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.