

BlueCross BlueShield of Illinois

CONTACTS For Retail Producers

PRESALE SUPPORT



Product Information + Sales Assistance

866.446.4353

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

POSTSALE SUPPORT*



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

888.313.5526

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

MEMBER / CUSTOMER SERVICE



Payments + Benefits + Claims Appeals + Preauthorizations

800.538.8833

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

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