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Insurance We Accept

It is Erlanger's goal to participate in all insurance plans; however not all health insurance companies, and not all insurance plans, are created equal. We may not accept insurance from companies who have rates, policies or procedures that don't match our core values, quality standards or the financial sustainability of our system.

Here's a list of the health insurance plans we accept. It might surprise you to know that even though the hospital may accept your plan, the doctor caring for you may or may not be covered by your insurance.

Names of the health plans listed below do not always match the name listed on your health insurance card. If you do not see your plan name listed, call the number on the back of your health insurance card or visit your health insurance company's website to verify that Erlanger is in network with your specific health insurance plan. If you're still unable to verify, you can contact Patient Financial Services at **423-778-5150** to see if Erlanger accepts your insurance.

Commercial Health Plans:

AccessTN and CoverKids

Aetna

Alliant Health Plans

Baptist Health Plan

BlueCross BlueShield of Georgia (HMO & Indemnity)

BlueCross BlueShield of Tennessee (Network P, S and BlueCard)

ChoiceCare Network

Cigna HealthCare of Tennessee, Inc. (including SureFit)

Crescent Preferred Provider Organization, Inc.

Employers Health Network (EHN)

First Health Network

Galaxy Health Network

Health One Alliance

HealthSCOPE Benefits

Humana Inc.

MultiPlan

NovaNet, Inc.

Prime Health Services

UnitedHealthcare of Tennessee, Inc.

USA Managed Care Organization

Health Insurance Marketplace (Exchange) Plans:

Ambetter (TN & GA)

BlueCross BlueShield of Tennessee (Networks S and P)

UnitedHealthcare Compass

*We do NOT accept the following exchange plans:

BlueCross BlueShield of Georgia Pathway X

Kaiser Permanente exchange plans

Medicare Advantage Plans:

BlueAdvantage (PPOs)

Care Improvement Plus

ChoiceCare Network

Cigna-HealthSpring

Humana Inc.

PruittHealth Premier (I-SNP)

Simpra Advantage (I-SNP & D-SNP)

UnitedHealthcare of Tennessee, Inc. (*does not cover transplant services)

WellCare Health Plans

*We do NOT accept the following Medicare Advantage plans:

BlueChoice (HMO)

ClearRiver Health

Medicaid Managed Care Plans:

Amerigroup TN

Amerigroup GA

BlueCare

CareSource

Georgia Medicaid

Peach State Health Plan, Inc.

TennCareSelect

UnitedHealthcare Community Plan

WellCare of Georgia, Inc.

Other Health Plans:

Alexian Brothers (PACE)

BlueCare Plus (SNP)

Humana Military (TRICARE South)

Medicare

Point Comfort Underwriters

UnitedHealthcare Dual Complete (HMO SNP)

Dental Plans (only accepted at Dodson Avenue Community Health Center):

Aetna Dental PPO

DeltaCare USA (Delta Dental HMO)

DentaQuest (for TennCare)

If you have a health insurance plan accepted by Erlanger and have questions about out-of-pocket costs, we recommend you contact your insurance company who knows the specific details of your health insurance plan and has information on your plan's out-of-pocket maximum costs.

It is possible that you may have a health insurance plan accepted by Erlanger, but need a service that is not covered by your insurance plan (e.g. wellness programs, cosmetic procedures, bariatric procedures). To better understand the out-of-pocket costs associated with these services, please call Patient Financial Services at **423-723-5150**.

Don't have health insurance? See if you qualify for financial assistance or charity care.

Need More Information?

[Medicare and TennCare Eligibility](#)

[Insurance Basics](#)

[Understanding Your Statement](#)

[Pay Your Bill](#)



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Insurance plans

CHI Memorial Hospital Chattanooga and CHI Memorial Hospital Hixson participate in the following insurance plans. If you do not see your insurance plan below please contact us to verify as information is subject to change.

Commercial

- Aetna – PPO, POS, EPO
- Alliant Health Plans
- Ambetter TN/GA
- BlueCross BlueShield of Tennessee

- o Network P
- o Network S
- o BlueCard (out of state)

Cigna (excluding Local Plus). *Effective Jan. 1, 2020, CHI Memorial will not be participating with the Cigna Connect Individual or Family Plans.*

- HealthOne Alliance
- Healthscope
- Humana – All except ChoicePOS
- Multiplan
- PHCS
- Tricare
- United
- o Choice and Choice Plus
- o Compass

Medicare Advantage

- BlueAdvantage (Diamond, Emerald, PPO, Ruby, Sapphire)
- BlueChoice HMO
- Blue Essential
- Healthspring
- Humana

Medicare Supplements

We accept all Medicare Supplements that are secondary to traditional Medicare.

TennCare

- BlueCare
- BlueCare Plus – DSNP
- Community Plan
- Community Plan Duals - DSNP

Georgia Medicaid

CHI Memorial Hospital Georgia participates in the following Georgia Medicaid programs:

- o Wellcare of GA Medicaid
- o Amerigroup Medicaid (effective March 28, 2020)

PATIENT PORTAL

MyChart is a patient portal, a web tool to help you manage your healthcare easily and securely.

[Learn more >](#)

FREE CAMPUS MAP APP



CHI Memorial's free app provides point-to-point way finding and an option for verbal directions for navigating CHI Memorial Hospital Chattanooga.

[Learn more >](#)

SEE OUR LOCATIONS



Find the nearest CHI Memorial location.

[Learn more >](#)

Patient Resources

- Locations
- Find a physician
- Explore Services
- Online bill pay
- Financial assistance
- Notice of Privacy Practices

Professional Resources

- For Physicians
- For Employees
- For Media
- Work at CHI Memorial

Contact CHI

(423) 495-2525

[Send an email >](#)

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