



BlueCross BlueShield of Texas

Nov. 16, 2022

Retention Call Center for Producer-sold Business

To help support our valuable producers, a specialized Retention Call Center is now available to your Blue Cross and Blue Shield of Texas (BCBSTX) clients through open enrollment.

You remain the producer of record when your clients use this special retention call center, even if they actively renew in a different BCBSTX qualified health plan. Be sure, however, that you complete the Centers for Medicare and Medicaid Services' Marketplace training and registration for plan year 2023 to receive credit for on-exchange policies.

As in previous years, your name was included in your clients' renewal packet. This year, we're excited to announce your phone number was also included with directions to call you directly rather than having your clients contact the retention call center. This was designed to give you more control over the renewal process.

If you want to your clients to use the retention call center, be sure to pass along the phone number and hours of operation:

BCBSTX Member Retention Call Center

BCBSTX members can call **855-414-6189**

Monday through Friday: 8 a.m. to 8 p.m. CT*

Saturday: 8 a.m. to 6 p.m. CT

Sunday: 10 a.m. to 2 p.m. CT

Typically, call volumes are highest from morning through midday and lighter in the afternoon and evening.