

# PRODUCER CONTACT LIST



If you have questions about...	Contact Name	Telephone #	Fax #	E-mail Address / Web Support
<b>Direct Line For Broker Questions</b> <ul style="list-style-type: none"> <li>• Membership &amp; Eligibility</li> <li>• Claims &amp; Benefit Plans</li> <li>• Pharmacy – Prime</li> <li>• Dearborn National®</li> </ul> <b>* Caller must have authorization for release of member PHI</b>	Blue Line	800-971-8212		quesblue@bcbstx.com
<b>PPO Questions – Member Services</b> <ul style="list-style-type: none"> <li>• Claims Inquiries</li> <li>• Benefit Inquiries</li> <li>• Order ID Cards</li> <li>• Locate Providers</li> <li>• Away from home care questions</li> <li>• General Questions</li> </ul>	Customer Service	800-521-2227		<a href="http://bcbstx.com">bcbstx.com</a>
<b>HMO Questions - Member Services</b> <ul style="list-style-type: none"> <li>• Claims Inquiries</li> <li>• Benefit Inquiries</li> <li>• Order ID Cards</li> <li>• Locate Providers</li> <li>• Away from home care questions</li> </ul>	Customer Service	877-299-2377		<a href="http://bcbstx.com">bcbstx.com</a>
<b>Membership/Eligibility - Employers</b> <ul style="list-style-type: none"> <li>• New enrollments</li> <li>• Cancellations</li> <li>• Verify Membership</li> </ul>	Group Accounts	800-445-2227	903-923-0340	<a href="http://bcbstx.com">marshall membership inquiries @bcbstx.com</a>
<b>Billing Questions</b>	Group Accounts	800-445-2227		<a href="http://bcbstx.com">bcbstx.com</a> Employer Portal
<b>Internet Help Desk</b> <ul style="list-style-type: none"> <li>• Password resets</li> <li>• Website technical support</li> </ul>	Website	888-706-0583		
<b>Supplies</b> <ul style="list-style-type: none"> <li>• Provider directories</li> <li>• Benefit Booklets</li> <li>• Applications</li> <li>• Claim forms</li> </ul>				<a href="http://bcbstx.com">bcbstx.com</a> – Producer Portal
<b>Blue Care Connections</b> <ul style="list-style-type: none"> <li>• Enroll in condition management</li> <li>• Special Beginnings</li> <li>• Disease Management</li> </ul>	BCC	800-462-3275		<a href="http://bcbstx.com">bcbstx.com</a> – Personal Health Manager
<b>On-Line Services For Members</b> <ul style="list-style-type: none"> <li>• Confirm who is covered</li> <li>• Status of claims</li> <li>• Explanation of Benefits</li> <li>• Health Risk Assessment</li> <li>• Claim Forms</li> <li>• ID Cards</li> </ul>				Enroll in Blue Access® for Members (BAM) <a href="http://bcbstx.com">bcbstx.com</a>