



HOT TOPICS

# Open Enrollment Extended to Dec 18, 3:00 a.m. ET

[The Centers for Medicare & Medicaid \(CMS\) announced](#) that it's extending ACA open enrollment to 3 a.m. ET on Dec. 18 (or 2 a.m. CT on Dec. 18). This is a full extension and not just for those who attempted to enroll through Sunday and experienced an issue.

## Enroll Online via Retail Producer Portal or Retail Shopping Cart

Online enrollment for on- and off-exchange plans can be submitted via our Retail Shopping Cart and Retail Producer Portal by Dec. 18, 2019, 2 a.m. CT. Note that we are working to open up our online channels by Monday afternoon.

## Enroll via "Paper" (Off-exchange only)

You and your clients can use "paper" PDF applications for off-exchange plans. [See our paper app checklist to access a fillable version of the PDF application](#) and to make sure the most frequently missed fields are completed. The completed apps can be mailed, faxed or made into a digital file and uploaded via the Retail Producer Portal.

- Mail to:  
Blue Cross and Blue Shield  
Attn: Individual Enrollment  
P.O. Box 3238  
Naperville, IL 60566-7235
- Fax to 800-279-7419
- Upload to [Retail Producer Portal](#). For details on uploading apps, see [pages 48-49 of our portal guide](#).

## Enroll via Phone (Active\* Renewals for Existing Members)

Remember that [we offer a specialized Retention Call Center designed to support producer-sold business](#). This call center is designed for your active renewing clients.

## Retail Producer Services Support

Producer Support	Phone	Hours of Operation
<b>PRESALE</b> Product Information & Sales Assistance	<b>800.531.4457</b> <i>select option 3</i>	9:00 a.m. to 5:00 p.m. CT, Mon.-Thurs. 9:00 a.m. to 4:30 p.m. CT, Fri.
<b>POSTSALE</b> Application Status, Billing & Payments, Retail Producer Portal	<b>888.697.0679</b>	9:00 a.m. to 5:00 p.m. CT, Mon.-Thurs. 9:00 a.m. to 4:30 p.m. CT, Fri.

## Microsite for Producers: Everything You Need to Sell, Renew and Enroll

Reminder: The [Producer Retail Readiness microsite](#) has all of the materials you need to help you through the end of OE. Need to access the site from your phone? Text **2020 Ready** to 33633.

\* Active Renewal = member chooses new plan (doesn't want current continuing plan or mapped plan due to a discontinuation)  
Passive Renewal = member keeps current continuing plan or accepts mapped plan due to a discontinuation