

COMPANY OVERVIEW

BlueCross BlueShield of Tennessee

Company Overview

Our mission: peace of mind through better health.

Founded in 1945, BlueCross BlueShield of Tennessee has focused on providing peace of mind through better health for more than 70 years. Today, more than 6,000 employees serve families, friends and neighbors throughout the Volunteer State and across the country.

We have offices in six cities:

- Chattanooga
- Knoxville
- Jackson
- Johnson City
- Memphis
- Nashville

We contract with more than 29,000 medical practitioners to ensure our 3.4 million members have access to the care they need within our networks. In 2016, we paid 13.9 billion in claims on behalf of those members. And we give millions each year to charitable causes around the state, mainly through the BlueCross BlueShield of Tennessee Health Foundation and Community Trust.

We are a taxpaying not-for-profit plan, which gives us a unique ability to earn lower profit margins – averaging 1.5 percent over the past five years – and a responsibility to maintain healthy reserves to protect our members.

[Learn more about our 2016 financial performance.](#)

Our lines of business include:

- [BlueCare Tennessee](#), our Medicaid managed care subsidiary
- [Dental and vision](#)
- [Employer-sponsored plans](#), serving more than 11,000 groups
- [Individual and family plans](#)
- [Medicare Advantage](#) and Medicare Supplement plans

Committed to Quality Care

Our employees work closely with our members and providers to improve quality of care and quality of life for those we serve.

Our commercial group PPO plan has a 4-star quality rating from the National Committee for Quality Assurance (NCQA), making it the top-rated private PPO plan in Tennessee.

The East division of BlueCare Tennessee, our Medicaid subsidiary, also earned 4 out of 5 stars – the top rating received by any Tennessee Medicaid plan in NCQA's Medicaid Health Insurance Plan Ratings.

Our Medicare Advantage (MA) plans are also recognized for excellence. For the past two years, we've earned a 4-Star rating from the Centers for Medicare and Medicaid Services (CMS) for outstanding service, high quality and member satisfaction.

We have developed the largest Patient-Centered Medical Home (PCMH) program in the state. Our medical home model, established in 2008, boosts preventive care, closes gaps in care and lowers medical costs by decreasing the need for hospital admissions and ER visits. We aim to reach 450,000 members through the PCMH program by 2018.