



Comprehensive Contact List

Behavioral Health Services

For preauthorization of behavioral health services

Phone (non-HMO) 800-528-7264
Phone (HMO Only) 800-729-2422

BlueCard

Phone 800-810-BLUE (2583)

Online resource: bcbstx.com

BlueLine

Phone 800-971-8212

Broker Administration/Commissions

Phone 800-492-0775
Group Product Commissions Option 1
Individual Product Commissions Option 1
Medicare and Medicare Supplement Commissions Option 1
General Questions/Appointment Inquiries Option 2
Fax 972-766-0898

COBRA Administration Services

Accounts contracted with HCSC COBRA Administration Services
Phone 888-541-7107
Fax 618-998-2747
Monday-Friday 7:30 a.m. to 5 p.m. CT

HCSC COBRA Administration Services correspondence address:

(No premium payments please)

Health Care Service Corporation
PO Box 1180 • Marion, IL 62959-7680

HCSC COBRA Administration Services premium payment address:

Health Care Service Corporation
PO Box 1186 • Chicago, IL 60690-1186

Online resource: *Email address for electronic submission of COBRA Enrollment forms or inquiries**
cobra@bcbsil.com

*Applies only to accounts with HCSC Administered COBRA Services

Consumer Markets – Individual Products

Broker Service Representatives 800-531-4457
Broker assistance/escalated issues
Broker Service fax line..... 972-766-0570
Enrollment and sales materials
Fax 972-766-8253

Hallmark Services Corporation Producer Services
Phone 888-697-0679
Claims/Benefits Option 1
Underwriting/Membership Option 2
Underwriting opinion forms
Fax 888-697-0686
Applications ready for Underwriting
Fax 888-223-1988

Mailing address for completed applications and Underwriting correspondence:

Blue Cross and Blue Shield of Texas
Hallmark Services Corporation
PO Box 3236 • Naperville, IL 60566-7236

Hallmark Services Corporation
Agent of Record Changes
Fax — Attn. Jean Storto 630-978-8455

Online resources:

Download forms (including Broker Supply Order form)
Blue Access for Producers bcbstx.com/producer
Hallmark Services Corporation hscil.com

Dearborn National

Group Customer Service 800-778-2281
Group Commissions 800-352-3935
Group fax 312-540-3105

Online resource:

dearbornnational.com

Dental Member Customer Service

Phone 800-521-2227

HSA Vendors

ACS-Mellon
Employer and Broker Support 866-712-4551
Member Customer Service 877-635-5472

Online resource: *Email address for HSA employer support:*

HSAEmployerSetup@acs-inc.com

HSA Bank

Phone 866-357-5232
Monday-Friday 7 a.m. to 7 p.m. CT

Online resource: *Email address for form submissions:*

hcsc@hsabank.com



Comprehensive Contact List Continued

Medicare – Blue MedicareRx (Part D)

Broker Assistance

Phone 888-723-7423
Supply fax line 972-766-8253

Mailing address:

Blue MedicareRx
PO Box 3567
Scranton, PA 18505

Medicare Supplement Broker Assistance

Phone 800-366-4236
Supplies fax 972-766-8253

Member Customer Service (Health and Dental)

- Claim questions
- Benefit inquiries

Phone 800-521-2227
Monday-Friday 8 a.m. to 6 p.m. CT
Hearing impaired line 800-735-2988
24/7

Mailing address for medical claims and correspondence:

Blue Cross and Blue Shield of Texas
PO Box 660044
Dallas, TX 75266-0044

Email address for electronic submission of enrollment applications/change forms or inquiries:
marshall_membership_inquiries@bcbstx.com

Online resource:

Blue Access for Members bcbstx.com

Membership/Eligibility/Group Service Department

Reporting and enrollment service

- Membership additions, changes or cancellations
- Premium billing questions

Phone 800-445-2227
Monday-Friday 8 a.m. to 5 p.m. CT
Fax 903-934-6050
903-934-6051
903-923-0340

Mailing address for enrollment applications/change forms:

Blue Cross and Blue Shield of Texas
Membership/Eligibility/Group Service Department
PO Box 655730
Dallas, TX 75265-5730

Online resources:

Blue Access for Employers (BAE) bcbstx.com/employer
Blue Access for Producers (BAP) bcbstx.com/producer

BAE and BAP Online Technical Services Help Desk

Phone 888-706-0583
Monday-Friday 7 a.m. to 10 p.m. CT
Saturday 7 a.m. to 3:30 p.m. CT

