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The following phone and address information is for Illinois residents enrolled in Blue Cross and Blue Shield of Illinois individual, family, and medicare health insurance plans: Fax applications to: (847) 220-9280 Mail claims to: Blue Cross Blue Shield of Illinois P.O. Box 3235 Naperville, IL 60566-7235 Fax: (630) 328-4356 Connect with member customer service or find the right support resources, including your local Blue Cross and Blue Shield (BCBS) company, general FAQs and media relations contacts. Call the toll-free number on the back of your member ID card for BCBS customer service. This is the customer service number for questions about your health insurance coverage, benefits or treatment. Don't have your card? Use the tool below to find your local BCBS company's website. Federal Employee Program® (FEP) members should visit the FEP website. Skip to content BCBS Federal Phone Number - FEP List Statewide Customer Service Precertification Mental Health/Substance Abuse Case Management Hospital Alabama(800) 248-2342(800) 248-2342(800) 821-7231 Alaska(800) 562-1011(800) 562-1011(800) 622-1379 Arizona(800) 345-7562(602) 864-4102(888) 883-4451 Arkansas(800) 482-6655(800) 451-7302(800) 367-0406 California Blue Shield(800) 824-8839(800) 633-4581(800) 284-9093 California Anthem Blue Cross(800) 824-8839(800) 633-4581(800) 633-4581(800) 284-9093 Colorado(800) 852-5957(800) 860-2156(800) 424-4011(800) 711-2225 Connecticut(800) 438-5356(800) 860-2156(800) 424-4011(800) 711-2225 Delaware(800) 721-8005(800) 572-2872(800) 258-9808 District of Columbia(800) 848-9766(800) 553-8700(800) 360-7654 Florida(800) 333-2227(800) 955-5692(800) 955-5692(800) 337-2204 Georgia(800) 282-2473(800) 860-2156(800) 424-4011(800) 711-2225 Hawaii(800) 966-6198(800) 966-6198(800) 966-6198(800) 966-6198 Idaho Blue Cross(800) 627-6656(800) 627-1187(877) 908-0972 Idaho Regence Blue Shield(800) 732-1209 (Member) (877) 688-4656 (Provider)(800) 627-1187(866) 873-9743 Illinois(800) 972-8382(800) 227-6591(800) 779-4602(800) 462-3275 Indiana(800) 382-5520(800) 860-2156(800) 424-4011(800) 711-2225 Iowa(800) 532-1537(800) 552-3993(800) 552-3993 Kansas(800) 432-0379(800) 782-4437(800) 952-5906(800) 432-0216 Kentucky(800) 456-3967(800) 860-2156(800) 711-2225 Louisiana(800) 272-3029(800) 523-6435(800) 867-6811 Maine(800) 722-0203(800) 860-2156(800) 424-4011(800) 711-2225 Maryland(800) 638-6756(800) 443-5434(877-554-9504(800) 360-7654 Massachusetts(800) 433-7766(800) 634-2828(800) 524-4010(800) 689-7219 Ext. 31133 Michigan(800) 482-3600(800) 245-2513(800) 342-5891 Minnesota(800) 859-2128(800) 382-2000 Mississippi(800) 932-7724(800) 841-9659(800) 841-9659 EXT 4009 Missouri Blue Cross Blue Shield of Kansas City(816) 395-2500(816) 395-3989(816) 237-2354 Missouri Anthem Blue Cross Blue Shield(800) 392-8043(800) 860-2156(800) 424-4011(800) 711-2225 Montana(800) 634-3569(877) 885-3751(877) 885-3751(800) 462-3275 Nebraska(800) 223-5584(800) 247-1103 Nevada(800) 727-4060(800) 860-2156(800) 424-4011(800) 711-2225 New Hampshire(800) 852-3316(800) 860-2156(800) 424-4011(800) 711-2225 New Jersey(800) 624-5078(800) 664-2583(800) 626-2212 New Mexico(800) 245-1609(800) 325-8334(877) 783-1385(800) 462-3275 Northeastern New York Blue Shield(800) 234-6008(800) 255-2042(800) 443-6169 Western New York Blue Cross and Blue Shield(800) 234-6008(800) 677-3086(877) 837-0814 New York Empire Blue Cross Blue Shield(800) 522-5566(800) 443-6169 New York Excellus Blue Cross Blue Shield(800) 584-6617(800) 584-6617(800) 277-2138 North Carolina(800) 222-4739(800) 672-7897(888) 234-2415 North Dakota(800) 548-4026(800) 952-8462(800) 825-6614 Ohio(800) 451-7602(800) 860-2156(800) 424-4011(800) 711-2225 Oklahoma(800) 722-3130(800) 672-2378(877) 906-6389(800) 462-3275 Oregon(800) 962-2731 (Member) (877) 668-4654 (Provider)(800) 824-8563(866) 873-9743 Pennsylvania Independence Blue Cross(215) 241-4400(800) 862-3648(800) 688-1911 Pennsylvania Highmark Inc. 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Our secure member portal lets you: Check the status of your claim and claim history Confirm the family members who are covered under your plan View and print an Explanation of Benefits (EOB) statement for claims within the last 18 months Find a doctor or hospital in your plan's network Set your email and text alert preferences for notifications Request a new or replacement member ID card, or print a temporary one If you have trouble with sign up or log in, we can help. Have a technical question?If you can't register or log in to Blue Access for Members, call: The customer service number on your member ID card Representatives are available 24 hours a day, 7 days a week. Need to know more about your benefits or a claim?If you have questions about the information in your Blue Access for Members account, such as benefits or claims information, you can: Call the Customer Service number on your member ID card Send us a private message through the BAM "Message Center" Use the private message feature on Connect Community or Facebook Talk with us via Web Chat Have other questions?Here