

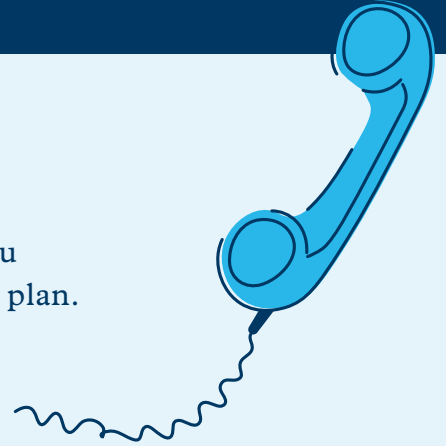
Make the most of your plan with your Member Engagement Guide.

We're all about making it easy for you to get the care you need.

That's why our **Member Engagement Guides** are here to help if you need to find a new in-network provider, or have questions about your plan.

Your guide can:

- Answer any questions you have.
- Help find the best in-network doctors and care settings for you.
- Schedule appointments and transfer medical records.
- Make sure you're getting the most out of your plan.
- Refer you to case managers and health and wellness coaches. These professionals can help you manage chronic conditions, understand new diagnoses, and prepare for upcoming procedures. They can also help you reach your wellness goals and connect you to community programs for health-related social needs.
- Refer you to licensed community health workers who can connect you with local resources to help you maintain a healthy lifestyle.



Call 1-844-576-1245 (TTY users call 711) to speak to a Member Engagement Guide today, Monday – Friday, 8 a.m. – 4 p.m.

Looking for other ways to navigate your coverage? Try these additional resources.

	Why	Where	When
Member Service	Get general coverage support, including benefit answers and claims assistance.	Call the number on the back of your member ID card.	8 a.m. – 5 p.m., Monday – Friday
Online Support	Search for in-network providers using our Find a Doctor tool.	highmarkbcbs.com	24 hours a day, seven days a week
Community Support	Online tool to find free or reduced-cost local resources based on your needs and location.	Go to highmarkcommunitysupport.com and enter your ZIP code.	24 hours a day, seven days a week



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Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, Highmark Health Insurance Company, Highmark Coverage Advantage Inc., Highmark Benefits Group Inc., First Priority Health, First Priority Life or Highmark Senior Health Company. **Your plan may not cover all your health care expenses. Read your plan materials carefully to determine which health care services are covered. For more information, call the number on the back of your member ID card or, if not a member, call 866-459-4418.**

Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield.

West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Health Insurance Company or Highmark Senior Solutions Company. **Visit <https://www.highmarkbcbswv.com/NetworkAccessPlan> to view the Access Plan required by the Health Benefit Plan Network Access and Adequacy Act. You may also request a copy by contacting us at the number on the back of your ID card.**

Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield.

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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）。