



When you have a request or need to make a change to your Blue Cross and Blue Shield of Texas plan:

- **If you bought a Marketplace plan on healthcare.gov:** Please refer to the table below.
- **If you didn't buy your plan on healthcare.gov:** Contact your independent, authorized agent or call BCBSTX Customer Service at 1-888-697-0683.

MARKETPLACE PLANS ONLY		Health Insurance Marketplace Call 1-800-318-2596	BCBSTX Customer Service Call 1-888-697-0683 or send a secure message on Blue Access for Members ¹
I want to change my:	Physical Address	●	
	Billing Address		●
	Phone Number	●	
	Email Address	●	
	Name	●	
	Date of Birth	●	
	Gender	●	
	Social Security Number	●	
I want to cancel/remove my:	Medical Plan	●	
	Adult or Pediatric Dental Plan	●	
	Dependent	●	
	Entire Policy (Free Look Period — 30 Days)		●
I want to update my:	Primary Care Physician (PCP)		●
I'd like a copy of my:	Member ID Card		●
	Benefit Book		●
	Proof of Coverage Letter		●
I have a billing request. I want to:	Receive Paper Billing		●
	Receive My Bill Electronically		●
	Reprint a Bill		●
	Rerun a Bill (Reinvoice)		●
I have a payment request. I want to:	Set up Auto Bill Pay		●
	Make a Phone Payment		●
	Request a Refund Due to Termination		●
	Request a Refund Due to Overpayment		●
	Research Missing or Misapplied Payments		●
	Reinstate My Policy (Limitations May Apply)		●
I qualify for a Special Enrollment Period. I would like to:	Add Spouse or Dependent to an Existing Policy	Talk to your independent, authorized agent, or call 1-888-731-0406	
	Add Medical/Dental Plan		
	Choose a Different Policy		

¹ BAM is the secure website for BCBSTX members. To send a message in BAM, log in to your account at bcbstx.com/member and select the Message Center.

Health care coverage is important for everyone.

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984. We provide free communication aids and services for anyone with a disability or who needs language assistance.

We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator
300 E. Randolph St., 35th Floor
Chicago, IL 60601

Phone: 855-664-7270 (voicemail)
TTY/TDD: 855-661-6965
Fax: 855-661-6960

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services
200 Independence Avenue SW
Room 509F, HHH Building 1019
Washington, DC 20201

Phone: 800-368-1019
TTY/TDD: 800-537-7697
Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
Complaint Forms: <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

To receive language or communication assistance free of charge, please call us at 855-710-6984.

Español	Llámenos al 855-710-6984 para recibir asistencia lingüística o comunicación en otros formatos sin costo.
العربية	لتلقي المساعدة اللغوية أو التواصل مجاًاً، يرجى الاتصال بنا على الرقم 855-710-6984.
繁體中文	如欲獲得免費語言或溝通協助，請撥打855-710-6984與我們聯絡。
Français	Pour bénéficier gratuitement d'une assistance linguistique ou d'une aide à la communication, veuillez nous appeler au 855-710-6984.
Deutsch	Um kostenlose Sprach- oder Kommunikationshilfe zu erhalten, rufen Sie uns bitte unter 855-710-6984 an.
ગુજરાતી	આપા અથવા સંચાર સહાય મફતમાં મેળવવા માટે, કૃપા કરીને અમને 855-710-6984 પર કોલ કરો.
हिंदी	निःशुल्क भाषा या संचार सहायता प्राप्त करने के लिए, कृपया हमें 855-710-6984 पर कॉल करें।
Italiano	Per assistenza gratuita alla lingua o alla comunicazione, chiami il numero 855-710-6984.
한국어	언어 또는 의사소통 지원을 무료로 받으려면 855-710-6984번으로 전화해 주세요.
Navajo	Niná: Doo bilagáana bizaad dinits'á'góó, shá ata' hodooni nínízingo, t'áájíik'eh bee náhaz'á. 1-866-560-4042 jì' hodíilni.
فارسی	برای دریافت کمک زبانی یا ارتباطی رایگان، لطفاً با شماره 855-710-6984 تماس بگیرید.
Polski	Aby uzyskać bezpłatną pomoc językową lub komunikacyjną, prosimy o kontakt pod numerem 855-710-6984.
Русский	Чтобы бесплатно воспользоваться услугами перевода или получить помощь при общении, звоните нам по телефону 855-710-6984.
Tagalog	Para makatanggap ng tulong sa wika o komunikasyon nang walang bayad, pakitawagan kami sa 855-710-6984.
اردو	مفت میں زبان یا مواصلت کی مدد موصول کرنے کے لیے، براہ کرم ہمیں 855-710-6984 پر کال کریں۔
Tiếng Việt	Để được hỗ trợ ngôn ngữ hoặc giao tiếp miễn phí, vui lòng gọi cho chúng tôi theo số 855-710-6984.