



- Resetting your password: Use the *Have you forgotten your password?* If issues persist, please call 888-655-1357 or send an email to bcbssupport@summitdm.com for customer service assistance.
- Access and registering for the Supply Portal: Reach out to your sales leader requesting access to the portal. Below is information you need to provide:
 - Name
 - Email
 - Brand Location
 - Type of Access

Make sure we can reach you. Please review and verify that your contact information is up to date in BAPSM.

Why it matters: Having up to date contact information is critical to ensure you receive critical and timely updates from BCBSIL. You will miss out on important announcements if your contact information is incorrect or outdated, including outreach in reference to compensation updates, certifications and trainings, sales events, marketing materials, legal and compliance topics, and other critical topics.

What you can do now: Follow these simple steps to update your information. If you need assistance, review our detailed guide on how to update your information in BAP.

1. Log in to BAP and go to **User Profile**.
2. Under **User Profile**, click on **Update my contact info**. Make sure to include your email address, phone number and mailing address.
3. Click on the green **Submit** button to save your updated information.

Contracting and Agent Support Numbers

Medicare Advantage Help Desk (888) 723-7423

PDP / MAPD / Part D Help Desk Policy, application and POR related inquiries (888) 723-7423

Medicare Supplement Help Desk (877) 587-6638

Commissions and Contracting /Producer Administration Phone (855) 782-4272

AHIP or HCSC Certification Inquiries bmrxcertification@hcsc.net or via BAP

Supply Website Ordering PDP/MAPD supplies www.yourcmsupplyportal.com

Supply Line - Supply and Supply Portal related inquiries (888) 655-1357 bcbssil.com

bcbssupport@summitdm.com 300 E. Randolph St.,
Chicago, IL 60601