



## Being cut off TennCare?

You can appeal and keep TennCare during your appeal.

### Did you get a letter saying when your TennCare will end?

Until your TennCare ends, TennCare will pay for the health care they still cover. Until then, you should get all the TennCare-covered health care you need.

You can keep your TennCare a little while longer if you **appeal before your TennCare ends**. During your appeal, TennCare will pay for health care it still covers.

**You have a right to appeal** about being cut off TennCare. Not sure if DHS made a mistake? Don't let anyone talk you out of filing an appeal. After you appeal, TennCare will decide if you get a hearing or not.

### What happens if you win your appeal?

You will keep your TennCare.

### If you lose your appeal, TennCare may want you to pay them back.

If you lose your appeal, your TennCare will end. If you got health care during the appeal, TennCare may want you to pay TennCare back. They may try to collect for care given after the date they first planned to end your TennCare.

Do you need care or medicine now? Do you disagree with the cut off? You may still want to appeal and keep TennCare during the appeal.

Legal Aid's booklets tell what to do if you are sued because you owe money. In some cases, no one can collect money from you, even by going to court.

### How long do you have to file an appeal?

To keep your TennCare during the appeal,

you must appeal before the day your TennCare ends.

After your TennCare ends, you can still appeal during the next 20 days. But, you will not keep TennCare during your appeal.

## How to appeal

### You can appeal by phone.

Call the Family Assistance Service Center at **1-866-311-4287**. It's a free call. Write down and save:

- the date and time you called, and
- the name of the person you talked to.

### OR, you can appeal by mail.

Put your name and Social Security number on your letter. Say that you want to appeal because your TennCare is being cut off. Mail your appeal early. Your appeal must be in their office before the day your TennCare ends. Send the letter by certified mail, return receipt requested.

Send your appeal to:

Tennessee Department of Human Services  
Division of Appeals and Hearings  
PO Box 198996  
Nashville, TN 37219-8996

### OR, you can appeal by fax.

Fax your appeal letter to the Division of Appeals and Hearings at **1-866-355-6136**. Keep the page showing the fax went through.

### OR, you can appeal at your DHS office.

You can tell them you want to appeal. Or, you can give them your appeal in writing. You can write a letter or you can fill out their appeal form. Ask for a receipt saying you appealed and the date.

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