

MA-DP\* Contact Guide for Pharmacists (Updated 1/21/11)



Region	Region 19	Minnesota Only				Region 9	Region 12
State(s)	IA, MN, MT, NE, ND, SD, WY	Minnesota	Minnesota	Minnesota	Minnesota	Florida	Alabama
Name	ClearStone	PrimeWest Health		South Country Health Alliance	Blue Cross and Blue Shield of MN	Blue Cross and Blue Shield of Florida	Blue Cross and Blue Shield of Alabama
Product Name	MedicareBlue PPO (Regional PPO)	PrimeWest Senior Health Complete (HMO SNP)	PrimeWest Health Complete (HMO SNP)	SeniorCare Complete (HMO SNP) and AbilityCare (HMO SNP)	SecureBlue (HMO)	BlueMedicare PPO BlueMedicare Regional PPO BlueMedicare HMO	Blue Advantage
Website	YourMedicare Solutions.com	primewest.org	primewest.org	mnscha.org	bluecrossmn.com	BlueMedicareFl.com	bcbsalmedicare.com
Pre Enrollment	<b>866.434.2038</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>800.366.2906</b> Daily 8 a.m. to 8 p.m. CT	<b>877.600.4913</b> Daily 8 a.m. to 8 p.m. CT	<b>866.567.7242</b> Daily 8 a.m. to 8 p.m. CT	<b>866.447.1584</b> <b>651.662.3584</b> Daily 8 a.m. to 8 p.m. CT	<b>800.876.2227</b> Monday - Thursday: 8 a.m. to 9 p.m. ET Friday: 9 a.m. to 9 p.m. ET	<b>888.873.4707</b> Throughout Annual Enrollment Period (11/15 -12/31) and 60 days after: Daily 8 a.m. to 8 p.m. CT Thereafter: Monday - Friday 8 a.m. to 5 p.m. CT
Beneficiary Services (Post Enrollment)	<b>888.457.3009</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>800.366.2906</b> Daily 8 a.m. to 8 p.m. CT	<b>877.600.4913</b> Daily 8 a.m. to 8 p.m. CT	<b>865.567.7242</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.740.6013</b> <b>651.662.6013</b> Daily 8 a.m. to 8 p.m. CT	<b>800.926.6565</b> Daily 8 a.m. to 9 p.m. ET	<b>888.234.8266</b> Monday - Friday: 8 a.m. to 8 p.m. CT Sat: 8 a.m. to 5 p.m. CT Sun: noon to 5 p.m. CT
Pharmacy Contact Center	<b>800.693.6619</b> Daily 24 x 7	<b>800.821.4795</b> Daily 24 x 7	<b>800.821.4795</b> Daily 24 x 7	<b>866.325.5233</b> Daily 24 x 7	<b>800.821.4795</b> Daily 24 x 7	<b>888.877.6420</b> Daily 24 x 7	<b>877.878.8668</b> Daily 24 x 7

\*MA-DPs are Medicare Advantage Plans with a Prescription Drug Plan