

# Substance Use Disorder (SUD)

## Preferred Provider Network for State of Tennessee

For facility-based services including inpatient, residential, partial and intensive outpatient programs



### Make the most of your benefits by using an Optum Substance Use Disorder Preferred Provider

When you use an Optum® SUD Preferred Provider for facility based services, your costs will be waived as part of your State of Tennessee behavioral health benefits. PPO members who use these high-quality facilities will not pay a deductible or coinsurance. CDHP/HSA members' coinsurance will be waived after meeting their deductible.

Prior authorization is required for in-network and out-of-network services. If a prior authorization is not received, claims for services may be denied for reimbursement.



### It pays to know where to go for care

	In Network		Out of Network
	Optum SUD Preferred Providers	Other Optum Providers	
<b>Service</b>	<ul style="list-style-type: none"> <li>Providers who show superior treatment outcomes.</li> <li>Handle the insurance paperwork and claims.</li> <li>Handle prior authorization requests.</li> </ul>	<ul style="list-style-type: none"> <li>Handle the insurance paperwork and claims.</li> <li>Handle prior authorization requests.</li> </ul>	<ul style="list-style-type: none"> <li>May not be willing to handle the insurance paperwork and claims, request required prior authorization or advocate on your behalf.</li> <li>May require payment before services are provided.</li> </ul>
<b>Cost</b>	<ul style="list-style-type: none"> <li>For PPO members, <b>the plan pays 100 percent*</b> of eligible inpatient, residential, partial hospitalization and intensive outpatient facility treatment expenses to include waiving the deductible and coinsurance.</li> <li>For CDHP members, coinsurance will be waived after the deductible has been met.</li> </ul> <p><small>*where preferred network services are provided</small></p>	<ul style="list-style-type: none"> <li>See your plan detail.</li> </ul>	<ul style="list-style-type: none"> <li>Higher member cost share and balanced billing.</li> <li>See your plan detail.</li> </ul>
<b>Expertise and Quality of Care</b>	<ul style="list-style-type: none"> <li>Clinicians with experience and expertise to personalize treatment for you.</li> <li>Providers who demonstrate better treatment outcomes in quality metrics.                             <ul style="list-style-type: none"> <li>Deliver evidence-based services more effectively and efficiently.</li> <li>Elimination of variations in practice patterns to drive better cost patterns and patient outcomes.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Clinicians with experience and expertise to personalize treatment for you.</li> <li>Meet the highest standards and are held accountable for the quality of the care they deliver to help ensure you're receiving the best possible care.</li> </ul>	<ul style="list-style-type: none"> <li>Not credentialed by Optum, no access to the background of the staff who may be providing the care nor if the care is evidence-based treatment.</li> <li>Out-of-network providers demonstrate higher 30- and 90-day readmission rates.</li> <li>Episode of care costs significantly more expensive than in-network care.</li> </ul>

### Finding the right provider for personalized care

There are many factors that determine the appropriate treatment program for a particular person. These include age, medical and mental health and social factors. Creating a program with the best chance of recovery starts with an in-depth, face-to-face assessment. This should be done by a substance use treatment professional before you enter any treatment program.

In many cases, the most appropriate treatment does not necessarily mean being admitted into a facility. Many clinical advancements have been made in treating addiction. These include medication-assisted treatment with behavioral support services and counseling. However, each person is unique, so it is important that you have a treatment plan that is designed specifically for you.



**We can help you find an in-network SUD provider**  
 Call **855-Here4TN (855-437-3486)** or visit [Here4TN.com](https://www.here4tn.com)

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Below is a list of the **Optum SUD Preferred Providers** located in Tennessee as of August 1, 2023. Optum® has a national network of SUD Preferred Providers. To learn more about locations in other states, call 855-Here4TN (855-437-3486).

Optum SUD Preferred Providers	Street	City/State/Zip	Phone number
Pathways of Tennessee Inc.	1120 Tammbell Street	Brownsville, TN 38012	(731) 772-4685
Bradford Health Services TN	6160 Shallowford Road; Suite 103	Chattanooga, TN 37421	(423) 892-2639
CADAS	207 Spears Avenue	Chattanooga, TN 37405	(423) 756-7644
Focus Healthcare of Tennessee	7429 Shallowford Road	Chattanooga, TN 37421	(423) 308-2560
Parkridge Valley Hospital	2200 Morris Hill Road	Chattanooga, TN 37421	(423) 698-6061
Parkridge Valley Hospital	7351 Courage Way	Chattanooga, TN 37421	(423) 472-1999
Bradford Health Services TN	1330 Neal Street; Suite D	Cookeville, TN 38501	(931) 528-6803
Bradford Health Services TN	8566 Cordes Circle	Germantown, TN 38139	(931) 528-6803
Pathways of Tennessee Inc.	238 Summar Drive	Jackson, TN 38301	(731) 541-8200
Creekside Behavioral Health	1025 Executive Park Boulevard	Kingsport, TN 37660	(423) 830-8110
Focus Healthcare of Tennessee	2210 Sutherland Avenue; Suite 115	Knoxville, TN 37919	(865) 622-7116
Serenity Centers of Tennessee	2636 Maryville Pike	Knoxville, TN 37920	(800) 765-9315
Serenity Centers of Tennessee	7417 Kingston Pike	Knoxville, TN 37919	(888) 601-0982
Bradford Health Services TN	1601 McArthur Street	Manchester, TN 37355	(931) 728-4442
Pathways of Tennessee Inc.	4039 Highland Street; Suite 2	Milan, TN 38358	(731) 723-1327
JourneyPure At The River	5080 Florence Road	Murfreesboro, TN 37129	(615) 907-5037
Serenity Centers of Tennessee	5080 Florence Road	Murfreesboro, TN 37129	(615) 907-5037
Bradford Health Services TN	1410 Donelson Pike; Suite A7	Nashville, TN 37217	(615) 291-2956
Next Door Inc.	402 22nd Avenue North	Nashville, TN 37203	(855) 866-4673
Vanderbilt University Medical Center Inc.	1601 23rd Avenue South	Nashville, TN 37212	(615) 327-7000
Serenity Centers of Tennessee	17 Ridgeway Road	Norris, TN 37828	(800) 765-9315
Pathways of Tennessee Inc.	223 S Court Street	Tiptonville, TN 38079	(731) 253-7780
Pathways of Tennessee Inc.	930 Mount Zion Road	Union City, TN 38261	(731) 541-8200



Optum does not recommend or endorse any treatment or medications, specific or otherwise. The information provided is for educational purposes only and is not meant to provide medical advice or otherwise replace professional advice. Consult with your clinician, physician or mental health care provider for specific health care needs, treatment or medications. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services. If you are experiencing thoughts of suicide or if this is urgent and an emergency, call 911 or 1-800-SUICIDE (784-2433) or 1-800-273-TALK (8255).