



BlueCross BlueShield of Texas

CONTACTS

For Retail Producers

PRESALE SUPPORT



Product Information + Sales Assistance

800.531.4457

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

888.697.0679

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

888.697.0683

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.*