



Comprehensive Contact List

BlueCard

Phone 800-810-BLUE (2583)

Online resource: www.bcbstx.com

BlueLine

Phone 800-971-8212

Broker Administration/Commissions

Phone 800-492-0775

Group Product CommissionsOption 1

Individual Product CommissionsOption 2

Medicare and Medicare Supplement CommissionsOption 2

General Questions/Appointment InquiriesOption 3

Fax line 972-766-0898

COBRA Administration Services

Accounts contracted with HCSC COBRA Administration Services

Phone 866-859-5209

Fax line 618-998-2747

Monday-Friday 7:30 a.m. to 5 p.m. CT

HCSC COBRA Administration Services correspondence address:
(Please, no premium payments.)

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: *E-mail 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 line 972-766-8253

Hallmark Services Corporation Producer Services

Phone 888-697-0679

Claims/Benefits Option 1

Underwriting/Membership Option 2

Underwriting opinion forms

Fax line 888-697-0686

Applications ready for Underwriting

Fax line 888-223-1988

Mailing address for completed applications and
Underwriting correspondence:

Blue Cross and Blue Shield of Texas
Hallmark Services Corporation
PO Box 2034 • Aurora, IL 60507-2034

Hallmark Services Corporation

Agent of Record Changes

Fax line — Attn. Jean Storto 630-978-8455

Online resources:

Download forms (including Broker Supply Order form)

Blue Access for Producers

www.bcbstx.com/producer

Hallmark Services Corporation

www.hscil.com

Dental Member Customer Service

Phone 800-521-2227

Dearborn National

Group Customer Service 800-778-2281

Group Commissions 800-352-3935

Group Fax line 312-540-3105

Individual Products Customer Service 800-538-0379

Individual Products Commissions 800-282-6363

Individual Products Fax line 972-480-8721

Online resource:

www.dearbornnational.com

HSA Vendors

ACS-Mellon

Employer and Broker Support 866-712-4551

Member Customer Service 877-635-5472

Online resources: *E-mail 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 resources: *E-mail address for Form Submissions:*

hscs@hsabank.com

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Comprehensive Contact List Continued

Magellan Behavioral Health, Inc.

Phone 800-528-7264
Monday-Friday 8 a.m. to 6 p.m. CT

Medicare - Blue Medicare Rx (Part D) Broker Assistance

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

Mailing address:

Blue Medicare Rx
PO Box 2190
Chester, VA 23831

Medicare - Blue Medicare PPO Broker Assistance

Phone 800-718-2031
Supplies fax line 972-766-8253

Medicare Supplement Broker Assistance

Phone 800-366-4236
Supplies fax line 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

Online resource:
Blue Access for Members
www.bcbstx.com

Membership/Eligibility/Group Service Department

Reporting and enrollment service

- Membership additions
Changes
Cancellations
Premium billing questions

Phone 800-445-2227
Monday-Friday 8 a.m. to 5 p.m. CT
Fax lines 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)
www.bcbstx.com/employer

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

E-mail address for electronic submission of enrollment applications/change forms or inquiries:

marshall_membership_inquiries@bcbstx.com

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:

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

Premium payment overnight address:

Blue Cross and Blue Shield of Texas
901 S. Central Expressway, Richardson, TX 75080
Attention: Cashier

After Jan. 1, 2010, send to:
Blue Cross and Blue Shield of Texas
1001 E. Lookout Drive, Richardson, TX 75082
Attention: Cashier

Online resource:

Online payment services available through BAE
www.bcbstx.com/employer

Prescription Drug Program

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

Online resource:

Blue Access for Members
www.bcbstx.com

Prime Therapeutics

www.MyRxHealth.com

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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 line 866-802-7498

Mailing address for new group and renewal change submissions:

Blue Cross and Blue Shield of Texas
 Small Business Service Center
 1201 E. Campbell Road, Richardson, TX 75081

After Jan. 1, 2010, send to:
 Blue Cross and Blue Shield of Texas
 1001 E. Lookout Drive, Richardson, TX 75082

Online resources:

Blue Access for Producers
www.bcbstx.com/producer

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

E-mail requests for quotes
sbscquotes@bcbstx.com

E-mail requests for account information changes
sbsc_changes@bcbstx.com

E-mail requests for amendments
sbscamend@bcbstx.com

E-mail 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:

E-mail 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 line 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 line 361-878-1619

4444 Corona Drive, Suite 120
 Corpus Christi, TX 78411

Harlingen

Phone 956-440-2850
 Fax line 312-540-3104

Envelopes:

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

Packages:

28120 Colony Court
 Harlingen, TX 78552

San Antonio

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

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

Waco

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

1205 North Loop 340
 Lacy Lakeview, TX 76705

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Northeast Texas Sales

Dallas

Phone 800-399-5831
972-855-9000
Fax line 972-855-9060

14643 Dallas Parkway, Suite 850
Dallas, TX 75254

After Jan. 1, 2010, send to:
Blue Cross and Blue Shield of Texas
1001 E. Lookout Drive, Richardson, TX 75082

Tyler

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

3800 Paluxy Drive, Suite 540
Tyler, TX 75703

Southeast Texas Sales

Beaumont

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

2615 Calder Street, Suite 700
Beaumont, TX 77702

Houston

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

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

West Texas Sales

Abilene

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

4002 E. Loop 322
Abilene, TX 79602

Amarillo

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

7901 Wallace Boulevard
Amarillo, TX 79124

El Paso

Phone 915-496-6756
Fax line 915-496-6772

118 Mesa Park Drive
El Paso, TX 79912

Lubbock

Phone 800-403-4650
806-798-1026
Fax line 800-403-4651
806-783-4654

5225 South Loop 289, Suite 111
Lubbock, TX 79424

Midland

Phone: 800-343-4709
432-620-1400
Fax line: 432-620-1409

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

San Angelo

Phone: 325-224-2170
Fax line: 325-224-2045

4242 Sunset Drive
San Angelo, TX 76904

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