

Get help and answers from your Member Engagement Guide.

At Highmark Blue Shield, we're all about making it easy for you to get the care you need. That's why our dedicated Member Engagement Guides are here to help if you need to find a new in-network provider, or have questions about your plan.

Your Member Engagement Guide will:

- ▶ Answer questions by phone or in-person.
- ▶ Help find the best in-network doctors and care settings for you.
- ▶ Make sure you're getting the most out of your plan.
- ▶ Schedule appointments and transfer medical records.
- ▶ And much more!

Call our Member Engagement Guides today at **1-844-576-1245 (TTY users may call 711)**, 24 hours a day, Monday through Friday.



For general health insurance questions, call the number on the back of your ID card, 8 a.m. – 5 p.m., Monday through Friday, to speak with a Member Service representative.

For all available contacts and resources, see back. ▶

Here to help in more ways than one.

We offer many ways to help you navigate your coverage:

	Why	Where	When
 Member Engagement Guides	<ul style="list-style-type: none"> • Find in-network doctors or hospitals. • Schedule appointments. • Transfer medical records. • And much more! 	1-844-576-1245 (TTY users may call 711)	Monday through Friday, voicemail monitored with 24-hour average response rate.
 Member Service	Get general coverage support, including benefit answers and claims assistance.	See the number on the back of your ID card.	8 a.m. – 5 p.m., Monday through Friday.
 My Care Navigator	<ul style="list-style-type: none"> • Find in-network doctors or hospitals. • Find a caregiver or medical equipment provider. • Make informed decisions about your care. 	1-888-258-3428 (TTY users may call 711)	8 a.m. – 8 p.m., Monday through Friday.
 Online Support	Search for in-network providers using our “Find a Doctor” tool.	HighmarkBlueShield.com	24 hours a day, seven days a week.

Highmark Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

The Claims Administrator/Insurer complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。

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