



# State of Tennessee Group Insurance Program

Department of Finance and Administration • Benefits Administration  
Suite 1900 WRS Tennessee Tower • 312 Rosa L. Parks Avenue • Nashville, TN 37243  
Phone: 800.253.9981 • [tn.gov/finance](http://tn.gov/finance)

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Date

Name

Address

City, State Zip

Our records show that you are a member of the state-sponsored insurance plans and may have visited a Tennova Healthcare affiliated facility or physician within the last year.

It's important for you to know that Tennova hospitals and doctors in east Tennessee **will not be in the Cigna LocalPlus** network in 2016. They **are in BlueCross BlueShield (BCBST) Network S** in 2016.

As a reminder, in the event of an emergency, you may go to the closest emergency room for care regardless of whether the hospital is in or out of network. In-network and out-of-network member ER co-pays are the same.

Our annual enrollment period has ended. However, if you decided to stay in Cigna or have enrolled in Cigna for 2016 and you wish to change to BCBST in 2016 in order to continue using Tennova facilities you may do so now.

**If you are happy with your current insurance plan you do NOT have to take any action.**

**If you want to make a change, you must take action no later than December 30, 2015 at 4:30 pm Central.**

Follow these steps:

- Call the State's Benefits Administration Service Center at 1-800-253-9981 or 615-741-3590
- Press option 6 and follow the instructions
- Tell the customer service representative that **you have a Tennova coverage issue**
- After a short verification process, the representative will make the adjustments immediately and update your coverage You will receive a letter and/or email confirming your change to BCBST for 2016

Once your change is made you will receive a new health insurance card in 12-14 days. If you need services in 2016 prior to receipt of your new card please inform the representative so he or she can explain how you can print a temporary card.

Below are the Tennova Healthcare facilities which **are not in Cigna** LocalPlus but **in BCBST** in 2016.

Tennova Infusion Center, Powell  
Tennova Ambulatory Care Center South Knoxville  
Tennova Healthcare Knoxville  
Tennova Healthcare Jefferson, Jefferson City  
Tennova Healthcare LaFollette  
Tennova Healthcare Newport  
Tennova Healthcare North, Knoxville Medical Center  
Tennova Healthcare Physicians Regional Medical Center, Powell  
Tennova Healthcare Turkey Creek Medical Center, Knoxville

You can find information on our website at [www.partnersforhealthtn.gov](http://www.partnersforhealthtn.gov), on the Health Options tab, Carrier Information page. If you have any questions, please call the Benefits Administration Service Center at: 1-800-253-9981 or 615-741-3590

Thank you,  
Benefits Administration