



Recontracting Decision Tree

Did you complete the Blue Cross and Blue Shield of Texas (BCBSTX) recontracting process?

IF YES, >

Thank you so much for your fast response!
No further action is needed.

IF NO, v

Did you receive your producer recontracting invitation email from producerexpress@sircon.com?

IF YES, >

First, see the [recontracting tips, next steps and FAQs](#) and read the [step-by-step recontracting how-to guide](#). Then, initiate the recontracting process by clicking on the link in the email.

IF NO, v

Check your inbox, junk and spam folders. Look for the producerexpress@sircon.com email. Did you receive it?

IF YES, >

First, see the [recontracting tips, next steps and FAQs](#) and read the [step-by-step recontracting how-to guide](#). Then, initiate the recontracting process by clicking on the link in the email.

IF NO, v

Are you a new producer that has contracted with us in the last nine months (since October 2013)?

IF YES, >

If you first onboarded with us after October 2013, you're working under the new contract. No further action is needed.

IF NO, v

Are you a subproducer?

IF YES, >

Subproducers don't sign our agreement. They work under their agency's or primary producer's contract. No further action is needed.

IF NO, v

Did you sign the new contract last year during the BCBSTX recontracting project?

IF YES, >

If you signed the new contract during last year's recontracting initiative, you are under the new contract. No further action is needed.

IF NO, v

CALL THE PRODUCER SERVICE CENTER
855-782-4272
Monday – Friday, 8 a.m. to 5 p.m., CT

BEFORE Contacting the Producer Service Center

When you call the Producer Service Center, they will likely send you a new recontracting invitation email with a producer-specific link that launches the application. Follow these steps before calling to ensure that you receive the important email from producerexpress@sircon.com and that you have a successful recontracting experience.

1. Add producerexpress@sircon.com to your email contacts, email address book, contact list or safe recipients list to make sure you receive important recontracting-related emails. If your email address is with an employer, check with your Information Technology (IT) colleagues to make sure producerexpress@sircon.com isn't blocked.
2. See the [recontracting tips, next steps and FAQs](#).
3. Read the [step-by-step recontracting how-to guide](#).