

Support from GeoBlue®



BROKER SUPPORT TEAM (PARTNER PROGRAM)

Contact our Broker Support Team/Partner Program for:

- Commissions
- Agent Hub access
- Updates to address/contact information
- Questions on benefits and certifications
- General product/agent set-up questions

Email: partnerprogram@geo-blue.com

Phone: 844-669-8743

Hours: 8:00 a.m.–7 p.m. ET

The Broker Support Team is the best contact for any inquiry as they will be able to get your question to the appropriate team(s).



RENEWALS

Contact Renewals for Xplorer and Navigator issues and questions:

- Renewing clients
- Changes to renewal/renewing clients
- Non-renewals
- Cancellations

Our Team

Craig Howard

Renewals, Team Lead

Marcia Gan

Renewals, Administration

Email: renewals@geo-blue.com

Hours: 9 a.m.–5 p.m. ET



CUSTOMER SERVICE

Contact Claims Inquiry/Benefits for domestic questions:

Phone: 855-481-6647

(Prompt #2 for Customer Service, then Prompt #2 for claims/benefits inside the U.S.)

Hours: 9 a.m.–5 p.m. ET

Contact Claims Inquiry/Benefits for international questions:

Phone: 855-481-6647

(Prompt #2 for Customer Service, then Prompt #1 for claims/benefits outside the U.S.)

Hours: 9 a.m.–5 p.m. ET

Global Assistance Team:

Phone: 855-481-6647

(Prompt #1 for an emergency or to schedule an appointment)

Hours: Available 24/7/365



ACCOUNTS RECEIVABLE

Contact Accounts Receivable for:

- Policy premium inquiries
- Invoices

Email: arindividual@geo-blue.com

Hours: 9 a.m.–5 p.m. ET



PRESCRIPTION DRUGS

Contact Universal Rx for issues related to an Rx upgrade:

Phone: 540-777-1450 or
800-788-2910

Email: eps@universalrx.com

Visit: www.expatsps.com

Hours: 8:30 a.m.–5 p.m. ET

Visit Agent Hub for 24/7 access to the following services:

- ✓ Hard copy of renewal letters and new applications
- ✓ Receipts
- ✓ ID cards
- ✓ Policy certificates
- ✓ Claim forms
- ✓ Personalized brochures and marketing materials
- ✓ Commission statements
- ✓ Sales data
- ✓ Webinars/news
- ✓ Provider network search

Please contact partnerprogram@geo-blue.com if you need access to the Agent Hub.

GeoBlue is the trade name of Worldwide Insurance Services, LLC (Worldwide Services Insurance Agency, LLC in California and New York), an independent licensee of the Blue Cross and Blue Shield Association. GeoBlue is the administrator of coverage provided under insurance policies issued by 4 Ever Life International Limited, Bermuda, an independent licensee of the Blue Cross Blue Shield Association.

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