



Improving Services with Our Employer Support Team

Blue Cross & Blue Shield of Rhode Island is proud to introduce an Employer Support Team that will provide enhanced services to our accounts.

This team will function as a one-stop point of contact for all employer, broker, and consultant inquiries. You can expect quick-turnaround, effective services delivered to all our customers and business partners.

Here are some of the improved services you can expect from this team:

- Urgent inquiries handled within 24 – 48 hours
- All inquiries handled within seven business days
- Dedicated team of experts supporting your needs
- All inquiries have a dedicated representative that will provide timeline and updated resolution
- Dedicated contact for billing inquiries

To take advantage of this service team, please submit inquiries to the Employer Support Team via:

Email: EmployerSupport@bcbsri.org

When emailing inquiries, please attach a completed Employer Support Inquiry form. This writable PDF can be downloaded at:

www.bcbsri.com/understand-my-plan/forms/large-employers

www.bcbsri.com/understand-my-plan/forms/small-employers

Phone: 1-800-637-3718 (ext. 6064)

When contacting the Employer Support Team by phone, please have the information contained in the Employer Support Inquiry form available. This will help us expedite the response to your inquiry.

We are excited about this opportunity to provide you with enhanced services, and we look forward to improving the services we provide to our customers!