

# PDP\* Contact Guide for Pharmacists (Updated 1/21/11)



Region	Region 25	Region 17	Region 26	Region 22	Region 23	Regions 9 and 11	Region 12
State(s)	IA, MN, MT, NE, ND, SD, WY	Illinois	New Mexico	Texas	Oklahoma	Florida	Alabama and Tennessee
Name	MedicareBlue Solutions (CMC)	HISC			Blue Cross and Blue Shield of Florida		Blue Cross and Blue Shield of Alabama; BlueCross BlueShield of Tennessee
Product Name	MedicareBlue Rx (PDP)	Blue MedicareRx (PDP)			BlueMedicare Rx (PDP)		BlueRx
Website	YourMedicare Solutions.com	bcbsil.com	bcbsnm.com	bcbstx.com	bcbsok.com	BlueMedicareFl.com	BlueRxalatenn.com
Pre Enrollment	<b>866.434.2037</b> Daily 8 a.m. to 9 p.m. CT/MT	<b>888.285.2249</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.285.2249</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.285.2249</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.844.3781</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>800.809.8568</b> Monday - Friday: 9 a.m. to 9 p.m. ET Saturday: 8 a.m. to 12 p.m. ET	<b>877.233.3555</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>888.832.0075</b> Daily 8 a.m. to 9 p.m. CT/MT	<b>888.285.2249</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.285.2249</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.285.2249</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>888.844.3781</b> Daily 8 a.m. to 8 p.m. CT/MT	<b>800.926.6565</b> Daily 9 a.m. to 9 p.m. ET	<b>Alabama: 800.327.3998</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  <b>Tennessee: 888.311.7508</b> Monday - Friday: 8 a.m. to 8 p.m. ET Sat: 8 a.m. to 5 p.m. ET Sun: noon to 5 p.m. ET
Pharmacy Contact Center	<b>800.693.6619</b> Daily 24 x 7	<b>800.693.6704</b> Daily 24 x 7	<b>800.693.6704</b> Daily 24 x 7	<b>800.693.6704</b> Daily 24 x 7	<b>800.693.6704</b> Daily 24 x 7	<b>888.877.6420</b> Daily 24 x 7	<b>877.878.8668</b> Daily 24 x 7

\*PDPs are Prescription Drug Plans, such as private insurance companies and PBMs, that will offer a fully insured drug benefit