

Group & Individual Marketing News Bulletin



South Carolina

BlueCross BlueShield of South Carolina
is an independent licensee of the
Blue Cross and Blue Shield Association



ARCHIVES

You may access marketing bulletins from 2001 to present in the "I Am An Agent" portion of our Web site, www.SouthCarolinaBlues.com.

NEW ADDRESS?

If your contact information changes, including e-mail address or fax number, please e-mail us your updated information to grpandindv@bcssc.com.

ORDER SUPPLIES

To order BlueCross supplies on COIN, visit our Web site at www.SouthCarolinaBlues.com, and select *I Am An Agent*. Then, select "Order Supplies" under *Resources*.

QUESTIONS?

Contact your marketing representative at 1-800-288-2227 ext. 42328 if you have questions.

May 6, 2009

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New Broker Service Phone Number for Medicare Advantage

New number for agents, brokers and group leaders

We are pleased to announce that agents, brokers and group leaders now have a dedicated service phone number within the Medicare Advantage unit: **877-374-9836**. We will reserve the existing customer service numbers for Medicare Advantage members.

We designed the new phone number for any questions you may have concerning your Medicare Advantage clients and their current plans. We are staffing this phone line with priority counselors to assist you with issues specific to agents, brokers and retiree group leaders.

For information concerning the status or receipt of Medicare Advantage applications, please access My Business ManagerSM. Once we receive applications they are tracked into My Business Manager and the status will show "Received and Under Review." We must submit all applications for approval to the Centers for Medicare & Medicaid (CMS) for beneficiary eligibility. Once we receive a response from CMS the status will update on My Business Manager accordingly. This typically takes up to 15 days for us to receive and post a determination on My Business Manager.

You can save time by using My Business Manager to monitor all applications you submit to BlueCross. If you or your staff needs instruction on the use and navigation of My Business Manager, please contact your individual marketing representative to schedule a training session.

For additional information, please contact your individual marketing representative.