

TENNESSEE INSURER INFO

TennCare

Call TennCare Solutions at 1-800-878-3192 for help filing an appeal. Detailed instructions for filing include [\[here\]](#)

Make sure to also call the health plan that is responsible for the parity violation. Their phone number can be found [\[here\]](#) or on your TennCare card.

BlueCross BlueShield of Tennessee

Contact Member Service here or call 800-565-9140, 8am-6pm ET weekdays

Twitter: [@BCBSTennessee](#)

TennCare Medical Appeal form and instructions can be found [\[here\]](#)

CIGNA

Contact Customer Service Department at the number on the back of member ID card

Customer Appeal Request downloadable PDF form found [\[here\]](#)

Twitter: [@Cigna](#)

Additional information can be found [\[here\]](#)

Mail completed forms to:

Cigna Appeals Unit
PO Box 188011
Chattanooga, TN 37422

If GWH-Cigna Network mail to:

Great West Healthcare
PO Box 668
Kennett, MO 63857

Ambetter (Celtic)

Call the Member Service number found on the member ID card or call 1-833-709-4735 or visit [\[here\]](#)

Twitter: [@AmbetterTN](#)

Oscar

Contact Customer Service Department at the number on the back of member ID card
Internal Appeals detailed [\[here\]](#) downloadable PDF

Twitter: [@OscarHealth](#)

Bright

Call the Member Service number found on the member ID card or visit [\[here\]](#)

Twitter: [@MyBrightHealth](#)

Farm Bureau Health Plans

Complete Request for Reconsideration of Declined Coverage downloadable PDF form found [\[here\]](#)

Mail completed form to:

Farm Bureau Health Plans
Attention: Underwriting Department
PO Box 313
Columbia, TN 38402-0313

Grievance downloadable PDF form found [\[here\]](#)

Mail completed form to:

UMR
Attention: Claims Appeal Unit
PO Box 30546
Salt Lake City, UT 84130-0546