



Customer Service

877-442-4207 | www.bcbstx.com/ancillary

	Description	Contact Information
Customer Service	General administration questions and inquiries	877-442-4207 AncillaryQuestionsTX@bcbstx.com
Membership Processing	Additions, changes, terminations	
Billing	Adjustments, audits, billing inquiries	
Life, Accident & Critical Illness Claims	Status of check or claim	
Dental	Customer Service for group administrators and members	
Benefits Manager	Walkthroughs, technical support, password resets	
STD & LTD Claims	Inquiries, status of an STD/LTD claim or payment	877-442-4207 DisabilityClaimsTX@bcbstx.com
Vision Care	Inquiries, status of a claim or payment	855-556-8796 www.eyemedvisioncare.com/bcbstxvis
Evidence of Insurability	Status and processing questions	877-442-4207 Fax: 972-996-9371 www.bcbstx.com/employers/forms
Commissions	Producer contracting, commission inquiries and 5500 requests	800-352-3935 AncillaryCommissionsTX@bcbstx.com
Mailing Address	Member eligibility, changes to bill and other correspondence inquiries Payments	Blue Cross and Blue Shield of Texas 701 E. 22nd Street, Suite 300 Lombard, IL 60148 Blue Cross and Blue Shield of Texas 36788 Eagle Way, Chicago, IL 60678-1367
Internet Site	Forms download	www.bcbstx.com/ancillary

For illustrative purposes only. May not be available in all jurisdictions. Coverage may be subject to limitations, exclusions and other coverage conditions contained in the issued policy. Please consult the policy for the actual terms of coverage.