

***** For all inquires, please do not call 1800-355 Blue to get connected to a customer service representative. That number is for members only. Brokers need to call the numbers provided below *****

❖ Status of applications

- As an alternative to calling the GA or account consultant, the broker can also call our automated line to quickly inquire on the status of an application:
 - 1800-355-BLUE - press option 1
 - input/speak social number
 - select 'more options',
 - select 'verify enrollment',
 - input or speak the date of birth.
 - If that application is processed you will receive the ID number, plan information and effective date.
 - if you or your broker do not receive any information - please then contact your account consultant - customer service will have no information on the pre-enrollment status and will advise that there is no application

❖ Claims /Benefit Inquires on members that are already effective with Individual coverage:

- Once an application is processed, the General Agent or the broker can call Horizon on behalf of the client for claims and benefit inquires.
- Please contact only the Star Rep line - at 1888-400-8533.
 - Always press option 2 then option 1 to be connected to the appropriate area.
 - The Star Rep will need the General Agent's broker number to assist.
 - If you have followed these steps and cannot get assistance, please get the name of that rep and the reference number of that call to f/up with your Account Consultant.

❖ Billing/ Post Enrollment Inquires:

- Once a member is enrolled, the General Agent or broker can contact our billing area with any inquires on billing/enrollment issues.
 - Please contact our billing/enrollment team at 1800-225-1955
 - You will need to provide the General Agent's broker number for assistance.
 - If any attempt is unsuccessful, please get the name of that rep/ reference number of that call and then follow up with your Account Consultant.
- Horizon offers a 24 hour / 7 days per week Pay by Phone Self Service System, which allows members to make a payment at their convenience with no charge,
 - Toll free number /1-888-778-2005.
 - The caller can also be notified of the last payment posted to the account,
 - Select: Premium information option, select group admin option and enter acct # (account number is found on the member's premium bill)

❖ Please continue to inform members that we have the below features on our website, www.horizonblue.com, which do not require a call into Horizon

- Request ID cards
- Obtain Enrollment forms
- Process Payments
- View billing statement / details (consumer level only)
- Change PCP
- Check Claim Status
- View payment history
- View eligibility and benefits

