

JOB AID: Service Contact Information

Updated 9/28/22



An Independent Licensee of the
Blue Cross and Blue Shield Association

For shorter wait times, try to avoid calling on Mondays, the day after a holiday or each day from 10 a.m. to 3 p.m., when these teams are their busiest. Except where noted, these times are ET.

Contact	Phone Number	Business Hours
Member Contact Center: IU65 ACA	800-352-2583 and 866-946-2583 (myBlue)	<p>Hours During IU65 OEP</p> <p>Dec. 19 - Jan. 7 (Weekdays) Monday - Friday: 8 a.m. – 8 p.m.</p> <p>Nov. 12 - Jan. 7 (Saturdays) 9:00 a.m. – 4 p.m.</p> <p>Closed Thanksgiving and Christmas Day. Other holidays, hours may vary</p> <hr/> <p>Regular Customer Service Hours Monday – Friday: 8 a.m. – 6 p.m.</p> <p>Note: myBlue members should use online self-service tools prior to calling customer service.</p>
Agent Service Center	800-267-3156	<p>Hours During IU65 OEP</p> <p>Oct. 3 – Feb. 28 Mon – Thurs 8:30 a.m. – 6 p.m. Fri 10 a.m. – 5 p.m.</p> <p>Closed during corporate holidays: November 24 and 25 December 23 and 26 January 2</p> <hr/> <p>Regular Hours Monday – Thursday 8:30 a.m. – 5 p.m. Friday 10 a.m. – 5 p.m.</p>
Florida Blue Centers	877-352-5830	<p>IU65 OEP Please search for the Center near you to find the hours of operation.</p>

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<p>TeleSales</p>	<p>800-876-2227</p>	<p>IU65 OEP (Oct. 1 – Jan. 15 unless specified below) Monday – Friday 8 a.m. – 9 p.m. Saturdays 8 a.m. – 6 p.m. (closed Sunday)</p> <p>*Dec. 1 – 12: Mon. – Sun. 8 a.m. – 10 p.m. *Dec. 13 – 15: Mon –Wed 8 a.m.–midnight *Jan. 8 and 15: Sundays 8 a.m. – 6 p.m.</p>
<p>Marketplace</p>	<p>800-318-2596</p>	<p>24 hours a day, 7 days a week</p> <p>Closed for federal holidays and closed for planned maintenance on some dates. Maintenance is usually complete well before noon</p>
<p>Member Contact Center: Small Group</p> <p>Large Group, National, Public and Strategic Accounts</p>	<p>800-352-2583</p>	<p>Regular Hours Monday - Friday 8 a.m. – 5:30 p.m.</p> <p>Regular Hours Monday - Friday 8 a.m. - 6 p.m.</p>
<p>State Group</p>	<p>800-825-2583</p>	<p>Regular Hours Monday – Friday 7 a.m. – 7 p.m.</p> <p>Closed during holidays: Nov. 11, 24 and 25 Dec. 26 January 2 and 16</p>
<p>Medicare Member Services Medicare Advantage</p> <p>Medicare Supplement</p>	<p>800-926-6565</p>	<p>April 1 – Sept. 30: Monday – Friday 8 a.m. – 9 p.m. Local Time</p> <p>Oct. 1 – March 31: 7 days a week 8 a.m. – 8 p.m. Local Time</p> <hr/> <p>Monday – Friday 8 a.m. – 6 p.m. All Year</p>