

We have your back.

Independence Customer Service Champion For:



Get help navigating your health plan from your own team of experts

As your Customer Service Champion, we are a dedicated team of experts, knowledgeable about your health plan. You can call us directly and talk to the same team each time you call.

We help you:



Navigate your benefits. We can tell you how to find a doctor or hospital that is in-network and that fits your budget. We also know your individual health plan, so we can help you understand your benefits.



Get answers. We can answer questions about what's covered, claims status, and more. You can rely on us to receive timely responses and effective resolution to your questions and issues, big and small. And we can even put you in touch with an Independence Registered Nurse Health Coach.



Feel supported. Your dedicated team will follow-up with you on more complex inquiries and be your main contact until your inquiry is resolved. You will always stay informed on our progress through regular updates.

No matter what you need, we have your back.

So you can get back to what matters most.

Call **1-844-686-7684**

Monday – Friday, 8 a.m. – 9 p.m.

Independence Blue Cross offers products through its subsidiaries Independence Hospital Indemnity Plan, Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield — independent licensees of the Blue Cross and Blue Shield Association.

