

How to Get Medical Attention Outside of the BlueCross/Blue Shield of Tennessee Area

If you are out of the [BlueCross/BlueShield of Tennessee](#) (BC/BS) service area and you or a dependent need medical attention:

Emergency

In an emergency situation, seek **IMMEDIATE CARE** at the nearest emergency facility.

Nonemergency

If you have a situation that is not an emergency, but you need to seek treatment from a preferred provider, call 1-800-810-2583 and follow the instructions you are given. This office is staffed from 7:00 a.m. until 10:00 p.m. CST Monday through Saturday.

You will be transferred to the BC/BS information area in the state in which treatment is needed. The BC/BS staff in that state should provide names of two or three doctors/hospitals that are preferred providers so that you will be able to take advantage of the discounts.

If you are unable to get an appointment with a preferred provider, you may be required to pay at the time of the treatment. If you are required to pay, request an itemized statement that can be submitted to BC/BS for reimbursement.

If the **provider of service** files your claim, request that the claim be sent to the BlueCross billing office **IN THE STATE IN WHICH TREATMENT WAS RECEIVED**.

For more information, please call your ORAU/ORISE Program Specialist identified on your offer letter.