

Your dedicated Medicare sales team



Mary You Chang

Regional Sales Manager
Southern Region

California license No. 0B82694
Medicare segment

East San Gabriel Valley, San Bernardino,
Riverside, and Imperial counties

Expert sales training and information resource for:

- New sales
- Product education
- One-on-one training
- Marketing, advertising, and product certification

Mary You Chang

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Additional support

Producer Services

Toll-free: (800) 559-5905

Fax: (209) 367-6489

E-mail: producerservices@blueshieldca.com

Michelle Jones

Sales Support Coordinator

Phone: (909) 974-5228

Fax: (909) 974-5220

E-mail: michelle.jones@blueshieldca.com

Online: blueshieldca.com/producer

- Plans and rates
- Tools
- News

General producer information

- application status
- dues/premiums payment information
- delinquent report fax-back requests
- underwriting guidelines
- commissions information/issues
- supply orders
- errors & omissions
- new appointment paperwork
- producer of record changes
- producer information: updates
- producer correspondence
- license updates

Blue Shield of California
 Producer Services
 PO Box 2630
 Lodi, CA 95241-2630

producerservices@blueshieldca.com

Phone: (800) 559-5905

Fax: (209) 371-5830

Monday through Thursday, 8 a.m. to 6 p.m. Friday, 9 a.m. to 5 p.m. Automated information regarding payment and application status available after business hours.

Medicare Supplement, Medicare-Advantage-Prescription Drug, and Prescription Drug Plans

	Phone	Fax	Email	Address
Underwriting				
Medicare HMO and PDP – new application submission	(800) 559-5905	(877) 251-3660		Blue Shield of California PO Box 927 Woodland Hills, CA 91365
Medicare Supplement - new application submission, pending information and transfer applications	(800) 559-5905	(209) 367-6391	msinstall@blueshieldca.com	Attn: I&M Applications Blue Shield of California PO Box 3008 Lodi, CA 95241-1912
Application Status - all plans	(800) 559-5905	(209) 371-5830	producerservices@blueshieldca.com	
Claims/Customer Service				
Medicare Supplement	(800) 248-2341 (800) 241-1823 [TTY]	(209) 367-6489	msinstall@blueshieldca.com	Medicare Supplement Dept. Blue Shield of California PO Box 3008 Lodi, CA 95241-1912
8 a.m. - 5 p.m. Monday through Thursday 9 a.m. - 5 p.m. Friday				
Medicare HMO	(800) 776-4466 (800) 794-1099 [TTY]	(877) 251-3660		
7 a.m. - 8 p.m., seven days a week				
Medicare PDP	(888) 239-6469 (888) 239-6482 [TTY]	(877) 251-3660		
7 a.m. - 8 p.m., seven days a week				

Specialty Benefits

	Phone
Customer Service and Benefits/Claims	
Dental PPO	(888) 679-8928