

Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

## **Provider alert**

Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup>

Category: Administrative, Authorizations/referrals, Billing/claims/coding

Date posted: Dec. 6, 2023

## Medicare Advantage provider servicing wait times

We're aware that callers to the Medicare Plus Blue<sup>SM</sup> and BCN Advantage<sup>SM</sup> provider servicing lines are experiencing excessive wait times. In addition, another issue has resulted in a high call volume.

We sincerely apologize for the extended wait times providers are experiencing. We understand the frustration and are actively working to resolve the issue to ensure a smoother experience for all our callers.

Your patience is greatly appreciated.