Chapter 11: Legal notices

[*Plans should refer to other parts of the Evidence of Coverage using the appropriate chapter number and section. For example, "refer to* ***Chapter 9****,* ***Section A****." An instruction* [*insert reference, as applicable*] *appears with many cross references throughout the Evidence of Coverage. Plans can always include additional references to other sections, chapters, and/or member materials when helpful to the reader*.]

Introduction

This chapter includes legal notices that apply to your membership in our plan. Key terms and their definitions appear in alphabetical order in the last chapter of this *Evidence of Coverage.*

[*Plans can include other legal notices, such as a notice of member non-liability or a notice about third-party liability, if they conform to Medicare and Medicaid laws and regulations.*]

[*Plans must update the Table of Contents to this document to accurately reflect where the information is found on each page after plan adds plan-customized information to this template*.]

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# Notice about laws

Many laws apply to this *Evidence of Coverage*. These laws may affect your rights and responsibilities even if the laws aren’t included or explained in this *Evidence of Coverage*. The main laws that apply are federal laws about the Medicare and TennCare programs. Other federal and state laws may apply too.

# Notice about nondiscrimination

We don’t discriminate or treat you differently because of your race, ethnicity, national origin, color, religion, sex, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area.

If you want more information or have concerns about discrimination or unfair treatment:

* Call TennCare’s Office of Civil Rights Compliance. To learn more about your rights or to file a complaint go to: [www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html). Or call 855-857-1673 (TRS 711).
* Call the Department of Health and Human Services, Office for Civil Rights at 1‑800-368-1019. TTY users can call 1-800-537-7697. You can also visit [www.hhs.gov/ocr](http://www.hhs.gov/ocr) for more information.
* If you have a disability and need help accessing health care services or a provider, call Member Services. If you have a complaint, such as a problem with wheelchair access, Member Services can help.

# Notice about Medicare as a second payer and TennCare as a payer of last resort

Sometimes someone else must pay first for the services we provide you. For example, if you’re in a car accident or if you’re injured at work, insurance or Workers Compensation must pay first.

We have the right and responsibility to collect for covered Medicare services for which Medicare isn’t the first payer.

We comply with federal and state laws and regulations relating to the legal liability of third parties for health care services to members. We take all reasonable measures to ensure that TennCare is the payer of last resort.

[*Plans can include other legal notices, such as a notice of member non-liability. These notices can only be added if they conform to Medicare and Medicaid laws and regulations. Plans can also include Medicaid-related legal notices*.]