Preauthorization

Phone 800-441-9188
972-783-4475
Monday-Friday 6 a.m. to 6 p.m. CT
Saturday-Sunday 9 a.m. to 12 p.m. CT

Premium Billing Questions

Phone 800-445-2227

Premium payment mailing address:

Health Care Service Corporation
PO Box 731428
Dallas, TX 75373-1428

Premium payment overnight address:

JPMorgan Chase (TX-0029)
Attn: Heath Care Service Corporation
14800 Frye Road, 2nd Floor
Fort Worth, TX 76155

Online resource:

Online payment services available through BAE
bcbstx.com/employer

Prescription Drug Program (Prime Therapeutics)

Member Customer Service 800-521-2227
Prime Therapeutics Producer line 888-282-7545

Online resource:

Blue Access for Members bcbstx.com

Prime Therapeutics

MyRxHealth.com



Comprehensive Contact List Continued

Small Business Service Center (SBSC)

Call for:

- Quotes
- New case submission
- Existing group renewals
- Existing group benefit changes

Phone 800-399-5831

Fax 866-802-7498

Mailing address for new group and renewal change submissions:

Blue Cross and Blue Shield of Texas
 Small Business Service Center
 1001 E. Lookout Drive
 Building B, 12th Floor
 Richardson, TX 75082

Online resources:

Blue Access for Producers bcbstx.com/producer

Run and track quotes through eSales Tools
bcbstx.com/producer

Email requests for quotes
sbscquotes@bcbstx.com

Email requests for account information changes
sbsc_changes@bcbstx.com

Email requests for amendments
sbscamend@bcbstx.com

Email requests for BCBSTX forms and supplies
sbscsupply@bcbstx.com

Support for Accounts with Employer-Administered COBRA and State Continuation

Membership/Eligibility/Group Service Department

Phone 800-445-2227

Mailing address for group billing-COBRA premium payments:

Blue Cross and Blue Shield of Texas
 PO Box 660049
 Dallas, TX 75266-0049

Online resource:

Email address for electronic submission of COBRA enrollment forms or inquiries
marshall_membership_inquiries@bcbstx.com

Contact List for Local Sales Offices

Midwest Texas Sales

Austin

Phone 800-336-5696

512-349-4800

Fax 512-349-4884

9442 Capital of Texas Highway, North
 Suite 500, Arboretum Plaza II
 Austin, TX 78759

Corpus Christi

Phone 800-442-1685

361-878-1600

Fax 361-878-1619

4444 Corona Drive, Suite 120
 Corpus Christi, TX 78411

El Paso

Phone 915-496-6756

Fax 915-496-6772

118 Mesa Park Drive
 El Paso, TX 79912

Harlingen

Phone 956-440-2850

Fax 312-540-3104

Envelopes:

101 N. Stuart Place Road, Suite B-PMB 91
 Harlingen, TX 78552

Packages:

28120 Colony Court
 Harlingen, TX 78552

Midland

Phone 800-343-4709

432-620-1400

Fax 432-620-1409

3300 North A Street
 Building 8, Suite 120
 Midland, TX 79705

San Angelo

Phone 325-224-2170

Fax 325-224-2045

4242 Sunset Drive
 San Angelo, TX 76904



Comprehensive Contact List Continued

Midwest Texas Sales Continued

San Antonio

Phone 210-357-5300
Fax 210-357-5216

8200 West I.H. 10, Suite 400
San Antonio, TX 78230

Waco

Phone 254-296-7900
Fax 254-296-7901

1205 North Loop 340
Lacy Lakeview, TX 76705

North Texas Sales

Abilene

Phone 325-793-4284
Fax 325-793-4287

4002 E. Loop 322

Amarillo

Phone 806-371-3052
Fax 806-371-3055

7901 Wallace Boulevard
Amarillo, TX 79124

Dallas

Phone 800-399-5831

1001 E. Lookout Drive
Building B, 14th Floor
Richardson, TX 75082

Lubbock

Phone 800-399-5831
806-798-1026
Fax 800-403-4651
806-783-4654

5225 South Loop 289, Suite 207
Lubbock, TX 79424

Tyler

Phone 800-259-3668
903-597-8737
Fax 903-535-0398

3800 Paluxy Drive, Suite 540
Tyler, TX 75703

Southeast Texas Sales

Beaumont

Phone 409-896-0100
Fax 409-896-0111

2615 Calder Street, Suite 700
Beaumont, TX 77702

Houston

Phone 800-235-0796
713-663-1100
Fax 713-663-1184
713-354-7003

2425 West Loop Freeway South, Suite 1100
Houston, TX 77027