

Key contacts and estimated processing times

Account Executive 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

Phone: (800) 325-5166

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

Submit payments to:

Blue Shield of California

ATTN: Small Group Installation and Billing
P.O. Box 3008
Lodi, CA 95241

Installation & Billing Priority

Email: I&Bpriority@blueshieldca.com

Assists brokers with:

- Billing discrepancies
- Eligibility troubleshooting
- General questions regarding enrollment
- Corrective processing

Member Services

blueshieldca.com

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

PPO: (888) 256-3650

HMO and PPO: (888) 319-5999

Shield Concierge (for Trio ACO members): (855) 664-5577

Shield Concierge (for Tandem PPO members): (877) 806-7589

Dental HMO: (800) 585-8111

Dental PPO: (888) 702-4171

Vision: (877) 601-9083

TTY: 711

Member eligibility

Fax: (855) 808-8598

Email: small.group@blueshieldca.com

This email is for in-take processing only. Use Employer Connection online tool for processing requests or changes. Assists with new-hire applications, dependent additions, full-time and employee terminations. Please keep all fax and email confirmations in your files.

Away From Home Care®

Phone: (800) 622-9402

Producer Services

Phone: (800) 559-5905

Email: producer.services@blueshieldca.com

Our Producer Services team is dedicated to helping you with:

- New Producer Agreement forms
- All broker of record changes
- 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
- Broker of records and book of business transfers

Visit Producer Connection at blueshieldca.com/producer:

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

Shield Concierge for Tandem PPO and Trio HMO

Assists members with a variety of services including pharmacy, enrollment, claims, drug and medical questions, and questions about Trio and Tandem plans.

Tandem PPO members: **(877) 806-7589**

Trio HMO members: **(855) 664-5577**

Group Employer Services

Phone: **(800) 325-5166**

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 at blueshieldca.com/employer.

Pharmacy services

Producer pharmacy services: **(800) 559-5905**

CVS Caremark Mail Service

Pharmacy™: **(866) 346-7200**

CVS Specialty™: **(800) 237-2767**

Provider 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**

Email: small.group@blueshieldca.com

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

Health and wellness

Alternative Care Discount Program

Phone: **(877) 335-2746**

NurseHelp 24/7SM

Phone: **(877) 304-0504**

Magellan Health Services

Mental Health Service Administrators

Phone: **(877) 263-9952**

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