

Below are the key facts for you to know:

1. The producer support line number is **866-430-9778**. This number should be used beginning Monday, Oct. 24, for **ACA business, Medicare Supplement members and Small Group plans/policies**. When reached, calls will be routed to the appropriate assistance based on the line of business. This number is for producers only. Members should call the number on the back of their ID card for assistance with their policies.
2. For help with grandfathered/non-grandfathered (GF/NGF) policies, producers should still call the preferred producer number at **800-819-0892**, while Farm Bureau producers should call **800-642-6813**. These producer support tools remain unchanged at the time. Wellmark will notify you when the GF/NGF phone support transition has been made. At that time, producers will be able to call the regular producer support line above for assistance with GF/NGF policies.
3. Inquiries for Medicare Part D (PDP) policies must go to Medicare BlueRx at **888-832-0075**.
4. IMPORTANT! Before calling, please have the ID number of the policy in question available. Producers will be asked the number in the first few seconds of the call. This will help us direct you appropriately.
5. If you do not have the member ID, or if you are calling for a general inquiry, you can still receive assistance. But it is highly important that if you are calling for a specific policy, have the ID number ready and enter it when prompted. Also, please note that if you do not have the member ID available, your support experience may be longer.
6. For individual under 65 only, after entering the ID number, the following menu will be presented with the corresponding numbers for producers to select:
  - a. 1 — Policy changes
  - b. 2 — Billing questions
  - c. 3 — To order an ID card
  - d. 4 — Renewals (This is for members who currently have a policy and have changes to make or questions about their policy for next year)
  - e. 5 — Claims and policy benefits
  - f. 6 — All other inquiries
  - g. 9 — Repeat the menu
7. Please note there is no option to opt out of speaking to a customer service representative immediately. This is done on purpose. In order for us to work most efficiently and to route calls quickly, it is imperative that producers have the member ID ready before the call, unless calling for a general inquiry (see number 5 above).
8. Also please note that producers will be asked to verify the ID number verbally again once reaching a customer service representative. This is because 1) We must verify the producer is the agent of record on the account and has the legal right to discuss the policy with Wellmark and 2) The call is recorded, and we must have a verbal record of the ID number on the call.

Please note, Wellmark researched this topic carefully as we planned the new routing system outline above. We researched calls made by producers to our customer service lines and identified the topics discussed most often. We've included some of the most commonly asked questions and frequent issues and how to navigate the new phone system organization in order to get answers quickly:

## **POLICY CHANGES FOR ACA INDIVIDUAL POLICIES**

SAMPLE QUESTIONS/ISSUES	
How to add a dependent/spouse	Change of name, Social Security number, address
Cancel a policy	Use an SEP to purchase a policy
Change primary care physician (PCP)	Update tobacco usage status

Steps to take:

1. Call **866-430-9778**
2. Enter the members ID number
3. Select 1
4. Verify the ID number with the customer service representative

## **BILLING FOR ACA INDIVIDUAL POLICIES**

SAMPLE QUESTIONS/ISSUES	
What is the member's premium?	When is payment due?
What are the payment options?	What is the EFT pull date?
What is the refund status?	How can I make a payment?

Steps to take:

1. Call **866-430-9778**
2. Enter the members ID number
3. Select 2
4. Verify the ID number with the customer service representative

## **ORDER AN ID CARD**

Steps to take:

1. Call **866-430-9778**
2. Enter the members ID number
3. Select 3
4. Verify the ID number with the customer service representative

## **RENEWALS FOR ACA INDIVIDUAL POLICIES (i.e. a current member who wants to keep their policy for the next year)**

SAMPLE QUESTIONS/ISSUES
Member received premium change letter and wants to discuss.

Steps to take:

1. Call **866-430-9778**
2. Enter the members ID number
3. Select 4

4. Verify the ID number with the customer service representative

#### **CLAIMS AND POLICY BENEFITS FOR ACA INDIVIDUAL POLICIES**

SAMPLE QUESTIONS/ISSUES	
Is a specific procedure covered?	Claim denials and exclusions
Deductible/OOP accumulations	Visit limits
Prior authorization	Is a drug covered?

Steps to take:

1. Call **866-430-9778**
2. Enter the members ID number
3. Select 5
4. Verify the ID number with the customer service representative

#### **OTHER INQUIRIES FOR ACA INDIVIDUAL POLICIES**

SAMPLE QUESTIONS/ISSUES	
Reset my agent password	Get fax number/mailling address
1095B requests	Member received a letter and has questions

Steps to take:

1. Call **866-430-9778**
2. Enter the members ID number
3. Select 6
4. Verify the ID number with the customer service representative