

Key contacts and estimated processing times

Account manager information

Your contact for renewal assistance, open enrollment meetings, broker meetings, and high-level issues.

Here's contact information for the departments you and your clients interact with here at Blue Shield.

Billing services

(800) 325-5166

Contact the Billing Department for all small group premium billing questions.

Submit payments to:

Blue Shield of California
P.O. Box 749415
Los Angeles, CA 90074-9415

Member Services

blueshieldca.com

Assists members with benefit information, claims questions, finding a provider, ID card requests, and changing their primary care physician. Please direct customers to call the customer service toll-free number located on the back of their membership card. Keep these numbers handy:

PPO, HMO, and POS: (888) 256-1915

Dental HMO: (888) 679-8928

Dental PPO: (888) 679-8928

Vision: (800) 877-6372

Member eligibility

Fax: (855) 808-8598

Email: small.group@blueshieldca.com

Assists with new-hire applications, dependent additions, full-time student verification forms, and employee terminations. Please keep all fax and email confirmations in your files.

Producer Services

Phone: (800) 559-5905

Fax: (209) 371-5830

Email: producerservices@blueshieldca.com

Our Producer Services team is dedicated to helping you with:

- New Producer Agreement forms
- New small group receipt verification
- Renewal status and questions
- Commission questions
- Group-related questions: enrollments, terminations, dependent additions or deletions, verification of membership, COBRA, and conversion
- Supply orders
- Updates to producer contact information

Visit Producer Connection – **blueshieldca.com/producer**:

- Renewal Center – Renew your clients.
- Get product information, benefit summaries, and enrollment information 24 hours a day.

Group Employer Services

(800) 325-5166

Email: smallgroupservices@blueshieldca.com

Assists with group contact name changes, status of member eligibility requests, group address changes, and group order supplies (such as member kits).

Tell your clients about Employer Connection! They can view their medical plans, search their member roster, update subscriber information, and a whole lot more.

blueshieldca.com/employer

Pharmacy services

Mail order: (866) 346-7200

Pharmacy relations: (800) 535-9481

Assists with questions regarding prescription coverage, pharmacy claim issues, and Rx authorization requests from physicians.

Cal-COBRA services

Phone: (800) 228-9476

Fax: (916) 350-7480

Email: calcobrateam@blueshieldca.com

Assists with Cal-COBRA enrollments, changes, and terminations.

Health & Wellness

Check out all the programs available to your clients. Visit the *Health & Wellness* section of blueshieldca.com.

Eye Care Network Discount Program

(800) 793-9288

Alternative Care Discount Program

(877) 335-2746

NurseHelp 24/7

(877) 304-0504

Estimated processing times

The chart below shows estimated processing times for clean and complete submissions for the following enrollment actions.

Subscriber requests

New-hire application and changes 5 business days

Urgent access-to-care requests (if received before 4 p.m.) 4 business hours

Group requests

Group-level updates and changes 7 business days

For contracts: target days

Contracts – new business Within 30 days of the effective date

Contracts – renewals Within 30 days of the renewal effective date