

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

Small Business Producer Services

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

Toll-free: (800) 559-5905

Blue Shield of California
Producer Services
P.O. Box 2630
Lodi, CA 95241-9918

Monday through Friday
7:30 a.m. to 6:30 p.m.

Automated information regarding
payment and application status
available after business hours.

Additional contact information and support

Member Services

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.

blueshieldca.com
PPO, HMO, and POS: (888) 256-1915
Dental HMO: (888) 679-8928
Dental PPO: (888) 679-8928
Vision: (800) 877-6372

Member eligibility

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.

Fax: (855) 808-8598
Email: small.group@blueshieldca.com

Online Claims Submission

A "Statement of Claim" webform is now available on the member 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.

blueshieldca.com/login

Submit premium payments to:

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

Group Employer Services

Get assistance with 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.

Phone: (800) 325-5166
Email:
smallgroupservices@blueshieldca.com
blueshieldca.com/employer

Pharmacy services

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

Mail order: (866) 346-7200
Pharmacy relations: (800) 535-9481

Cal-COBRA services

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

Phone: (800) 228-9476
Fax: (916) 350-7480
Email: small.group@blueshieldca.com

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