

PROVIDER QUICK POINTS

PROVIDER INFORMATION



January 9, 2019

Incorrect Provider Phone Number Listed on some Medicare Advantage ID Cards

Blue Cross and Blue Shield of Minnesota (Blue Cross) identified that the Provider Phone number was listed incorrectly on the back of some of our Medicare Advantage Individual Members ID Cards.

This issue impacts the following five Individual Medicare Advantage (MA) group numbers:

1. 10412341
2. 10412342
3. 10412345
4. 10412347
5. 10412348

Phone Number

The correct phone number for providers is **1-888-420-2227**. The incorrect provider phone number that was listed on some MA ID cards was 1-800-420-2227.

Resolution

The phone number has been corrected in system, so any ID cards that are generated going forward will have the correct phone number on them. It has not yet been determined if ID cards will be reissued to those MA members that received an ID card with the incorrect provider phone number.

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