



Kansas City

# Medicare and Individual and Family Plans CONTACT GUIDE

## Medicare, Individual and Family Plans (ACA), Short Term and Dental Products.

Blue Cross and Blue Shield of Kansas City (Blue KC) is here to provide the service you need to assist your clients. Your needs are expedited and this list puts you in-touch with the right contact when you need us.

CONTACT	TITLE	PHONE	EMAIL
Barron Roberts	Manager, Medicare and Individual Sales	816-360-1050	Barron.Roberts@BlueKC.com
Angie Sutton	Broker Engagement and Development Manager	816-832-1048	Angie.Sutton@BlueKC.com
Barb Bins	Broker Engagement and Development Manager	913-291-7753	Barbara.Bins@BlueKC.com
Andre Hunter	Sales Lead, IFP Under 65	816-395-2083	Andre.Hunter@BlueKC.com
Sheri Blankenship	Sales Lead, IFP Over 65	816-395-2916	Sheri.Blankenship@BlueKC.com

BROKER ASSISTANCE

CONTACT	PHONE	EMAIL
<b>Broker Concierge Support (Medicare and IFP/ACA)</b>		govt_broker_services@BlueKC.com
<b>Broker Assistance Line (Claims, Billing, Benefit Assistance, Agent Portal)</b>	816-395-3266   800-358-3475	Broker_Services@BlueKC.com
Commissions & Licensing/ Appointment	816-395-3016	ProducerInfo@BlueKC.com
Application Submission - Short Term & Dental	Fax: 816-995-1569	Products@BlueKC.com
Application Submission - Off Exchange IFP/ACA	Fax: 816-398-6499	ACA_IFP_Applications@BlueKC.com

CUSTOMER SUPPORT

Customer Service - Medicare Advantage	866-508-7140
Customer Service - Dental & Short Term	816- 395-3558   888-989-8842
Customer Service - IFP Affordable Care Act	Spira Plans: 877-337-7472
Customer Service - IFP Affordable Care Act	Non-Spira Plans: 866-859-3822
Customer Service - Pharmacy	816-395-2176   800-228-1436
Questions about billing	816-395-3030



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# Small Group CONTACT GUIDE

ISSUE/ITEM	CONTACT
Broker Services	Broker_Services@BlueKC.com 816-395-3266
Adding/Terminating/Updating Member (Use Blues Enroll First)	_image_ms_eligibility@BlueKC.com 816-395-2950 FAX: 816-471-2269
General Questions (Claims and Benefits)	Customer Service 816-395-3558 or 888-989-8842
Pharmacy Issues	Pharmacy Unit 816-395-2176
Renewal Questions	Assigned Account Rep (Krista Corbett, Crystal Davis, Lauren Culey & Kathryn Burgess)

IMPORTANT SITES		
Blue KC Portal	BlueKC.com	<ul style="list-style-type: none"> <li>• Access to temporary/PDF of ID Cards and EOBs</li> <li>• Find Care tab allows member to search for Provider and Pharmacy care</li> </ul>
Blues Enroll	<a href="https://bluesenroll.secure-enroll.com/go/bluesenroll">https://bluesenroll.secure-enroll.com/go/bluesenroll</a>	<ul style="list-style-type: none"> <li>• Enroll and terminate members, update member's info (date of birth, name correction, address)</li> </ul>
E-Billing	BCBSKCbilling.com 816-395-2950	<ul style="list-style-type: none"> <li>• View and Pay current and past group invoices</li> <li>• When calling payment in via phone, please ensure the caller is a contact for the group</li> </ul>