



## **Producer Hotline and Mailbox for Peak Season**

### **Producer Communication #781**

*Issued November 10, 2016*

#### **Message**

Capital BlueCross has opened a hotline and dedicated mailbox for producers to assist with resolutions for commercial group sales enrollment processing concerns. All calls and emails will be sent to a dedicated Group Services team member.

Hotline: 800-541-3742  
Monday – Friday  
8AM to 6PM Eastern Standard Time

Email: [CBCBSVC@capbluecross.com](mailto:CBCBSVC@capbluecross.com)

Producers can also access customer service via Producer Tools on the Customer Service tab of [capbluecross.com](http://capbluecross.com).

The hotline and dedicated mailbox is now available and will be open throughout the peak enrollment season of December and January.

#### **Questions**

Contact your preferred agent with questions. Thank you.