

# Our Employer Support Team

## –a One-Stop-Shop for Employers and Brokers



**Our Employer Support Team provides enhanced services to our accounts.**

This team functions as a one-stop point of contact for all employers and brokers.

Here is what 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
- Dedicated representative that will provide timely and updated resolutions
- 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](http://www.bcbsri.com/understand-my-plan/forms/large-employers)

[www.bcbsri.com/understand-my-plan/forms/small-employers](http://www.bcbsri.com/understand-my-plan/forms/small-employers)

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

**Hours:** Monday - Friday 8:00 a.m.- 4:30 p.m.

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.