

To: TennCare Managed Care Contractors and Providers

Date: April 8, 2020

Subject: Civil Rights COVID-19 Guidance

We appreciate everything that you are doing to deliver health care services to our communities. In the recent days many operational norms have changed and to help ensure that no one gets left behind, this a friendly reminder that the laws and regulations that prevent discrimination based on a person's actual or perceived race, color, national origin, disability, age, sex and exercise of conscience and religion remain in effect. As such, persons with disabilities should not be denied medical care based on stereotypes, assessments of quality of life, or judgments about a person's relative "worth" based on the presence or absence of disabilities or age. Decisions by covered entities concerning whether an individual is a candidate for treatment should be based on an individualized assessment of the patient and his or her circumstances, based on the best available objective medical evidence.

Being mindful of all segments of the community and taking reasonable steps to provide an equal opportunity to benefit from emergency response efforts, including making reasonable accommodations for persons with disabilities and providing language and communication assistance, as required by law, will help ensure that the emergency response is successful and minimizes stigmatization. For more information, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/about/related-stigma.html>.

For information regarding how Federal civil rights laws apply in an emergency, please visit:

<https://www.hhs.gov/sites/default/files/ocr-bulletin-3-28-20-PDF>

<https://www.hhs.gov/civil-rights/for-individuals/special-topics/emergency-preparedness/index.html>

For information regarding Emergency Preparedness Resources for Persons from Diverse Cultural Origins please visit: <https://www.hhs.gov/civil-rights/for-individuals/special-topics/emergency-preparedness/diverse-cultural-origins/index.html>.

To stay informed on the status of COVID-19 in Tennessee, the following resources are available to you:

- For a comprehensive list of statewide resources, please visit: [tn.gov/governor/covid-19.html](https://www.tn.gov/governor/covid-19.html)
- The Tennessee Department of Health (TDH) continues to be a primary resource for up-to-date information for the status of COVID-19 in Tennessee. [Click here](#) to visit the TDH website.
- Review the COVID-19 symptoms found on the CDC website by [clicking here](#).

Spanish:**Español**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-259-0701(TTY: 800-848-0298).

Kurdish:**کوردی**

ئاگاداری: ئەگەر بە زمانی کوردی قەسە دەکەیت، خزمەتگوزاریەکانی یارمەتی زمان، بەخۆرابی، بو تو بەردەستە. پەیوەندی بە 855-259-0701)TTY (800-848-0298.بکە

Do you need this information in a different format or reasonable accommodation? Call us for free at: 855-857-1673 (TRS 711)

TennCare does not treat people in a different way because of their race, color, birthplace, language, age, disability, religion, or sex. To report different treatment find more information at: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html> or email: HCFA.fairtreatment@tn.gov.