

Agent Alert

MedicareBlue™ Solutions



December 5, 2018

In this Agent Alert:

- Medicare Advantage open enrollment period (MA OEP) begins January 1
- Winter holiday call center hours

Medicare Advantage open enrollment period (MA OEP) begins January 1

The MA OEP begins January 1, 2019 and runs through March 31, 2019. During this time, beneficiaries who are enrolled in an MA plan or who are newly-MA-eligible may make any of the following one-time changes to their coverage:

- Switch from one MA plan to a different MA plan
- Drop MA coverage and return to Original Medicare (Part A and Part B)
- Drop MA coverage, return to Original Medicare and add stand-alone Part D coverage

No other changes can be made during the MA OEP. Enrollment requests will be effective on the first day of the following month. For example, if a beneficiary uses the MA OEP in January, the coverage effective date will be February 1.

You can learn more about the MA OEP at medicare.gov.

Winter holiday call center hours

The winter 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.

MedicareBlue Rx agent service lines: Pre-enrollment: 1-866-464-3919 Post-enrollment: 1-866-849-2498			
	Christmas holiday		New Year's
	Monday, December 24	Tuesday, December 25	Tuesday, January 1
Agent pre-enrollment	Normal hours	IVR*	Normal hours
Agent post-enrollment	Normal Hours	Closed	Normal Hours

Agent Alert

MedicareBlueSM Solutions



December 5, 2018

MedicareBlue Rx customer service & Medicare solutions specialists:

Pre-enrollment: **1-866-434-2037**

Individual post-enrollment: **1-888-832-0075**

Group post-enrollment: **1-877-838-3827**

	Christmas holiday		New Year's
	Monday, December 24	Tuesday, December 25	Tuesday, January 1
Member pre-enrollment	Normal hours	IVR*	Normal hours
Member post-enrollment	Normal hours	IVR*	Normal hours

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

Questions or have an enrollment? Call a Broker Help Desk

If you have questions, want to enroll an applicant by telephone or help a member make a change, please contact the appropriate agent/broker help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

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

For agent use only. Not for use with the public.