

**BlueCross BlueShield of Montana** 

# **CONTACTS** For Retail Producers

# PRESALE SUPPORT



Product Information + Sales Assistance

## 855.707.0598

9:00 am to 5:00 pm MT, Mon.-Thurs. 9:00 am to 4:30 pm MT, Fri.

## **POSTSALE SUPPORT\***



Application Status + Billing & Payments Retail Producer Portal + Policy Changes Renewing / Transitioning Clients

#### 855.454.7109

8:00 am to 5:00 pm MT, Mon.-Fri.

\* Some issues can only be addressed by Producer Services if the member gave authorization to the producer of record.

# **PRODUCER SERVICE CENTER**



Producer of Record / Book of Business Inquiries Contracting + Licensing Appointments + Commissions

855.782.4272

8:00 am to 5:00 pm MT, Mon.-Fri.

# **MEMBER / CUSTOMER SERVICE**



Payments + Benefits + Claims Appeals + Preauthorizations

# 855.258.8471

7:00 am to 8:00 pm MT, Mon.-Fri.\* 8:00 am to 5:00 pm MT, Sat.\* \* Hours may vary during open enrollment.

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