



An Independent Licensee of the
Blue Cross and Blue Shield Association

August 2018

Overpayment Recovery Unit Phone Line Discontinued Effective July 30, 2018

Effective Monday, July 30, 2018, the Overpayment Recovery Unit (ORU) call center phone line is no longer in service. Callers who contact 800-228-2163 will receive the following message:

The number you have reached is no longer in service. For Member Services, dial 800-352-2583; for Provider Services, dial 800-727-2227; and for Federal employees dial 800-333-2227.

If you have questions regarding this change, please contact your Florida Blue network manager.