



Oct. 23, 2020

Retention Call Center for Producer-sold Business

A specialized Retention Call Center designed to support producer-sold business is now available to your Blue Cross and Blue Shield of New Mexico (BCBSNM) clients through open enrollment.

In an effort to help support our valuable producers, we developed a call center to assist renewing members. You remain the producer of record when your clients use this special retention call center. Be sure, however, that you complete the Centers for Medicare and Medicaid Services' Federally Facilitated Marketplace training and registration for plan year 2021 to receive credit for Marketplace policies.

BCBSNM Member Retention Call Center

BCBSNM members can call **855-414-6183**
Monday through Friday: 7 a.m. to 7 p.m. MT*
Saturday: 7 a.m. to 5 p.m. MT
Sunday: 9 a.m. to 1 p.m. MT

Your name is included in your clients' renewal packets with directions to contact you directly with any questions. In addition, the call center and its operating hours are also highlighted in case they need to contact the retention call center.



Still have questions?

If you have questions, contact your authorized BCBSNM agent or broker, Michelle Chavez, or call 855-414-6183. We are available:

- Monday through Friday: 7 a.m. to 7 p.m. MT
- Saturday: 7 a.m. to 5 p.m. MT
- Sunday: 9 a.m. to 1 p.m. MT

Expect longer wait times closer to December 15, when open enrollment ends.

* Typically, call volumes are highest from morning through midday and lighter in the afternoon and evening.