568
Vietnamese	1-800-269-4901	313-9899

No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help?

You can make a free call to the Family Assistance Service Center at 1-866-311-4287. In Nashville, call 743-2000.

Para información acerca de TennCare en español llame al 1-800-669-1851. For more information about interpretation and translation services, which are free to the enrollee, call 1-800-263-5479.