



## Your dedicated Small Business market sales executive

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**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

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**Areas of expertise:**

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

## New Small Business submissions

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**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