

Senior Products

Frequent Contacts



**BlueCross
BlueShield**
Arizona

An Independent Licensee of the Blue Cross Blue Shield Association

BROKER SUPPORT – ALL MEDICARE PRODUCTS

Broker Support Line: 480-389-2712

Email: BCBSBRKSUPPORT@azblue.com

Hours of Operation: 8 a.m. – 4:30 p.m., Monday – Friday, Local Time

BROKER SUPPLY ORDERS – ALL MEDICARE PRODUCTS

Email: BCBSBRKSUPPORT@azblue.com

Broker Support Line: 480-389-2712

BROKER COMMISSION QUESTIONS – ALL MEDICARE PRODUCTS

Commission Team

602-864-4262, Option 1

Email: BRKFIN@azblue.com

MEDICARE SUPPLEMENT

BROKER RESOURCES

Pre-Enrollment:

azblue2.destinationrx.com/PC/2024/Account/Login

Application Fax Number: 602-864-4041

MEMBER SERVICES

602-864-4122

Hours of Operation: 8 a.m. – 4:30 p.m., Daily, Local Time

BLUE MEDICARE ADVANTAGE – MAPD

BROKER RESOURCES

Pre-Enrollment:

azblue2.destinationrx.com/PC/Agent/Account/Login

Application Fax Number: 602-544-5623

Provider Search Tool: azblue.com/find-a-doctor

MEMBER SERVICES

1-800-446-8331

Hours of Operation: 8 a.m. – 8 p.m., Daily, Local Time

BROKER & CERTIFICATION PORTALS

Website: azblue.com

Status on Application – App Tracker Tool

Commission Statements

Book of Business Report

Website:

bcbsarizona.pinpointglobal.com/Apps/Medicare/default.aspx/

AZ Blue Medicare Product Certifications

Medicare Contracting

Senior Products

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WEBSITE TECHNICAL SUPPORT

BROKER PORTAL PASSWORD RESETS

Phone: 602-864-4844

Email: esolutions@azblue.com

CERTIFICATION PORTAL

Email: Medicarehelp@pinpointglobal.com

Phone: 1-866-649-3701

YOUR MEDICARE SALES TEAM

Nemecio Cid - Business Development Executive

Cell: 602-206-2204

Office: 602-916-8513

Email: Nemecio.Cid@azblue.com

Cynthia Bates - Business Development Executive

Cell: 520-400-1732

Office: 520-745-7353

Email: Cynthia.Bates@azblue.com

Brendon Macias - Business Development Executive

Cell: 602-762-4550

Email: Brendon.Macias@azblue.com

Melissa Makin - Manager, Market Sales - Government Programs

Cell: 520-437-7277

Office: 602-864-5617

Email: Melissa.Makin@azblue.com

HELPFUL MEDICARE RESOURCES

Medicare: 1-800-633-4227

Medicare's Website: medicare.gov

Medicaid/AHCCCS: 1-602-417-4000

State Health Insurance Assistance Programs: 1-800-432-4040

Social Security Administration/Extra Help: 1-800-772-1213



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FOR BROKER USE