

**FREQUENTLY USED CONTACTS**  
**VISIT US ON THE WEB AT [www.bcbsga.com](http://www.bcbsga.com)**

**Customer Service**

**ELIGIBILITY, COVERAGE & CLAIMS**  
(404) 233-1649 from the Atlanta Calling Area  
(800) 441-2273 (7:00am to 9:00pm M-F)

**Dental Customer Service**

(888) 209-7852

**Chiropractic Customer Service**

Members (800) 678-9133  
Providers (888) 511-2743

**Claims Address:**

BlueCross BlueShield of Georgia  
PO Box 9907  
Columbus, Georgia 31908-6007  
(Fax # for claims (706) 321-7267)

**Wellpoint Dental Claims**

PO Box 9066  
Oxnard, CA 93031-9066

**Billing Department**

(877) 364-2003  
Fax # (404) 842-8040  
(8:00am to 5:00pm weekdays)  
*Message feature available all other hours*

**PREMIUM PAYMENTS:**

Bank of America  
Lockbox Services  
Lockbox 406750  
6000 Feldwood Rd  
College Park, GA 30349

**Membership**

Member applications and change forms  
Fax # (404) 842-8040  
Cancellations/Terminations:  
*Please fax a CANCELLATION AUTHORIZATION FORM*

**Blue Cross Blue Shield of Georgia**

Attn: Membership/Eligibility  
3350 Peachtree Rd., N.E.  
PO Box 4445  
Atlanta, Georgia 30302-4445

**Employer Supplies Order Form**

*Please utilize EMPLOYER REFERENCE GUIDE ORDER FORM*  
*fax to : Small Group*  
Fax # (404) 923-3100  
Email: [consumerservices-smallgroup@bcbsga.com](mailto:consumerservices-smallgroup@bcbsga.com)  
Order Inquiries: 1 (866) 215-4879

**Internet Access**

BlueCross BlueShield of Georgia -  
[www.bcbsga.com](http://www.bcbsga.com)  
PPO Out of Area Provider Directory-  
[www.bluecares.com](http://www.bluecares.com)

**Agent/Broker/Group Administrator Support Line**

(800) 770-6226  
(8:00am to 5:00pm weekdays)

**Blue Choice On-Call**

(HMO/POS only)  
(888) 724-BLUE (2583)  
(24 hours a day, 7 days week, all year)

**BlueChoice Vision Discount**

(800) 377-6436  
(8am to 5 pm weekdays)

**Avesis Vision Program**

1 (800) 952-6674  
[www.avesis.com](http://www.avesis.com)  
Avesis Third Party Administrators, Inc.  
Vision Claims Department  
P.O. Box 7777  
Phoenix, AZ 85011-7777

**Urgent Care PPO Locator**

(800) 810-BLUE  
*(24 hour line coordinated with local plans during normal business hours for URGENT care.)*

**Guest Membership (HMO/POS)**

(800) 535-8291  
(7:30am to 5:30pm weekdays)  
*(Request to speak with a Guest membership Coordinator)*

**BCBS COBRA Solutions Department**

(800) 292-5615  
Fax # (404) 842-8040 Member Notification Forms  
Email: [cobrasolutions@bcbsga.com](mailto:cobrasolutions@bcbsga.com)

**COBRA Solutions**

PO Box 404145  
Atlanta, Georgia 30384-4145

**Greater Georgia Life Co.**

(678) 443-5200  
Fax # (678) 443-5299  
(8am to 4:30pm M-F)  
Greater Georgia Life Insurance Co.  
3 Ravinia Dr.  
Suite 1700  
Atlanta, Georgia 30346

**Mental Health/Substance Abuse**

(HMO/POS Only)  
(800) 292-2879  
(24 hours, 7 days a week)  
Magellan Behavioral Health

**Mail Order Prescriptions**

Precision Rx  
(800) 293-2202

**Customer Service/Billing/Conversion for Individual Products**

(800) 718-8831