



# 2018 BCBSOK Producer Contact List



## CONTACTS FOR SMALL GROUPS (1-50)

### NEW GROUPS

#### NEW SALES

Contact your assigned sales representative or call **918-551-3296**

#### ONLINE

Blue Access for Producers<sup>SM</sup>

[bcbsok.com/producer](http://bcbsok.com/producer)

*New Business must be submitted online through the eSales Tool in BAP<sup>SM</sup>.*

### EXISTING GROUPS

#### SMALL GROUP ACCOUNT MANAGEMENT TEAM

Phone (Mon. – Fri. 8 a.m. to 5 p.m. CST) **800-722-4890**

Email **okmarketingoperations@bcbsok.com**

Fax **918-549-3214**

*The Small Group Account Management Team assists Small Group accounts with product and renewal information and group-level service inquiries.*

### COMPLETED GROUP PAPERWORK

#### RENEWALS, BPA AMENDMENTS, GROUP-LEVEL CHANGES

Email **okpaperwork@bcbsok.com**

Fax **918-549-3224**

## CONTACTS FOR ALL GROUPS

### PRODUCER SERVICE CENTER

#### AGENT OF RECORD REQUESTS, COMMISSION QUESTIONS, ETC.

Phone **855-782-4272, Option 1**

Email **producer\_service\_center@bcbsok.com**

### GROUP MEMBERSHIP

#### GENERAL MEMBERSHIP/ELIGIBILITY INQUIRIES

Phone (Mon. – Fri. 8 a.m. to 6 p.m. CST) **855-346-2016**

Email **bcbs\_eligibility\_ok@bcbsok.com**

Fax **918-551-3179**

Online — Blue Access for Producers **[bcbsok.com/producer](http://bcbsok.com/producer)**

Online — Blue Access for Employers<sup>SM</sup> **[bcbsok.com/employer](http://bcbsok.com/employer)**

#### MAIL TRANSACTIONS THAT CAN'T BE COMPLETED ONLINE:

Mail to:

Blue Cross and Blue Shield of Oklahoma  
Membership/Eligibility/Group Service Department  
P.O. Box 3283  
Tulsa, OK 74102-3283

### CLIENT ASSIST TEAM

#### BENEFIT, CLAIMS AND ENROLLMENT QUESTIONS

Phone (Mon. – Fri. 8 a.m. to 5 p.m. CST) **888-466-5359**

Email **clientassistteam@bcbsok.com**

Fax **918-549-2184**



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## GROUP BILLING AND ACCOUNTS RECEIVABLE

### BILLING AND PAYMENT QUESTIONS

Phone (Mon. – Fri. 8 a.m. to 5 p.m. CST) **800-320-2595**  
 Fax **855-831-3249**  
 Online — Blue Access for Employers **[bcbsok.com/employer](http://bcbsok.com/employer)**

## PREMIUM PAYMENT ADDRESS:

**Blue Cross and Blue Shield of Oklahoma**  
 P.O. Box 731428  
 Dallas, TX 75373-1428

## LATE/OVERNIGHT PREMIUM PAYMENT ADDRESS:

**JP Morgan Chase (TX 1-0029)**  
 Attn: Blue Cross and Blue Shield of Oklahoma #731428  
 14800 Frye Road, 2nd Floor  
 Fort Worth, TX 76155

*To avoid cancellation, provide overnight express tracking number to the Group Accounts Billing area at 800-320-2595.*

## INTERNET HELP DESK

### BAP & BAE<sup>SM</sup>

Phone **888-706-0583**  
 Monday — Friday 6 a.m. to 9 p.m. CST  
 And Saturdays 6 a.m. to 2:30 p.m. CST

## FIND A DOCTOR OR HOSPITAL

Phone — Customer Advocate  
**toll-free number on the back of your member ID card**  
 Online — Provider Finder<sup>®</sup> **[bcbsok.com](http://bcbsok.com)**  
*To use the Provider Finder tool, visit [bcbsok.com](http://bcbsok.com) and select "Find a Doctor"*  
 When Traveling — BlueCard<sup>®</sup> **800-810-BLUE (2583)**

## ANCILLARY PRODUCTS

### PRIME THERAPEUTICS

#### PRESCRIPTION DRUG PROGRAM

Phone **800-423-1973**  
 Online **[MyPrime.com](http://MyPrime.com)**

### DEARBORN NATIONAL LIFE INSURANCE

Phone **800-348-4512**  
 Email **[contactus@dearbornnational.com](mailto:contactus@dearbornnational.com)**  
 Fax **312-240-0143**  
 Online **[dearbornnational.com](http://dearbornnational.com)**

Prime Therapeutics LLC is a separate company and is the pharmacy benefit manager for Blue Cross and Blue Shield of Oklahoma.

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