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- Blue Shield Medicare + Medi-Cal Plan (HMO D-SNP) Customer Service: (800) 452-4413 (TTY: 711), 8 a.m. to 8 p.m. PT, seven days a week
- Prescription Drug Plan (PDP) Customer Service: (888) 239-6469 (TTY: 711), 8 a.m. to 8 p.m. PT, seven days a week
- Blue Shield of California Broker Services: (800) 559-5905 8 a.m. to 6 p.m. PT, Monday through Friday