are some resources to help you navigate other popular areas of interest. FAQ Using Health Insurance Customer Service Open Enrollment Originally published 7/20/2015; Revised 2016, 2017, 2018, 2020, 2023 Checking eligibility and/or benefit information and/or obtaining prior authorization is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility and the terms of the member's certificate of coverage, including, but not limited to, exclusions and limitations applicable on the date services were rendered. Certain employer groups may require prior authorization or pre-notification through other vendors. If you have any questions, call the number on the member's ID card. Regardless of any prior authorization or benefit determination, the final decision regarding any treatment or service is between the patient and the health care provider. Availability is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSIL. Carelon Medical Benefits Management is an independent company that has contracted with BCBSIL to provide utilization management services for members with coverage through BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer. After submitting a claim, you can check the status online to verify if your claim has been received, pending or finalized. You can also verify the descriptions for any claim denials. Check Claim Status Online You or your billing agent can obtain real-time results by checking claim status through Availity® Essentials Claim Status tool. The Claim Status tool provides the equivalent of an Explanation of Benefits, including line-item breakdowns and detailed denial descriptions. All results are printable and can be used as a duplicate EOB for another insurance carrier when requested. For more additional instructions, refer to the Claim Status Tool User Guide. Only registered Availity users can access the Claim Status tool. If you aren't registered, go to Availity and select "Get Started" to complete the guided online registration process, at no cost. If you don't have Availity access, you may obtain basic claim status online by completing a claim status request (276 transaction) via your preferred web vendor. Provider Customer Service For commercial claims, call our Interactive Voice Response automated phone system at 800-972-9088. The system is available Monday through Friday, 6 a.m. to 11:30 p.m., CT, and Saturday, 6 a.m. to 6 p.m., CT. A document control number (claim number) is required when requesting to speak with an agent to make an adjustment. For more information, see our Claims Caller Guide. For government programs claims, if you don't have online access through a vendor, you may call provider customer service to check claim status or make an adjustment: Blue Cross Community Health PlansSM - 877-860-2837 Blue Cross Community Health PlansSM - 877-723-7702 Blue Cross Medicare AdvantageSM - 877-774-8592 Reminder: Don't Submit Duplicate Claims If your claim didn't process the way you anticipated, it's important that you don't submit a duplicate claim for the same patient. Duplicate claims typically result in additional denials. Questions on electronic options? Email our Provider Education Consultants. Be sure to include your name, direct contact information, tax ID or billing National Provider Identifier. Availability is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSIL. BCBSIL makes no endorsement, representations or warranties regarding third party vendors and the products and services they offer. Review the Individual and Family Contact Us page. I have questions about enrolling in a new plan: 1-866-514-8044 Monday - Friday: 8 a.m. - 8 p.m. CT Saturday: 8:30 a.m. - 12:30 p.m. CT Sunday: Closed I'm a member with a question for customer service: 1-800-538-8833 Monday - Friday: 7:00 a.m. - 8:00 p.m. CT Saturday: 8:00 a.m. - 5:00 p.m. CT Sunday: Closed I want to make a payment: Mail your payment to the address on your invoice or learn about other convenient ways to pay your bill. I have questions about enrolling in Medicare: 1-877-213-1821 (TTY: 711) I'm a Medicare Advantage member: 1-877-774-8592 (TTY: 711) I'm a Medicare Part D member: 1-888-285-2249 (TTY: 711) I'm a Medicare Supplement member: 1-800-624-1723 (TTY: 711) I'm a Medicare-Medicaid member: 1-877-723-7702 (TTY: 711) Monday - Friday: 8:00 a.m. - 8:00 p.m. I'm a member with a question for customer service: 1-877-860-2837 (TTY/TDD: 711) Speak with a live agent Monday - Friday: 8 a.m. to 5 p.m. Self-service or a voicemail available 24/7. I want to contact you by mail: Blue Cross Community Health Plans c/o Member Services P. O. Box 3418 Scranton, PA 18505 I want to get help from the 24/7 Nurseline: 1-888-343-2697 (TTY/TDD: 711) If you're having an emergency, please call 911. I have an HMO Illinois®/Blue Advantage HMO™ plan: Call Customer Service at the number listed on your member ID card. I have a HMO Blue USA plan and want to find care while I'm away from home: 1-800-810-BLUE (2583) I have a PPO plan: Call Customer Service at the number listed on your member ID card. I have a PPO plan and want to find care while I'm away from home: 1-800-810-BLUE (2583)