

PERSONNEL 3.0

TennCare Impartiality Statement -- 3.16

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Revised:

Signature:



Cathy R. Taylor, DrPH, MSN, RN

By: Cathy R. Taylor, DrPH, MSN, RN
Assistant Commissioner
Bureau of Health Services

POLICY

All employees, including part-time, temporary, contractual, and volunteers, who are involved in the TennCare program in any manner are obligated to offer factual and impartial information when discussing TennCare managed care organizations (MCOs) and behavioral health organizations (BHOs) with TennCare recipients and potential enrollees.

APPLICABILITY

This policy applies to Local Health Department, Regional and Central Office personnel.

PURPOSE

To furnish accurate and unbiased information concerning TennCare MCOs and BHOs to the public.

PROCEDURE

A TennCare Impartiality Statement must be signed by all employees who are involved in the TennCare program in any manner. The completed statement shall be filed in the employee's personnel file after the supervisor signs it.

NECESSARY FORM

TennCare Impartiality Statement

OFFICE OF PRIMARY RESPONSIBILITY

Human Resources Section, Bureau of Health Services, (615)741-7305