

For Distribution to Brokers/Wholesalers/Administrators Only

July 2, 2003

****REVISED****

Please disregard the previous Sales Flash

Claims & Services Hotline Phone Numbers

Market: All

For your reference below are the most current claims and services hotline phone numbers. We want to make sure your situation is resolved as quickly and smoothly as possible. Please call or email the appropriate hotline **before** calling your Broker Representative or Broker Executive. Calling the hotline first will lead to a faster resolution to your problem(s).

For all Claims and Service Issues:

BlueChoice / BluePreferred Broker Hotline:	410-654-8679 202-448-5140 800-793-9430 (fax) 202-479-5032 (email) brokercustomerservice@carefirst.com
MPOS / MD PPN Broker Hotline:	410-581-3699 800-437-8816 (email) brokercustomerservice@carefirst.com

For all general enrollment and billing questions (including addition and deletion transactions) please use the following hotline.

Enrollment Hotline:	(phone) 443-738-2400 (Maryland) 888-330-8664 (Maryland - <i>please note this is the correct number</i>) 202-252-3658 (DC / VA) 866-252-3658 (DC / VA)
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Please keep in mind that a HIPAA authorization form may be required before the Broker Services Unit may be able to help you. If you need assistance with obtaining a form, a representative will be happy to help you with the process.

We are committed to servicing the needs of the broker community and pleased to announce that we have added additional service representatives to meet these needs. We hope that by following the steps above you will receive quick resolutions to your problems.

If you have any questions please contact your Broker Sales Representative.



Shekar Subramaniam
Director, Broker Sales