

If you need help...

Contact your agency benefits coordinator. He/she has received special training in our insurance programs. For additional information about a specific benefit or program, refer to the chart below.

BENEFITS	CONTACT	PHONE	WEBSITE
Plan Administrator	Benefits Administration	800.253.9981 or 615.741.3590 — M-F, 8-4:30	tn.gov/partnersforhealth
Health Insurance	BlueCross BlueShield of Tennessee	800.558.6213 — M-F, 7-5	bcbst.com/members/tn_state
	Cigna	800.997.1617 — 24/7	cigna.com/stateoftn
Health Savings Account	Optum Bank	866.600.4984 — 24/7	optumbank.com/Tennessee
Pharmacy Benefits	CVS Caremark	877.522.8679 — 24/7	info.caremark.com/stateoftn
Behavioral Health, Substance Use and Employee Assistance Program	Optum Health	855.HERE4TN — 24/7 (855.437.3486)	here4TN.com
Wellness Program	ActiveHealth Management	888.741.3390 — M-F, 8-8	http://go.activehealth.com/wellnesstn
Disability Insurance	MetLife	855.700.8001 — M-F, 7-10	metlife.com/StateOfTN
Dental Insurance	Cigna	800.997.1617 — 24/7	cigna.com/stateoftn
	MetLife	855.700.8001 — M-F, 7-10	metlife.com/StateOfTN
Vision Insurance	Davis Vision	800.208.6404 — M-F, 7-10, Sat, 8-3 Sun, 11-3 Basic Client Code: 8155 Expanded Client Code: 8156	davisvision.com/stateofTN
Life Insurance	Securian Financial (Minnesota Life)	866.881.0631 — M-F, 7-6	lifebenefits.com/stateoftn
OTHER PROGRAMS			
Edison	Tennessee Department of Finance & Administration	password reset for higher education 800.253.9981 — M-F, 8-4:30; state call Edison help desk at 866.376.0104 — M-F, 7-4:30	www.edison.tn.gov
Flexible Benefits medical & dependent care transportation & parking (state employees only)	Optum Bank Benefits Administration	866.600.4984 — 24/7 800.253.9981 — M-F, 8-4:30	optumbank.com/Tennessee tn.gov/partnersforhealth

Online resources...

Visit the ParTNers for Health website at <https://www.tn.gov/PartnersForHealth>. It has information about all the benefits described in this guide. Enrollment forms and handbooks referenced in this guide are located on our website or you can get copies from your agency benefits coordinator.

The ParTNers for Health website also includes a green “Help” button, or live-chat feature, that is operational during normal business hours.

In Zendesk at <https://benefitssupport.tn.gov/hc/en-us>, you can search the help center, find articles or submit questions. To access Zendesk, you can also click the blue “Questions?” button on the website.

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