

# Customer Service



## Benefits Administration

800.253.9981 or 615.741.3590  
Monday - Friday, 8 - 4:30 CT  
Fax: 615.741.8196  
e-mail: [benefits.administration@tn.gov](mailto:benefits.administration@tn.gov)  
[Questions?](#)

If you are at a doctor's office or pharmacy and are declined services, call our service center, press option "5" for urgent and a representative will assist you.

If you have questions about member or dependent eligibility or enrollment in one of the state retiree insurance plans, or COBRA, please call our Service Center at 800-253-9981 or email us at [benefits.administration@tn.gov](mailto:benefits.administration@tn.gov). We can help you over the phone or by email. If you need an in-person counseling meeting, please ask us to make an appointment for you. Appointments must be scheduled at least 48 hours in advance.

## Wellness Program

ActiveHealth  
888.741.3390  
Monday - Friday, 8 - 8 CT  
Email: [partners.wellness@tn.gov](mailto:partners.wellness@tn.gov)  
[go.activehealth.com/wellnesstn](http://go.activehealth.com/wellnesstn)

## Health Insurance

BlueCross BlueShield of Tennessee  
800.558.6213  
Monday - Friday, 7 - 5 CT  
[bcbst.com/members/tn\\_state/](http://bcbst.com/members/tn_state/)

Cigna  
800.997.1617  
24/7  
[cigna.com/stateoftn](http://cigna.com/stateoftn)

## Health Savings Account & Flexible Spending Account

PayFlex  
855.288.7936  
M-F, 7-7; Sat, 9-2  
[stateoftn.payflexdirect.com](http://stateoftn.payflexdirect.com)

Note: For transportation and parking FSA contact Benefits Administration.

## Dental Insurance

Cigna - Prepaid  
800.997.1617  
24/7  
[cigna.com/stateoftn](http://cigna.com/stateoftn)

MetLife - DPPO  
855.700.8001  
Monday - Friday, 7-10 CT  
[metlife.com/StateOfTN](http://metlife.com/StateOfTN)

## Pharmacy

CVS/caremark  
877.522.TNRX (8679)  
24/7  
[info.caremark.com/stateoftn](http://info.caremark.com/stateoftn)

## Vision

Davis Vision  
800.208.6404  
Monday - Friday, 7-10; Saturday, 8-3; Sunday, 11-3 CT  
Basic Client Code: 8155  
Expanded Client Code: 8156  
[davisvision.com/stateoftn](http://davisvision.com/stateoftn)

## Life Insurance

Securian Financial (Minnesota Life)  
866.881.0631

Monday - Friday, 7-6 CT  
<https://lifebenefits.com/stateoftn>

Unum (voluntary universal life and permoplan)  
866.298.7636  
Monday - Friday, 7-7 CT

## The Tennessee Plan

POMCO/UMR  
888.477.9307  
Monday - Friday, 7-5 CT  
[umr.com/thetennesseeplaninfo](http://umr.com/thetennesseeplaninfo)

## Behavioral Health

Optum  
855.HERE4TN (855.437.3486)  
24/7  
[Here4TN.com](http://Here4TN.com)

## Disability

MetLife  
855.700.8001  
Monday - Friday, 7-10 CT  
[metlife.com/StateOfTN](http://metlife.com/StateOfTN)

## Anti-Discrimination and Civil Rights Compliance

Benefits Administration does not support any practice that excludes participation in programs or denies the benefits of such programs on the basis of race, color, national origin, sex, age or disability in its health programs and activities. If you have a complaint regarding discrimination, please call 615-532-9617.

If you think you have been treated in a different way for these reasons, please mail this information to the Civil Rights Coordinator for the Department of Finance and Administration:

- Your name, address and phone number. You must sign your name. (If you write for someone else, include your name, address, phone number and how you are related to that person, for instance wife, lawyer or friend.)
- The name and address of the program you think treated you in a different way.
- How, why and when you think you were treated in a different way.
- Any other key details.

Mail to: State of Tennessee, Civil Rights Coordinator, Department of Finance and Administration, Office of General Counsel, 20<sup>th</sup> Floor, 312 Rosa L. Parks Avenue, William R. Snodgrass Tennessee Tower, Nashville, TN 37243.

Need free language help? Have a disability and need free help or an auxiliary aid or service, for instance Braille or large print? Please call 615-532-9617.

You may also contact the: U.S. Department of Health & Human Services – Region IV Office for Civil Rights, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street, SW, Atlanta, Georgia 30303-8909 or 1-800-368-1019 or TTY/TDD at 1-800-537-7697 **OR** U. S. Office for Civil Rights, Office of Justice Programs, U. S. Department of Justice, 810 7th Street, NW, Washington, DC 20531 **OR** Tennessee Human Rights Commission, 312 Rosa Parks Avenue, 23rd Floor, William R. Snodgrass Tennessee Tower, Nashville, TN 37243.

If you speak a language other than English, help in your language is available for free. This tells you how to get help in a language other than English.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia

lingüística. Llame al 1-866-576-0029 (TTY: 1-800-848-0298).

رقم -0029-576- ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (1 866

هاتف الصم والبكم: 1-800-848-0298).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

1-866-576-0029 (TTY:1-800-848-0298)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho

bạn. Gọi số 1-866-576-0029 (TTY:1-800-848-0298).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

1-866-576-0029 (TTY: 1-800-848-0298) 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont

proposés gratuitement. Appelez le 1-866-576-0029 (ATS : 1-800-848-0298).

Ni songen mwohmw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1-866-576-0029 (TTY: 1-800-848-0298).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው

ቁጥር ይደውሉ 1-866-576-0029 (ሞስማት ለተሳናቸው: 1-800-848-0298).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche

Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-576-0029 (TTY: 1-800-848-0298).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો

1-866-576-0029 (TTY:1-800-848-0298)

注意事項 : 日本語を話される場合、無料の言語支援をご利用いただけます

1-866-576-0029 (TTY:1-800-848-0298) まで、お電話にてご連絡ください

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika

nang walang bayad. Tumawag sa 1-866-576-0029 (TTY: 1-800-848-0298).

ध्यान द: य द आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह।

1-866-576-0029 (TTY: 1-800-848-0298) पर कॉल कर।

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-576-0029 (телетайп: 1-800-848-0298).

فراهم می (TTY: 1-800-848-0298) توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما 0029-576-866 باشد. با تماس بگیرید.