



Make the most of your plan with the member website.

Our member website is your one-stop shop for all of your health plan needs – and it's quick and easy to find what you're looking for.

No need to get on the phone to find a provider or figure out your bill – it's all at your fingertips. Plus, when you sign up, we'll have access to your email and phone number so we can keep you up to date and help you make the most of your health plan.

The member website gives you access to your plan information, and lets you:



Find in-network care.



Get answers to benefit questions.



See recent claims activity.



View covered family members' plan information.

See for yourself. Log in with your website or app credentials at highmarkblueshield.com. To set up your account, click **Log In** and then **Register**.



As a Highmark member,
getting answers is
super simple.

Member website

Your digital ID card, Find a Doc tool, deductible progress, and claims status are all available online at highmarkblueshield.com.

Health coaches

Looking to lose weight? Quit smoking? Be more active? A wellness coach can create a personalized plan for your schedule, right over the phone. Sessions are free and totally confidential.

Virtual health

With Well360 Virtual Health, a board-certified doctor can see you right away.

Mobile and email messaging

You have the option of receiving certain communications by text or email. You may sign up by logging on to your health plan's website and entering your contact information and communication preferences.

Highmark Plan app

Get instant access to your digital member ID card, care-finding tools, and claims updates right on your mobile device. To start, just download the Highmark Plan app from the App Store or Google Play and set up your profile.

Blues On CallSM

Medical concerns during off hours? Just call 1-888-BLUE-428 to get guidance from a registered nurse or a health coach any time and put your worries to bed.

Sharecare[®]

With Sharecare, find out your RealAge[®], track your health habits, and monitor sleep, stress, and fitness — in real time.

Blue365[®]

From workout gear to personal wellness to healthy meal services, Blue365 gives you member-only deals.

Thanks for being a Highmark member.

If you have a health-related question, just give Member Service a call. The number is on the back of your member ID card.



Questions? Visit highmarkblueshield.com.

Find In-Network Doctors.

It's easier than ever to find the care you need.



Visit
highmarkblueshield.com.



Select the **Find a Doctor**
or **Pharmacy** tab.



Search by category or
by specialty, condition,
or provider.

Filter your search by:

Network • Location • Provider name & specialty • Common searches

Active members who register on the member website can:

Estimate costs on:

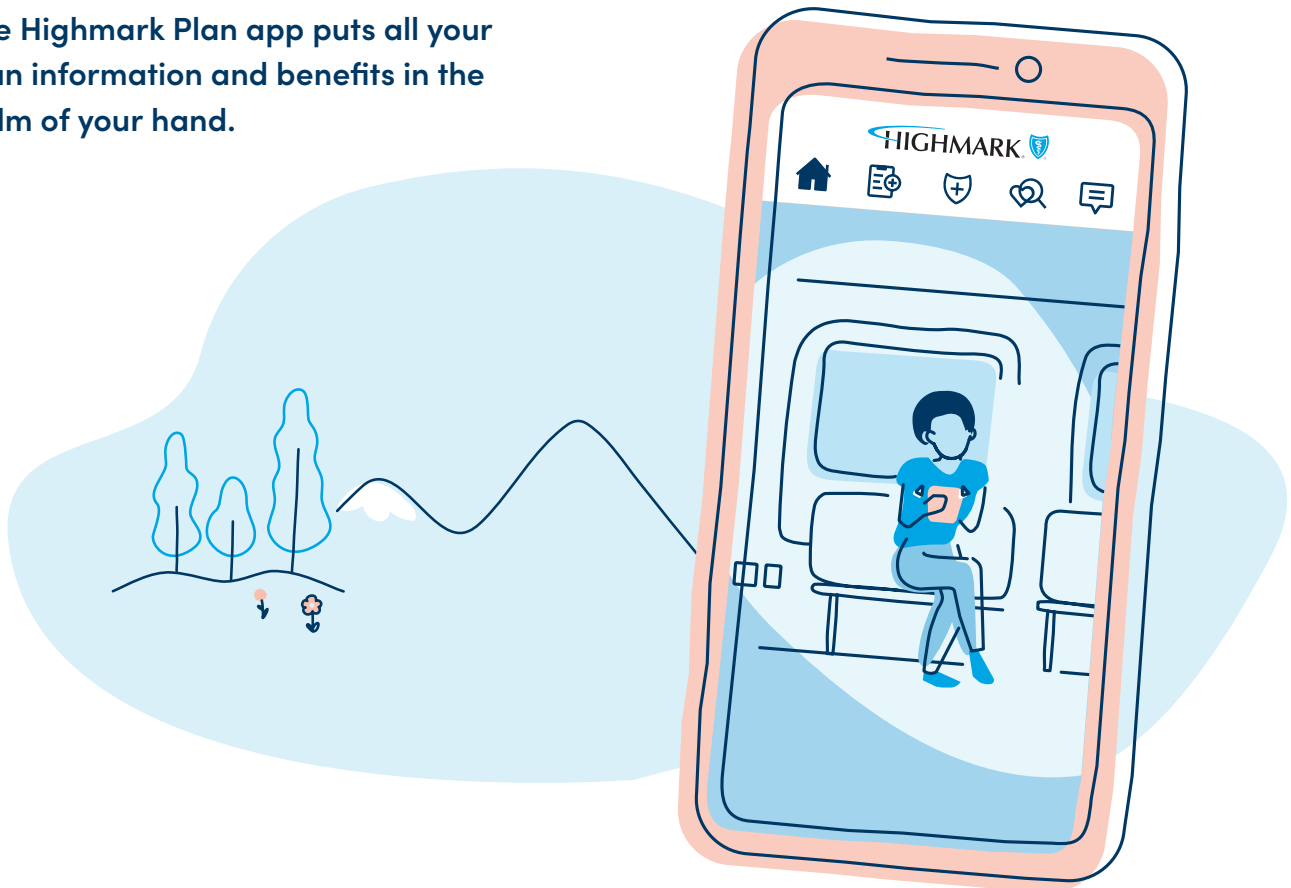
- **Inpatient procedures**, such as C-section delivery and total knee replacement
- **Diagnostic procedures**, such as MRIs and CAT scans
- **Lab tests**, such as blood glucose and lipid panel
- **Outpatient procedures**, such as physical therapy and chiropractic treatments





