

Promise Health Plan Network: Prisma Health Team Member Guide

Founded by Prisma Health, built for our communities, and backed by inVio Health Network, Promise Health Plan offers employee benefit plans to employers that are designed to strengthen benefits, reduce costs for both employers and employees, and ensure members receive the highest quality care.

Provider Network for the Prisma Health Team Members

Your Member ID Card will display the following **In-Network Options**:

Tier 1:

- **inVio Health Network** - Includes Prisma Health employed and independent physicians and facilities
- Offers **enhanced benefits** with the **lowest deductibles and copays**

Tier 2:

- **Cigna Healthcare National PPO Network*** - Provides broad access to more than **1.6 million* national providers**
- In-Network benefits apply, but with **higher deductibles and cost-sharing** than Tier 1

Important Details

- Services from Tier 1 or Tier 2 providers are considered **In-Network** and will receive the applicable benefit level based on your plan. Services from providers outside Tier 1 or Tier 2 are **Out-Of-Network** and **not covered**.

Finding In-Network Providers

Visit the [Promise Health Plan provider directory](#) in the member section of our website or through your member portal. The directory clearly identifies whether a provider is Tier 1 or Tier 2 using the **Tier box** on the right side of the provider card.

While inVio Health Network and the Cigna Healthcare National PPO Network each have their own directories, we recommend using the Promise Health Plan directory for the most accurate and complete list of your In-Network options. **Note:** The Cigna provider directory may not display certain Tier 1 providers and facilities.

Network Exceptions

Effective January 1, 2026, through Promise Health Plan, if a covered service is unavailable through an In-Network provider, you may work with your In-Network provider or referring provider to request a **Network Exception** by completing the request form in the featured resources of the member and provider sections of the [Promise Health Plan website](#). If approved, the service will be covered at the appropriate In-Network benefit level.

* The Cigna Healthcare® PPO Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna Healthcare PPO for Shared Administration. Cigna Healthcare® is an independent company and not affiliated with Promise Health Plan. Access to the Cigna Healthcare PPO Network is available through the contractual relationship between Promise Health Plan and Cigna Healthcare. All Cigna Healthcare products are provided exclusively by or through operating subsidiaries of The Cigna Group, including Cigna Health and Life Insurance Company. The Cigna Healthcare name, logo, and other marks are owned by Cigna Intellectual Property, Inc.

**Cigna Healthcare analysis of actual providers contracted as part of the Cigna Healthcare PPO for Shared Administration as of July 2025. Data is subject to change.

Promise Health Plan Network – Tier 1 Highlights – December 2025

Below is a list of locations and services that are **In-Network under Tier 1** for Promise Health Plan Members regardless of their in-network status with the Cigna Healthcare National PPO Network. These facilities provide the **highest level of benefits** for Prisma Health team members. The below list is not inclusive of all Tier 1 locations and services.

Imaging Centers

| Facility Name | Address |
|-----------------------------------------------------|----------------------------------------------------------------|
| Prisma Health Imaging Center – Greenville | 21 Orchard Park Drive Suite A Greenville, SC 29615 |
| Prisma Health Imaging Center - Irmo | 1007 Bower Parkway Columbia, SC 29212 |
| Prisma Health Imaging Center–Northeast Medical Park | 1120 Roberts Branch Parkway Suite 120 Columbia, SC 29203 |
| Prisma Health Imaging Center–West Columbia | 3221 Sunset Blvd. Suite B West Columbia, SC 29169 |
| Mountain View Imaging | 1059 Bypass 123 Seneca, SC 29678 |

Urgent Care

| Facility Name | Address |
|----------------------------------------|-----------------------------------------------------------|
| Prisma Health Urgent Care Simpsonville | 300 Scuffletown Road Simpsonville, SC 29681 |
| Prisma Health Urgent Care Verdae | 905 Verdae Boulevard Suite 101 Greenville, SC 29607 |
| Prisma Health Urgent Care Virtual Care | 11402 Anderson Road Greenville, SC 29611 |
| Prisma Health Urgent Care Greer | 1305 S Suber Rd Greer, SC 29650 |
| Prisma Health Urgent Care Powdersville | 11402 Anderson Road Powdersville, SC 29611 |
| Prisma Health Urgent Care Parkridge | 100 Palmetto Health Parkway #104 Columbia, SC 29212 |
| Prisma Health Urgent Care Taylors | 3025 Wade Hampton Boulevard Taylors, SC 29687 |
| Prisma Health Urgent Care Anderson | 3322 North Main Street Anderson, SC 29621 |

