

Small Group Contact Guidance Sheet

The Issue/Item	Who to Contact
Adding/Terminating/Updating Members (USE BLUES ENROLL FIRST*)	image_ms_eligibility@bluekc.com Membership: 816-395-2950 FAX: 816-471-2269
General Questions (Claims and Benefits)	Customer Service: 816-395-3558 or 888-989-8842
Pharmacy Issues	Pharmacy Unit: 816-395-2176
Renewal Questions	Assigned Account Executive (Krista Corbett, Tom Moppin, Alice Riding)
Broker Services	Broker_Services@bluekc.com or 816-395-3266

Important Sites		
Blue KC Portal	BlueKC.com	<ul style="list-style-type: none"> • Access to temporary/PDF of ID cards and EOBs • Find Care tab allows members to search for Provider and Pharmacy care
Blues Enroll	https://bluesenroll.secure-enroll.com/go/bluesenroll	<ul style="list-style-type: none"> • Enroll and terminate members, update members info (dates of birth, name corrections, addresses)
E-Billing	BCBSKcebilling.com 816.395.2950	<ul style="list-style-type: none"> • View and Pay current and past group invoices • When calling payment in via phone, please ensure the caller is a contact for the group

Offering support for Individual and Family Affordable Care Act, Short Term & Dental Products.

Blue Cross and Blue Shield of Kansas City (Blue KC) continues to lead the market, thanks in large part to the efforts you make to place and renew business with us. We will continue to provide you and your clients with the attention and personal service you have come to expect. Assistance is always a quick phone call or email away. For your convenience, we have provided key Individual & Family Sales contact information below.

Blue KC Sales Contacts

Contact	Title	Phone Number	Email Address
Gina Smrt	Director, Client Services and Sales Enablement	816-360-1169	Gina.Smrt@BlueKC.com
Andre Hunter	Sales Agent, IFP Under 65	816-395-2083	Andre.Hunter@BlueKC.com
Michelle Rose	Sales Agent, IFP Under 65	816-395-2118	Michelle.Rose@BlueKC.com

Important Contacts

Contact	Phone Number	Email Address
General Sales Line	816-395-2583	Products@BlueKC.com
Broker Assistance Line Questions: Claims, Billing, Benefit Assistance, Agent Portal	816-395-3266 800-358-3475	Broker_Services@BlueKC.com
Commissions & Licensing/Appointment	816-395-3016	Producerinfo@BlueKC.com
Customer Service – Dental & Short Term	816-395-3558 888-989-8842	
Membership – Dental & Short Term	816-395-2950	Image_MS_Eligibility@BlueKC.com
Customer Service – IFP Affordable Care Act	Spira Plans: 877-337-7472	
Customer Service – IFP Affordable Care Act	Non-Spira Plans: 866-859-3822	
Pharmacy Customer Service	816-395-2176 800-228-1436	
Billing	816-395-3030	
Short Term & Dental Application Submission	Fax: 816-995-1569	Products@BlueKC.com
Off Exchange ACA Application Submission	Fax: 816-398-6499	ACA_IFP_Applications@BlueKC.com