

# JOB AID: Contact Information

Updated 8/21/19



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
<b>Member Contact Center: IU65 ACA</b>	800-352-2583 and 855-692-5830 (myBlue)	<p><b>IU65 OEP 2019-2020</b>  <b>Nov. 2 – Jan. 20</b>  Monday – Thursday 8 a.m.–6 p.m.*  Friday 9 a.m.–6 p.m.*  Saturday 9 a.m.–5 p.m.</p> <p><b>*Dec. 16 – Jan. 10 extended hours</b>  Mon. – Fri. open until 8 p.m.  <b>*December 24</b> 8 a.m.–4 p.m.; <b>January 1</b> 8 a.m.–7 p.m.</p> <hr/> <p><b>Regular Hours</b>  Monday–Thursday 8 a.m.–6 p.m.  Friday 9 a.m.–6 p.m.</p> <p><b>Note:</b> myBlue members should use online self-service tools prior to calling customer service.</p>
<b>Agent Service Center</b>	800-267-3156	<p><b>IU65 OEP 2018</b>  <b>Nov. 1-Dec. 15</b>  Monday-Thursday 8:30 a.m.-6 p.m.  Friday 10 a.m.-5 p.m.</p> <hr/> <p><b>Regular Hours</b>  Monday–Thursday 8:30 a.m.–5 p.m.  Friday 10 a.m.–5 p.m.</p>
<b>Florida Blue Centers</b>	800-352-5830	<p><b>IU65 OEP 2018</b>  Please see <a href="#">link for hours of operation</a></p> <hr/> <p><b>Regular Hours</b>  Monday–Saturday 9 a.m.–7 p.m.</p>
<b>BlueDirect TeleSales</b>	800-876-2227	<p><b>IU65 OEP 2018</b>  <b>Oct. 1-Nov. 30:</b>  Monday-Friday 8 a.m.-9 p.m.  Saturdays 8 a.m.-6 p.m. (closed Sunday)</p> <p><b>*Dec. 1-Dec. 14:</b> Monday-Sunday 8 a.m.-9 p.m.  <b>*Dec. 15:</b> Saturday 8 a.m.-10 p.m.  <b>*December 17-31:</b> Monday-Thursday: 8:30 a.m.-6 p.m.,  Fridays 10 a.m.-5 p.m.</p> <hr/> <p><b>Regular Hours</b>  Monday–Friday 8 a.m.–9 p.m.  Saturday 8 a.m.–5:30 p.m.</p>

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Contact	Phone Number	Business Hours
<b>Marketplace</b>	800-318-2596	<p>24 hours a day, 7 days a week Closed Memorial Day, July 4, Labor Day.</p> <p>Also closed for planned maintenance on these dates:</p> <ul style="list-style-type: none"> <li>• Oct. 31 into Nov. 1, <b>Overnight, exact times TBD</b></li> <li>• Some Sundays during OEP from <b>12 a.m.–12 Noon ET</b></li> </ul> <p>Note: Maintenance is usually complete well before noon</p>
<b>Member Contact Center: Small Group, Large Group, National, Public and Strategic Accounts</b>	800-352-2583	<p><b>Regular Hours</b></p> <p>Monday–Thursday 8 a.m.–6 p.m. Friday 9 a.m.–6 p.m.</p>
<b>Medicare Member Services</b>	800-926-6565	<p><b>Regular Hours</b></p> <p>Monday–Friday 8 a.m.–8 p.m. Local Time</p>