

# Quick References

## Division of Insurance Administration

Benefits Administration  
Phone: 1-800-253-9981 M-F, 8-4:30  
Fax: 1-615-741-8196  
Email: [benefits.administration@state.tn.us](mailto:benefits.administration@state.tn.us)  
Website: [www.tn.gov/finance/ins/](http://www.tn.gov/finance/ins/)

## **Health Insurance Carriers** (2 provider networks each)

**BlueCross BlueShield of Tennessee** - Network S  
Phone: 1-800-558-6213 M-F, 7-5 Network P - open  
Website: [www.bcbst.com/members/tn\\_state/](http://www.bcbst.com/members/tn_state/)

## **Cigna HealthCare (PPO)**

Phone: 1-800-244-6224 24/7 Network: LocalPlus  
Website: [www.cigna.com](http://www.cigna.com) Network: Open Access

## **Pharmacy**

**CVS/Caremark Prescription**  
Phone: 1-877-522-8679 24/7  
Website: [www.caremark.com](http://www.caremark.com)

## **Dental Insurance**

**Cigna DHMO** (in-network) Group#3339070  
Prepaid Dental Plan  
Phone: 1-800-997-1617 24/7  
Website: [www.cigna.com/sites/stateoftn](http://www.cigna.com/sites/stateoftn)

## **Delta Dental DPPO - Group#8060**

Phone: 1-800-552-2498 M-F 7-5pm CT  
Website: [Delta.DentalTN.com/StateofTn](http://Delta.DentalTN.com/StateofTn)

## **Vision Insurance (Basic & Expanded-#VC-146)**

**EyeMed** - effective 1/1/2023  
Phone: 1-855-779-5046 M-F 7am-10pm Sat 10am-7pm  
Website: [www.eyemed.com/stateofTn](http://www.eyemed.com/stateofTn)

**Employee Assistance Program (EAP)** – all benefit eligible only  
**Behavioral Health/Substance Assistance**-health members only

## **Optum Health**

Phone: 1-855-437-3486 24/7  
Website: [www.HERE4TN.com](http://www.HERE4TN.com)

## **Flexible Spending Accounts (FSA)**

**Health Savings Account (HSA)** for CDHP Plan members only

## **Optum Bank**

Phone: 1-866-600-4984 24/7  
Website: [optumbank.com/Tennessee](http://optumbank.com/Tennessee)

## **Sharecare** – Wellness vendor 1/01/2024

Phone: 1-888-741-3390 M-F 8am-8pm  
Website: [sharecare.com/tnwellness](http://sharecare.com/tnwellness)

## **AFLAC - members contacts directly - no longer offered after 2016**

Rep: Danny Williams Cell: 731-695-0490 Fax: 731-256-8212  
Email: [danny\\_williams@us.aflac.com](mailto:danny_williams@us.aflac.com)  
Claims: 800-992-3522 Website: [www.aflac.com](http://www.aflac.com)

## **Short Term Disability (STD)**

### **MetLife Disability**

Phone: 1-855-700-8001 M-F, 7-10  
Website: <https://metlife.com/StateofTN>  
Reference ID: TBR LTD134270 / 01, 02, 03

## **Long Term Disability (STD)**

### **MetLife Disability** (effective 1/1/2024)

Phone: 1-855-700-8001 M-F, 7-10  
Website: <https://metlife.com/StateofTN>

**Basic Life/AD&D** handled through Div. of Ins. Admin.  
**Voluntary AD&D** handled through Div. of Ins. Admin.

## **Voluntary Group Term Life Insurance**

**Securian Financial** – (formerly MN Life) Group 34175-G  
Phone: 1-866-881-0631 M-F, 7-6  
Website: [www.lifebenefits.com/statetn](http://www.lifebenefits.com/statetn)

## **Retirement Plans**

**TCRS** - Tennessee Consolidated Retirement System  
Phone: 1-800-770-8277 (say 'TCRS' when prompted)  
FAX: 615-401-6818  
Email: [tcrcounseling@state.tn.edu](mailto:tcrcounseling@state.tn.edu)  
Website: [www.treasury.tn.gov/tcrs/](http://www.treasury.tn.gov/tcrs/)  
Website: [www.mytcrs.com](http://www.mytcrs.com)

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**Optional Retirement Plan (ORP) vendors:**  
**403b – Retirement Saving Plan vendors:**

**TIAA-CREF** (Teachers Insurance & Annuity Assoc.)  
Financial Consultant: **Rosaline Banks**  
Phone: 901-498-6165 or 1-800-842-2907  
Email: [rosaline.banks@tiaa.org](mailto:rosaline.banks@tiaa.org)  
Website: [www.tiaa.org](http://www.tiaa.org)  
Appointments: [www.tiaa.org/schedulenow](http://www.tiaa.org/schedulenow)

## **VOYA** (Formally ING)

Financial Advisor: **Calvin Reid**  
Phone: 901-496-2741 or 1-800-262-3862  
Email: [calvin.reid@voyafa.com](mailto:calvin.reid@voyafa.com)  
Website: [www.ing-usa.com](http://www.ing-usa.com)

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## **Retirement Savings Plans -**

**401k/457 – administered by Empower**

**Customer Service Phone: 1-800-922-7772**  
(say '401k or 457' when prompted, not TCRS)

Empower Local Rep: Sherri Thomas  
Email: [Sherri.Thomas@empower.com](mailto:Sherri.Thomas@empower.com)  
615-564-7014 direct / 901-623-6915 cell  
Website: [www.retirereadytn.gov](http://www.retirereadytn.gov)