

PlanCompare Edge for Agents: Carrier Contacts

Aetna

Aetna Broker Services Department:
Email: BrokerSupport@aetna.com
Phone: 1-866-714-9301

Alignment

Partner Experience: PartnerExperience@ahcusa.com
AgentOnBoarding: AgentOnBoarding@AHCUSA.com

Asuris

Agent Onboarding & Commissions

(800) 331-7880 – 8am-4pm PST
Contracting Website: <https://www.asuris.com/producer/get-appointed>
agent_desk_as@asuris.com

Medicare Agent Support

Plan/benefit/eligibility/app status, shopping site and systems assist, escalated issues
(800) 557-0555 – 8am-5pm PST/MST
medicareagentsupport@asuris.com

Atrio Healthplan

Agent Support: agentdesk@atriohp.com

AultCare's PrimeTime Health Plan

Agent Support:
PTHPSales@aultcare.com
330-363-7407 and ask for PrimeTime Sales.

Baylor Scott & White Healthplan

Agent Support Staff: <https://www.bswhealthplan.com/Agent/>

BCBS AZ

Broker Support Line: 480-389-2712
Email: BCBSBRKSUPPORT@azblue.com
Hours: 8am – 4:30pm Monday – Friday, Local Time

BCBS AL

Questions regarding plans or application status:

Robin Brooks
rnbrooks@bcbsal.org
205-220-6405

Questions regarding contracting:

Brent Carter
Bcarter@bcbsal.org
205-220-7681

BCBS NJ

Laud Anderson Laud_Anderson@horizonblue.com
Daniel Ortiz Daniel_Ortiz@horizonblue.com
Nemesio Kinsora Nemesio_Kinsora@horizonblue.com

BCBS TN

Contract Requests: agentcontracting@bcbst.com
Broker Support Line: 800-351-9325

Capital BlueCross

Agent Inquiries: CBCMSPI@capbluecross.com

Central Healthplan of California

Broker email: brokers@centralhealthplan.com
Broker Phone number: (626) 388-2375

Cigna

Cigna Agent Resource Line (CARL)
Phone: 1 (866) 442-7516 (8am – 7pm EST)
CARL@cignahealthcare.com

Devoted Health

Devoted Broker Service Site: <https://www.devoted.com/brokers/>
Agent Support Line: 1-877-764-9446

Elevance

Agency services: 800-633-4368

Eternal

brokersupport@eternalhealth.com

Freedom Health

Broker Managers:

Kelsie White: kewhite@freedomh.com

Jared Simon: jsimon@freedomh.com

Gold Kidney Health Plan

Broker Support:

Email: Brokers@goldkidney.com

Phone: 844-294-6535

HAP

Producer Relations (contracting):

HAPCommissionsDept@HAP.org

Medicare Sales Support: HAPMedicareAgent@hap.org

Phone: (888)269-7003

Highmark

Producer Portal: <https://producer.highmark.com/login>

Broker Services Team: (800) 652-9459

Humana

Agent contracting –

agentsupport@humana.com

800-309-3163

Submitted applications – For questions about submitted applications, agents may go to Humana's agent portal at **humana.com** and navigate to the My Humana Business section.

Imperial Health

Agent/Broker Support Department:

agents@imperialhealthplan.com

800-838-5197

Independence Blue Cross

IBX Broker Medicare Resource Center:

888-234-3313

ibxmedicarebroker@ibx.com

Indiana University Health Plan

Broker Resources Website: myiuhealthplans.com

Kelsey Care

Broker Support Line: 713-442-4949

Molina

Broker Website: <https://molinaagentcenter.com/>

Broker Services Unit (BSU)

(866) 440-9788

Hours: Mon. -Fri. | 6:00 AM-6:00PM MT

Additional Agent Resources: <https://molinaagentcenter.com/resources/>

MyTrueAdvantage

Jennifer Chandler

Jennifer.chandler@mytruadvantage.com

812-371-5152

Network Health

Agent Advisor Phone Line: 920.720.1260

Agent Advisor Email: individualsalesteam@networkhealth.com

PacificSource

Medicare Broker Services team:

866-419-0065

MedicareBrokerServices@Pacificsource.com

Paramount-Medical Mutual

George Hilfinger

Supervisor, Sales Support

Office: 1-419-887-2423

Mobile: 1-419-466-3619

George.Hilfinger@MedMutual.com

Point32

Broker Support Email: MedicareBrokerSupport@Point32Health.org

Point32Health.org

Broker Support Phone Number: (833) 984-2387

Prominence Health Plan

Partner Resource Guide: [here](#)

Broker Outreach Email: PHPMASalesGeneralMailbox@uhsinc.com

Providence

Agent Support Team: (888) 804-8070

Quartz Benefits

Broker Support line: 1-833-700-2262

Broker Manager: Stacie.adler@quartzbenefits.com

Regence BlueShield (BCBS OR, BCBS UT, BCBS ID)**Agent Onboarding & Commissions**

(800) 331-7880 – 8am-4pm PST

Contracting Website: <https://www.regence.com/producer/get-appointed>

agentdesk@regence.com

Medicare Agent Support

Plan/benefit/eligibility/app status, shopping site and systems assist, escalated issues:

(800) 557-0555 – 8am-5pm PST/MST

medicareagentsupport@regence.com

Sanford Health

Sales Questions:

sales@sanfordhealth.org

SCAN

SCAN Contracting:

scanbrokercontractin@scanhealthplan.com or 562-989-5157

SCAN Sales Support Team

888-445-2038

salessupportteam@scanhealthplan.com

Commission Assistance:

salescompensation@scanhealthplan.com

Sales Training:

scansalestraining@scanhealthplan.com

562-637-1220

SCAN Producer Portal questions/issues:

producerportal@scanhealthplan.com

Sonder Health Plans

Member Services: 888-428-4440

GeneralSales@sonderhealthplans.com

<https://sonderhealthplans.com/>

SummaCare

Broker Services:

brokerservices@summacare.com

330.996.5673

The Health Plan

Agent Licensing and Contracting

Broker Resource Line @ 1.855.577.7126. Monday - Friday, 8AM to 5PM

brokerrelations@healthplan.org

Agent Sales

Sales Manager Chuck Cheton @ 330.834.2328

ccheton@healthplan.org

The Health Plan Medicare Website
healthplan.org/medicare

UCLA

Contracting: uclacontracting@berwickinsurance.com

UPMC

Email: MedicareBrokerSales@upmc.edu

Phone: 1-855-289-3197

Zing

Broker Support Telephone: 1-844-946-4226.
(8am-5pm cst)