

### 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.