



When you have a request or need to make a change to your Blue Cross and Blue Shield of Illinois (BCBSIL) plan purchased on the Health Insurance Marketplace<sup>1</sup>, please refer to the table below.

Health Insurance Marketplace call 800-318-2596	BCBSIL Customer Service call 800-538-8833 or <i>send</i> a secure message on Blue Access for Members <sup>SM</sup> (BAM <sup>SM</sup> ) <sup>2</sup>
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I want to change my:	Physical Address	●	
	Billing Address		●
	Phone Number	●	
	Email Address		●
	Name	●	
	Date of Birth	●	
	Gender	●	
	Social Security Number	●	
I want to cancel/remove my:	Medical Plan	●	
	Dental Plan	●	
	Pediatric Dental Plan	●	
	Dependent	●	
	Entire Policy (Free Look Period - 30 days)		●
I want to update my:	Primary Care Provider (PCP) or Medical Group (MG)		●
I'd like a copy of my:	Member ID Card		●
	Policy Fulfillment Kit		●
	Proof of Coverage Letter		●
I have a billing request. I want to:	Receive Paper Billing		●
	Receive my Bill Electronically		●
	Reprint a Bill		●
	Rerun a Bill (Reinvoice)		●
I have a payment request. I want to:	Set up Auto Bill Pay		●
	Make a Phone Payment		●
	Request a Refund Due to Termination		●
	Request a Refund Due to Overpayment		●
	Research Missing or Misapplied Payments		●
	Reinstate my Policy		●
I qualify for a Special Enrollment Period. I would like to:	Add Spouse or Dependent to an Existing Policy		<b>866-514-8044</b>
	Add Medical/Dental Plan		
	Choose a Different Policy		

<sup>1</sup> Purchased policy online at HealthCare.gov, over the phone, or with the assistance of an agent or broker.

<sup>2</sup> BAM is the secure website for BCBSIL members. To send a message in BAM, log in to your account at [bcsil.com/member](https://bcsil.com/member) and select the message center.