

Small Business Service Support

Providing day-to-day support for clients, brokers, and general agent partners.

At Blue Shield of California, we are committed to delivering best-in-class service to our clients, brokers, and general agent partners. The Small Business Producer Services Team and the Sales/Account Management Team are here to support you with all aspects of your Blue Shield of California accounts.

Self-Service Option

Broker Connection

Broker Connection is Blue Shield's web-based self-service portal that enables brokers to securely manage their Blue Shield of California book of business. This tool is provided at no extra charge. Once registered on Broker Connection, you can securely log in 24/7 to:

- ✓ Shop, quote, and enroll using our Employer Enrollment Tool
- ✓ Check new group submission status
- ✓ View your online client list
- ✓ Access online renewals through Shield Renewals
- ✓ Administer member-level changes
- ✓ Order pre-enrollment and marketing collateral
- ✓ Broker compensation, rewards and commissions
- ✓ Access and download forms, applications, and sales and marketing collateral
- ✓ Update banking and direct deposit information
- ✓ Update your profile and manage email subscriptions
- ✓ Stay up to date on broker communications
- ✓ Email producer services

To get started, visit blueshieldca.com/broker and click *Log In or Register* in the top righthand corner.

Producer Services

The Producer Services Team is a highly skilled team trained in all areas of Small Business.

Dedicated to helping you with:

- ✓ Group-related questions, such as enrollments, terminations, dependent additions or deletions, verification of membership, COBRA, and conversion
- ✓ Broker of record changes and book of business transfers
- ✓ Billing inquiries
- ✓ Commission questions
- ✓ Updates to producer demographics
- ✓ New Small Group receipt verification that requires escalation
- ✓ Questions regarding claims

Call **(800) 559-5905**

Hours of operation: 7:30 a.m to 6:30 p.m., Monday to Friday

Account Executive

All Blue Shield brokers have a designated Account Executive in their region.

Your Account Executive:

- ✓ Acts as your trusted renewal adviser by assisting with renewal planning and strategy
- ✓ Attends renewal open enrollment meetings to help employees understand their Blue Shield plan benefits
- ✓ Provides portfolio education - including specialty products for broker staff
- ✓ Helps you navigate our online tools and resources
- ✓ Unresolved escalated issues

To obtain your designated Account Executive's contact information, visit blueshieldca.com/SBMcontact.