



of Tennessee

plans for better health. plans for a better life.®

1 Cameron Hill Circle
Chattanooga, TN 37402

bcbst.com

Dear State Member:

Welcome to BlueCross BlueShield of Tennessee! We're glad that you have chosen us as your health insurance carrier. You will be receiving a new ID card in a separate envelope very soon if you have not already received it.

What you'll find in this welcome packet

In this packet, you'll find details about the health care option you have chosen. Please look over this carefully. These documents can help you get the most out of your benefits. Keep them in a handy place. You might need them later on.

Here's what's included:

- **Your Guide to Blue Benefits** – This gives you basic facts on your health plan. It also describes the value-added programs that offer you great savings.
- **Member Handbook** – This tells you about your benefits and how to use them. Plus, it explains what services are and are not covered.
- **Provider Directory** – You have access to doctors in BlueCross BlueShield of Tennessee's Network S. Go to providers listed in the directory. If you go to a doctor out of the network, your out-of-pocket costs will be higher.
- **BluePerks Details** – Find out where to get savings of up to 50 percent on certain non-covered services.
- **BlueAccess Flier** – View your benefit details, recent claims, tools and resources online.
- **Early Retiree Letter** – This letter explains the State of Tennessee Group Insurance Program's participation in the Federal Early Retiree Reinsurance Program.

Information and services at your fingertips

You have access to many services to help you best use your benefits. Check out the State of Tennessee member page at www.bcbst.com/members/TN_state. Here you can sign into BlueAccess.

Within BlueAccess you can look at your claims details online, as well as see and print an explanation of benefits (EOB) on your claims. You can also order replacement member ID cards. Plus, you can locate network providers and compare costs of hospitals and treatments.

We're here to help you

We look forward to working with you. If you have questions or need details, please call member services at 1-800-558-6213. This is a free call. Hours are 7 a.m. to 4:15 p.m. CT, Monday through Friday. Thank you for choosing BlueCross BlueShield of Tennessee.

Best of health,
BlueCross BlueShield of Tennessee

Reminder: Please make sure each of your health care providers has a copy of your most current ID card. This is the card issued 1/1/2012 and after. The date can be found on the back of your card on the lower right-hand side. The correct card will also have a red and blue PartNers for Health logo on the front. If your provider has a copy of an old ID card, one without the PartNers for Health logo on the front and dated before 1/1/2012, it will delay your claim being processed in a timely manner.