

We obey federal and state civil rights laws. We do not treat people in a different way because of their race, color, birth place, language, age, disability, religion, or sex. Do you think we did not help you or you were treated differently because of your race, color, birth place, language, age, disability, religion, or sex? You can file a complaint by mail, by email, or by phone. Here are three places where you can file a complaint:

UnitedHealthcare Community Plan

Attn: Appeals and Grievances

2035 Lakeside Centre Way, Suite 200

Knoxville, TN 37922

Phone: 800-690-1606 TTY: 711

Health Care Finance and Administration

Office of Civil Rights Compliance

310 Great Circle Road, Floor 4W

Nashville, Tennessee 37243

Email: HCFA.Fairtreatment@tn.gov

Phone: 855-857-1673 (TRS 711)

You can get a complaint form online at:

<http://www.tn.gov/hcfa/article/civil-rights-compliance>

You can get a complaint form online at:

<http://www.hhs.gov/ocr/office/file/index.html>

Or you can file a complaint online at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

U.S. Department of Health & Human Services

Office for Civil Rights

200 Independence Ave SW, Rm 509F, HHH Bldg.

Washington D.C. 20201

Phone: 800-868-1019 (TDD): 800-537-7697