

Substance Use Disorder

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 (SUD) 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	
Service	<ul style="list-style-type: none">Providers who show superior treatment outcomes.Handle the insurance paperwork and claims.Handle prior authorization requests.	<ul style="list-style-type: none">Handle the insurance paperwork and claims.Handle prior authorization requests.	<ul style="list-style-type: none">May not be willing to handle the insurance paperwork and claims, request required prior authorization or advocate on your behalf.May require payment before services are provided.
Cost	<ul style="list-style-type: none">For PPO members, the plan pays 100%* of eligible inpatient, residential, partial hospitalization and intensive outpatient facility treatment expenses to include waiving the deductible and coinsurance.For CDHP members, coinsurance will be waived after the deductible has been met. <p><small>*Where preferred network services are provided.</small></p>	<ul style="list-style-type: none">See your plan detail.	<ul style="list-style-type: none">Higher member cost share and balanced billing.See your plan detail.
Expertise and quality of care	<ul style="list-style-type: none">Clinicians with experience and expertise to personalize treatment for you.Providers who demonstrate better treatment outcomes in quality metrics.<ul style="list-style-type: none">Deliver evidence-based services more effectively and efficiently.Eliminate variations in practice patterns to drive better cost patterns and patient outcomes.	<ul style="list-style-type: none">Clinicians with experience and expertise to personalize treatment for you.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.	<ul style="list-style-type: none">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.Out-of-network providers demonstrate higher 30- and 90-day readmission rates.Episode of care costs significantly more expensive than in-network care.

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 July 21, 2025. 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 Address	City/State/ZIP	Phone
Bradford Health Services TN	6160 Shallowford Road, Suite 103	Chattanooga, TN 37421	(423) 892-2639
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
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
Cornerstone of Recovery Inc	4718 Alcoa Highway	Louisville, TN 37777	(865) 970-7747
Cornerstone of Recovery Inc	1214 Topside Road	Louisville, TN 37777	(865) 970-7747
Cornerstone of Recovery Inc	4726 Airport Highway	Louisville, TN 37777	(865) 970-7747
Bradford Health Services TN	1601 McArthur Street	Manchester, TN 37355	(931) 728-4442
JourneyPure at the River	5080 Florence Rd	Murfreesboro, TN 37129	(615) 907-5037
Bradford Health Services TN	1410 Donelson Pike, Suite A7	Nashville, TN 37217	(615) 291-2956
Serenity Centers of Tennessee	17 Ridgeway Road	Norris, TN 37828	(800) 765-9315



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).