



**HOT TOPICS**

## Retention Call Center Now Open for Producer Sold Business Only

A specialized Retention Call Center designed to support producer-sold business is now available to your Blue Cross and Blue Shield of Texas (BCBSTX) clients through open enrollment.


In an effort to help support you, our valuable producer partners, we developed a call center to assist renewing members. Remember, you still remain the producer of record. Be sure, however, that you complete the Centers for Medicare and Medicaid Services' Federally Facilitated Marketplace registration process for plan year 2018 to receive credit on Marketplace policies.

### BCBSTX Member Retention Call Center Number & Hours of Operation

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

**Monday-Sunday, 8 a.m. to 10 p.m. CT\***

Your name is included in your clients' renewal/transition packets. In addition, the call center and its operating hours are also highlighted.



**Still have questions?**

If you have questions, contact your independent, authorized BCBSTX agent, JANE DOE or call 855-414-6189.

- Monday – Friday, 8 a.m. - 10 p.m. CT
- Saturday, 8 a.m. - 10 p.m. CT
- Sunday, 8 a.m. - 10 p.m. CT

**Llámenos para recibir materiales en español.**

StayBlueTX.com

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