

# Agent Alert

MedicareBlue™ Solutions



**November 13, 2018**

## Thanksgiving holiday call center hours

The Thanksgiving holiday days and hours of operation for the MedicareBlue Rx pre- and post-enrollment call centers are listed below. The call center will maintain normal business hours for all other days.

<b>MedicareBlue Rx agent service lines:</b> Pre-enrollment: <b>1-866-464-3919</b> Post-enrollment: <b>1-866-849-2498</b>	
<b>Thursday, November 22</b>	
Agent pre-enrollment	Closed
Agent post-enrollment	Closed

<b>MedicareBlue Rx customer service &amp; Medicare solutions specialists:</b> Pre-enrollment: <b>1-866-434-2037</b> Individual post-enrollment: <b>1-888-832-0075</b> Group post-enrollment: <b>1-877-838-3827</b>	
<b>Thursday, November 22</b>	
Member pre-enrollment	IVR
Individual/group post-enrollment	IVR*

\* IVR (Interactive Voice Recorder): All calls will be returned by the end of the following business day.

MedicareBlue Rx coverage is separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,\* Blue Cross and Blue Shield of Minnesota,\* Blue Cross and Blue Shield of Montana,\* Blue Cross and Blue Shield of Nebraska,\* Blue Cross Blue Shield of North Dakota,\* Wellmark Blue Cross and Blue Shield of South Dakota\* and Blue Cross Blue Shield of Wyoming.\*

\*Independent licensees of the Blue Cross and Blue Shield Association

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