

BCBS Escalation or Application Status Information

Please send the following information to BCBSPaperApps@healthguys.com when needing to submit an escalation or application status check. Information sent using this email address will be sent to Brian McKittrick, Amy Autry and Carter Wilson. Either Brian or Amy will work directly with escalations and application status checks with Carter as our backup.

Be prepared to respond to our email updates and make customer outreach multiple times until the issue is resolved.

1. Date Application was uploaded
2. If the customer spoke to Member Services, the name of who they spoke to.
3. Any applicable reference or tracking numbers
4. Tracking Number (FFM for Marketplace | HSA for Off-Exchange)
5. Primary Policy Holder Name (first name last name)
6. Member ID (if known)
7. Primary DOB
8. Primary Phone # (XXX-XXX-XXXX)
9. Primary Insured State
10. Zip Code
11. On or Off-exchange (Note: most On-Exchange enrollments must be escalated with the exchange directly)
12. Health Plan Specialist who took the call/wrote the policy (First name Last name)
13. Reason for Application Status Request:
14. If applicable, is the member willing to pay any owed back premiums? Y/N