

Contracting and Agent Support

Medicare Advantage Contacts

Regarding	Contact
Medicare Advantage Help Desk, Producer Line	(888) 723-7423
Medicare Advantage Application Fax	(855) 895-4747

Part D Contacts

Regarding	Contact
Part D Help Desk, Producer Line	(888) 723-7423
Part D Application Fax	IL, NM, OK & TX: (855) 297-4245 MT: (855) 874-4702
Montana Electronic Application	https://www.yourmedicareolutions.com/enroll

Medicare Supplement Contacts

Regarding	Contact
Online Enrollment	Via BAP, see below:
Application Fax	IL, NM, OK, TX: (888) 235-2949 MT: (855) 426-5344
Member Customer Service	<ul style="list-style-type: none"> Illinois: (800) 624-1723 Montana: (855) 520-1577 New Mexico: (800) 307-8144 Oklahoma: (800) 722-3959 Texas: (800) 654-9390
Medicare Supplement Help Desk For Agents, Producer Line	(888) 723-7423

<p>Blue Access for Producers (BAP): IL: bcbsil.com/producer NM: bcbsnm.com/producer OK: bcbsok.com/producer TX: bcbstx.com/producer MT: bcbsmt.com/Pages/agent.aspx</p>	<p>Your 9-digit HCSC-provided producer ID.</p>	<p>Upon registering, a randomly generated, unique password will be sent to the email address on file. Logging in with the randomly generated password, the system will prompt the agent to change to a new, unique and memorable password.</p>	<p>24 hours after receipt of welcome letter and producer ID</p>
<p>Mailed MAPD and PDP Applications</p>	<p>MAPD: BlueCross MedicareRx P.O. Box 4555 Scranton, PA 18505</p> <p>PDP (IL, NM, OK, TX): BlueCross MedicareRx P.O. Box 3897 Scranton, PA 18505</p> <p>PDP (MT): MedicareBlue Rx P.O. Box 3178 Scranton, PA 18505</p>		

Miscellaneous Contacts and Resources

IMPORTANT NOTE: WHEN ENROLLING A PROSPECT ON LINE MAKE SURE YOU ARE LOGGED INTO BAP USING **YOUR PRODUCER NUMBER AND NOT YOUR AGENCY NUMBER. IF NOT YOU RISK NOT BEING THE AGENT OF RECORD AND THEREFORE RISK GETTING PAID COMMISSIONS!**

IF USING A PAPER APPLICATION USE **YOUR PRODUCER NUMBER, NOT YOUR AGENCY OR NPN NUMBER!**

Important Plan Information

Please see the links below for Providers, Formularies and Plan Documents

- bcbsil.com/medicare/mapd.html
- bcbsmt.com/medicare/mapd.html
- bcbsnm.com/medicare/mapd.html
- bcbsok.com/medicare/mapd.html
- bcbstx.com/medicare/mapd.html

Other information available through BAP

- Our current brand of test strips (diabetic supplies) is Ascencia (Contour, Contour Next, and Breeze products)
- Scope (available on the supply portal)
- World Wide Travel Claims: bcbsglobalcore.com
- Brand Guidance

Transportation (if available)

Blue Medicare Ride Assistance is the available transportation vendor.

Please call the reservation line below (specific to your State):

IL BCBS Medicare Reservations **844-452-9379**

TX BCBS Medicare Reservations **844-452-9383**

Problems with the reservation, has there been a delay etc.

Please call ride assist line below (specific to your State):

IL BCBS Medicare Ride Assist **844-452-9380**

TX BCBS Medicare Ride Assist **844-452-9384**

Enrollment Periods

- Annual Enrollment Period (AEP): October 15 – December 7
- Initial Enrollment Period (IEP): seven (7) months
(your birthday month plus three months prior and after)
- Initial Coverage Election Period (ICEP) **IEP AND ICEP USUALLY COINCIDE**
- General Enrollment Period Picking Up Part B: (January 1 – March 31, effective July 1) Penalty May Apply
- Open Enrollment Period (New, replacing disenrollment period) Annually through March 31.
Beneficiaries can make one change to a MAPD or PDP (and back to original Medicare)

Important Plan Information (*continued*)

Special Enrollment Periods

- Change in Circumstances
- Moving
- Group or other creditable coverage changes
- Your Current Plan Exits (AEP, and December 8 – Last Day of February)

New in 2019 Those on LIS and Medicaid now can only change plans every three months for the first 9 months of the year.

Requests for Information

- Letters are sent (and follow up calls) to new members to verify important information.
- Their timely response is required and may impact their enrollment. They must be received within 21 days of notice or by the last day of the month.

Optional Supplemental Benefits

- They must choose this option at the time of enrollment and can drop the option at any time.
- They must fill out a new enrollment form to add this option, using an SEP or the next AEP.

Next steps to the enrollment

- Prepare for Welcome Kit and Welcome Call
- Silver Sneakers (web page) www.silversneakers.com
- Tru Hearing (web page) www.truhearing.com
- Transportation (see calling directions above)
- Dental Coverage (always choose DPPO!) www.dnoa.com
- Vision Coverage (always choose Select!) <http://portal.eyemedvisioncare.com/>

Billing

- Electronic Funds Transfer (EFT)
- Paper Bill (sent 15 days prior to the due date)
- Social Security Administration (SSA) Deduction
- Railroad Retirement Board Deduction
- The member selects a payment method at the time of enrollment.
- Members who do not select a billing option on their enrollment form will automatically receive a paper billing statement.
- Important note: if they receive a bill directly they should pay it. Setting up social security deduction or EFT may take at least one payment cycle
- Agents do not collect premiums
- Those on a zero-premium plan will only receive a bill if they are paying a late penalty premium

Blue Cross Medicare Advantage**P.O. Box 258222****Oklahoma City, OK 73126****Overnight Payments:****Bank of Oklahoma****Attn: Lockbox # 268845****3232 West Reno****Oklahoma City, OK 73107****Blue Medicare Rx (PDP)****PO Box 268845****Oklahoma City, OK 73126-8845****Mail International claims to:****BCBS World Wide Center****PO Box # 261630****Miami, FL 33126****Additional Links**www.medicare.gov[Medicare And You 2018](#)[Extra Help](#)[Medicare Communication and Marketing Guidelines 2019](#)