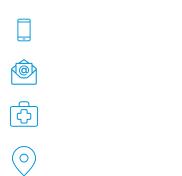


Your dedicated Small Business market sales executive



Expert sales training and information resource for:

- Producer training and client presentations
- Underwriting guidelines and new case submission requirements
- Open enrollment meeting presentations

For additional support please contact

Areas of expertise:

- Small Business quotes
- Case submission preparation and underwriting/ approval status
- Supply requests, open enrollment packets, and applications

New Small Business submissions

Email

Address Blue Shield of California

Producer Services The Producer Services Team is a highly skilled team trained in all Toll-free: (800) 559-5905 areas of Small Business. Dedicated to helping you with: Blue Shield of California • Group-related questions, such as enrollments, terminations, **Producer Services** dependent additions or deletions, verification of membership, P.O. Box 2630 COBRA, and conversion Lodi, CA 95241-9918 • Broker of record changes and book of business transfers • Billing inquiries Monday through Friday • Commission questions 7:30 a.m. to 6:30 p.m. Updates to producer demographics Automated information regarding • New Small Group receipt verification that requires escalation payment and application status • Questions regarding claims available after business hours. Additional contact information and support **Member Services** Assists members with benefit information, claims questions, finding a blueshieldca.com provider, ID card requests, and changing their primary care physician. PPO, HMO, and POS: (888) 256-1915 Please direct customers to call the customer service toll-free number Dental HMO: (888) 679-8928 located on the back of their membership card. Dental PPO: (888) 679-8928 Vision: (800) 877-6372 Member eligibility Assists with new-hire applications, dependent additions, full-time Fax: (855) 808-8598 student verification forms, and employee terminations. Please Email: small.group@blueshieldca.com keep all fax and email confirmations in your files. **Online Claims Submission** A "Statement of Claim" webform is now available on the member blueshieldca.com/login portal for desktop and mobile app users. Using this form, the user can complete and submit the form online to get claim reimbursement for providers that don't bill Blue Shield directly or when the member receives services outside of California. Blue Shield of California Submit premium payments to: P.O. Box 749415 Los Angeles, CA 90074-9415 **Group Employer Services** Get assistance with status of member eligibility requests, group address Phone: (800) 325-5166 changes, and group order supplies (such as member kits). Email: smallgroupservices@blueshieldca.com Tell your clients about Employer Connection! They can view their blueshieldca.com/employer medical plans, search their member roster, update subscriber information, and a whole lot more. Pharmacy services Get assistance with questions regarding prescription coverage, pharmacy Mail order: (866) 346-7200 claim issues, and Rx authorization requests from physicians. Pharmacy relations: (800) 535-9481 **Cal-COBRA** services Phone: (800) 228-9476 Assists with Cal-COBRA enrollments, changes, and terminations. Fax: (916) 350-7480 Email: small.group@blueshieldca.com Health & Wellness Check out all the programs available to your clients. Eye Care Network

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

Small Business Producer Services

Eye Care Network Discount Program: (800) 793-9288 Alternative Care Discount Program: (877) 335-2746 NurseHelp 24/7: (877) 304-0504