Urgent Care (cont'd)

| Facility Name | Address |
|-----------------------------------------------------------|---------------------------------------------------------|
| Prisma Health Urgent Care Woodruff | 1298 Woodruff Road Greenville, SC 29607 |
| Prisma Health Urgent Care Spartanburg | 1501 W. O. Ezell Boulevard Spartanburg, SC 29301 |
| Prisma Health Urgent Care Five Points | 944 Harden Street Columbia, SC 29205 |
| Prisma Health Urgent Care Harbison | 131 Harbison Boulevard Suite A Columbia, SC 29212 |
| Prisma Health Urgent Care Duncan | 1515 East Main Street Duncan, SC 29334 |
| Prisma Health Urgent Care Garners Ferry | 7613 Garners Ferry Rd Columbia, SC 29209 |
| Prisma Health Urgent Care Forest Acres | 2220 North Beltline Boulevard Columbia, SC 29204 |
| Prisma Health Urgent Care Lexington | 5061 Sunset Boulevard Lexington, SC 29072 |
| Prisma Health Urgent Care Travelers Rest | 571 Roe Center Ct Travelers Rest, SC 29334 |
| Prisma Health Urgent Care Seneca | 1615 Sandifer Blvd Seneca, SC 29678 |
| Prisma Health Urgent Care Clemson | 1390 Tiger Boulevard Clemson, SC 29631 |
| Prisma Health Pediatric Urgent Care | 2000 E. Greenville Street Anderson, SC 29621 |
| Prisma Health Rheumatology - Powdersville | 11402 Anderson Road Suite A Greenville, SC 29611 |
| Faster Care | 3440 Declaration Blvd Sumter, SC 29154 |
| Colonial Family Practice - Sumter Main Office Urgent Care | 327 Broad Street Sumter, SC 29150 |
| Colonial Family Practice-Manning Urgent Care | 1013 Professional Ct Suite A Manning, SC 29102 |

Hospitals

| Facility Name | Address |
|----------------------------------------------|-------------------------------------------------------|
| Prisma Health Children's Hospital - Midlands | 7 Richland Medical Park Drive, Columbia, SC 29203 |
| Prisma Health Children's Hospital - Upstate | 701 Grove Road Greenville, SC 29605 |
| Newberry Health | 2669 Kinard Street Newberry, SC 29108 |
| Prisma Health Baptist Hospital | Taylor at Marion Street Columbia, SC 29201 |
| Prisma Health Tuomey Hospital | 129 N. Washington Street Sumter, SC 29150 |
| Prisma Health Baptist Parkridge Hospital | 400 Palmetto Health Parkway Columbia, SC 29212 |
| Prisma Health Heart Hospital | 6 Richland Medical Park Drive Columbia, SC 29203 |
| Prisma Health Richland Hospital | 5 Richland Medical Park Drive Columbia, SC 29203 |
| Prisma Health Richland Springs Hospital | 11 Richland Medical Park Drive Columbia, SC 29203 |
| Shriners Hospital for Children | 950 W Faris Rd Greenville, SC 29605 |
| Roger C. Peace Rehabilitation Hospital | 701 Grove Road Greenville, SC 29605 |
| Prisma Health Greenville Memorial Hospital | 701 Grove Rd Greenville, SC 29605 |
| Prisma Health Laurens County Hospital | 22725 U.S. Highway 76 E Clinton, SC 29325 |
| Prisma Health Oconee Memorial Hospital | 298 Memorial Drive Seneca, SC 29672 |
| Prisma Health Patewood Hospital | 175 Patewood Drive Greenville, SC 29615 |
| Prisma Health Baptist Easley Hospital | 200 Fleetwood Drive Easley, SC 29640 |
| Prisma Health Greer Memorial Hospital | 830 South Buncombe Road Greer, SC 29650 |
| Prisma Health Hillcrest Memorial Hospital | 729 S E Main Street Simpsonville, SC 29681 |
| Prisma Health Marshall I Pickens Hospital | 701 Grove Road Greenville, SC 29605 |
| Prisma Health North Greenville LTAC Hospital | 807 N. Main St. Travelers Rest, SC 29690 |
| Blount Memorial Hospital | 907 E. Lamar Alexander Parkway Maryville, TN 37804 |