

Member Benefits and Claims Inquiries

Questions Regarding Your Individual Benefits or Claims Status?

By email: To protect your privacy, we recommend that you send a secure email by logging in to our secure member portal, ibxpress.com.

By phone: Please call Customer Service at 1-800-645-3965 for Keystone 65 HMO, 1-888-718-3333 for Personal Choice 65 PPO (TTY/TDD: 1-888-857-4816), seven days a week, 8 a.m. to 8 p.m. 1-800-275-2583 (TTY/TDD: 1-888-857-4816) for BlueExtra, Monday through Friday, 8 a.m. to 6 p.m. or by calling the number on the back of your ID card. However, please be aware that on weekends and holidays from February 15 through October 14, your call may be sent to an answering machine.

General Inquiries

Members: [send an email](#).

Non-members: [send us an email](#).
