

Carrier Support Directory



Public agent and broker contacts in one place. Use the links for current support information; for member services, start with the member ID card.

Medicare agent support

CARRIER	BROKER SUPPORT	DETAILS AND RESOURCE
Aetna	866-714-9301 Medicare Broker Services	Mon–Fri, 8 a.m.–8 p.m. Eastern. Open support resource
Devoted Health	877-764-9446 Agent Support	9 a.m.–10 p.m. Eastern; weekdays Dec 8–Oct 14, daily Oct 15–Dec 7. Open support resource
Humana	800-309-3163 Partner Agent Support	Use the Agent Support Unit for broker assistance. Open support resource
SCAN Health Plan	888-445-2038 Sales Support Team	Agent inquiries about plans, enrollment and sales support. Open support resource
UnitedHealthcare	866-235-4095 Producer Help Desk	Mon–Fri, 8 a.m.–7 p.m. Central. Jarvis lists 888-381-8581 option 5 for member-service routing. Open support resource
Wellcare	866-822-1339 Broker Support Call Center	Medicare broker support; use the member ID card for member services. Open support resource
Freedom Health / Optimum HealthCare	877-877-0539 Agent Support	Florida Medicare plans. Listed by MCC Brokerage; confirm current routing with the carrier before release. Open support resource
Simply Healthcare	877-577-0113 Agent Support	Florida Medicare plans. Listed by Sunshine Life & Health Advisors; confirm current routing before release. Open support resource

Contact details checked online September 18, 2026. Hours and routing may change.

Regional health plan support

State abbreviations appear beneath each carrier name and link to its geographic information. These are broad market labels; confirm the exact county, product and plan year before enrollment.

CARRIER	BROKER SUPPORT	DETAILS AND RESOURCE
BayCare Health Plans FL	BayCarePlus contact resource	Confirm the current dedicated producer-support number before adding it. Open support resource
Doctors HealthCare Plans FL	Broker Sales Portal	Use secure broker messaging. Dedicated broker phone pending confirmation. Open support resource
Florida Blue FL	800-267-3156 Agent Contact Center	Mon–Thu, 9 a.m.–5 p.m.; Fri, 9 a.m.–6 p.m. Eastern. Open support resource
Solis Health Plans FL	Broker Sales Portal	Use the broker portal. Dedicated broker phone pending confirmation. Open support resource
Ultimate Health Plans FL	877-322-4029 Agent Support	Mon–Fri, 8 a.m.–6 p.m.; time zone not stated on source. Open support resource
Gold Kidney Health Plan AZ, FL	844-294-6535 Gold B A R broker support	brokers@goldkidney.com • Select broker support when calling. Open support resource
KelseyCare Advantage TX	713-442-4949 Broker Support	kcabrokersupport@kelseycareadvantage.com Open support resource
Memorial Hermann Health Plan TX	713-379-4558 Health Plan broker contact	Commercial plan contact page. Confirm product-specific routing for Medicare. Open support resource
Verda Healthcare TX, AZ, CA	833-319-3801 Broker Support	Use the dedicated broker number, not Member Experience. Open support resource

Additional product support

Support for additional products and health care sharing.

CARRIER	BROKER SUPPORT	DETAILS AND RESOURCE
Allstate Health Solutions	877-225-5077 Broker partnership inquiries	General broker information line; use your product portal for servicing. Open support resource
AmeriStead Health	Support@Ameristead.Health General support	Contracting@Ameristead.Health • Mon–Fri, 9 a.m.–5 p.m. Eastern. Open support resource
Guardian	800-627-4200 Group benefits broker support	For individual dental and vision, use the Retail Broker Portal. Open support resource
NCD Dental and Vision	844-284-4944 Agent Support	AgentSupport@NCD.com • Number published in the agent release policy. Open support resource
OneShare Health	855-699-0487 Producer Support	Mon–Fri, 7 a.m.–5 p.m. Central. Health care sharing ministry, not insurance. Open support resource

Product routing

Guardian individual dental and vision: [Retail Broker Portal](#)

OneShare is a health care sharing ministry, not insurance. Its producer-updates page lists a different number; see the review notes below.

Contacts to confirm

BayCare, Doctors and Solis: dedicated broker phone numbers remain pending. Their portal or contact links are included in the regional section.

Freedom / Optimum and Simply: the Medicare section now includes published agent-support numbers from brokerage resources. Current carrier confirmation is still pending.

OneShare Health: confirm whether to use 855-699-0487 from the resource hub or 833-546-4477 from the [producer updates page](#).

Memorial Hermann: the listed number comes from its commercial plan contact page. Confirm the appropriate Medicare broker route before release.

Keep personal representative contacts in the private agent library.