

Excellus BlueCross BlueShield's Dedicated Assistance Line for Brokers with Small Group Accounts

1-844-843-5256



For Brokers Only

This dedicated phone line is open to assist you when you have questions about your Small Group accounts. The line will be available from November 2, 2020 - January 29, 2021 and the representatives staffing the line will be able to help you with:

- Billing questions
- Roster requests
- Temporary Member Cards
- Summary of Benefits and Coverage (SBC) requests
- Probation/Eligibility requests
- Verification of enrollment or cancellation requests
- Escalation of membership inquiries you've submitted through our web site

For all other inquiries, please continue to use our external database/Enrollment and Billing Support form

This number is Only for Small Group Assistance.

You should continue to contact your dedicated Account Service Representative for all Large and Experience-Rated group inquiries.

For additional broker resources, please visit [Broker.ExcellusBCBS.com](https://www.Broker.ExcellusBCBS.com)

