



BlueHorizon Program FAQs

Q: What is the BlueHorizon program all about?

BlueHorizon is a career development program offered through BlueCross BlueShield of Tennessee in partnership with Chattanooga State. It provides participants with hands-on training, mentorship, and paid work experience while they pursue an Associate of Applied Science degree in Health Sciences.

Q: Why should I apply to BlueHorizon?

BlueHorizon offers a unique opportunity to earn a college degree while gaining paid work experience at BlueCross BlueShield of Tennessee. Participants receive mentorship, career coaching, and access to benefits, all while building a foundation for future growth in healthcare or customer service roles.

Q: What kind of training will I receive?

Participants will receive comprehensive training in customer service, healthcare benefits, and communication skills. Training includes hands-on instruction, roleplaying, and real-time support to prepare students for member and provider interactions across multiple channels.

Q: What types of calls will I be handling?

You'll assist members and providers with inquiries related to medical, dental, vision, and behavioral health benefits. This includes questions about eligibility, claims status, coverage details, and more.

Q: What benefits are available to participants?

Participants may be eligible for health benefits, paid time off, tuition reimbursement, and access to BlueCross BlueShield's employee support programs. Eligibility may vary based on employment status and grant funding.



Q: Is PTO or vacation time available during the program?

Yes, participants will have access to paid time off in accordance with BlueCross BlueShield of Tennessee's employee policies. Specific details will be provided during onboarding.

Q: What happens after I complete the program?

Upon completion, participants may be eligible for internal roles at BlueCross BlueShield and can leverage tuition reimbursement to pursue further education and advancement

Q: Can I participate in BlueHorizon and earn the same pay if my major is outside of Allied Health Sciences?

No, all BlueHorizon participants must be enrolled in the Associate of Applied Science in Health Sciences program at Chattanooga State. The program is structured around this specific degree path.

Q: What does the day-to-day look like after training is complete?

After training, participants will engage in multi-channel communication with members and providers, handle service inquiries, and document interactions. They will work in a supportive team environment with continued mentorship.

Q: What kind of support will I receive during the program?

Mentorship, coaching, and resources available to help participants succeed. Student Success Manager and the Program Director will be available

Q: Are there opportunities for promotion or internal mobility?

Yes, BlueHorizon is designed to be a launchpad for long-term career growth. Upon completion, participants may be eligible for internal roles at BlueCross BlueShield and can leverage tuition reimbursement to pursue further education and advancement.



Q: Will taking dual enrollment courses reduce the number of classes I need to take once the program starts?

Taking dual enrollment courses may help reduce your course load once the BlueHorizon program begins. If the courses you've completed align with the program's curriculum requirements, you may be eligible for credit or exemption from certain classes.

Q: I am a current Chattanooga State student, can I apply to this program?

Yes, current students can apply to the Blue Horizon program.

Q: Does this program have any housing options?

No, Chattanooga State does not offer on campus housing for students.

Q: When does the Blue Horizon program start?

BlueHorizon students will begin their New Employee training at BCBST in January and June of 2027 and will begin taking classes with Chattanooga State in March 2027 and August of 2027 depending on which cohort you apply to.

Q: What degree will I be earning while completing the Blue Horizon program? Students participating in the Blue Horizon program will earn an Associate of Applied Science degree in the field of Health Sciences.

Q: Will I be able to leverage my associate's degree into a bachelor's degree?

Students participating in the Blue Horizon program can leverage their Associate of Applied Science degree into a Bachelor of Applied Science degree at four-year colleges or universities like the University of Tennessee Chattanooga, or East Tennessee State University.

Q: Will my dual enrollment, AP, IB, or CLEP credit transfer to the Blue Horizon program?

Yes, your dual enrollment, AP, IB, and CLEP credit will transfer into the Blue Horizon program, if the credit aligns with the Blue Horizon program curriculum.



[This link](#) will take you to the Chattanooga State catalog entry for the Health Sciences A.A.S degree Blue Horizon students will be earning and lists the specific courses in the program of study. [This link](#) will take you to Chattanooga State's PLA table, which lists AP/CLEP/IB courses, their corresponding Chattanooga State courses, and the examination scores required to earn credit.

Q: Can I use TN Promise or TN Reconnect grant for the Blue Horizon program?

Yes, eligible participants can use the TN Promise Scholarship and the TN Reconnect Grant to cover the tuition costs for the Blue Horizon program.