The most convenient way to manage your plan on the go.

The Highmark Plan app puts all your plan information and benefits in the palm of your hand.



Through the app, you can:



Access your virtual member ID card any time.



See recent claims activity.



Find in-network care or compare costs of procedures.



View covered family members' plan information.



Get answers to benefit questions.



Use fingerprint or face recognition for quick, secure sign-in.

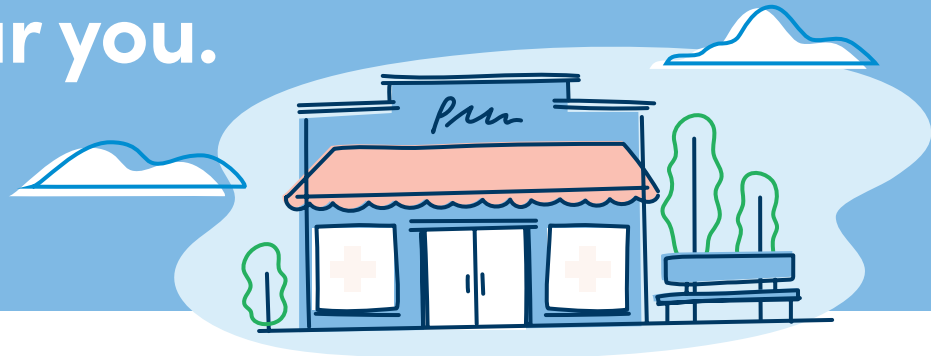


Download the Highmark Plan app today.

Sign up right on the app, or use your same login info from the member website if you already have an account.



There's a National Network pharmacy near you.



How do we know? Because we've built our National Network by teaming with major pharmacy chains and independents, as well as leading retailers and supermarkets. So there's always one close to home.

LOCATE A PHARMACY ONLINE EASILY

- Log in to highmarkblueshield.com.
- Select the **Prescriptions** tab.
- Scroll down to **Find a Pharmacy**.
- Select **Search Pharmacies**.
- Enter your ZIP code or city and state on the **Locate a Pharmacy** page.
- Click **Locate a Pharmacy**.

Questions about your pharmacy network?
Just call the Member Service number
on the back of your ID card.

**Looking for a list of participating
pharmacies? We've included one on
the back.**

PRESCRIPTIONS

YOUR PRESCRIPTION PLAN
See what drugs are covered, find a pharmacy, compare costs, order refills, and more.

Pharmacy & Prescriptions

Refills & Order Status
Costs & Savings
Claims & History
Benefit Highlights

DRUGS & COVERAGE GUIDELINES
See a list of drugs your plan covers. You can also check which drugs require prior authorization for them to be covered. Your doctor requests the preapproval if needed. Search drug list (Formulary) >>
Start the prior authorization process yourself. Or request coverage for drugs not on your formulary. Prescription drug medication request (PDF) Printable form for your doctor
Medication exception request >> Online form you submit yourself

SAVE WITH MAIL ORDER
You could save on prescriptions you take for at least 90 days when you choose mail order. Transfer your current prescriptions. Mail order savings >>
Start a new prescription. Mail order options & forms >>

FORMS TO MANAGE YOUR PLAN
Get a reimbursement Ask for money back when you pay for a covered drug without using your benefits. Prescription drug reimbursement (PDF)
Mail order a prescription Use these forms to mail order a drug you take for at least 90 days. The questionnaire asks for information such as your drug allergies. We use that to protect your health. Mail order form & health questionnaire (PDF)

FIND A PHARMACY
Find an in-network pharmacy near you and save. Search pharmacies >>

FAQS
Get answers to common questions about how to use your prescription plan. Frequently asked questions >>
For specific questions about your plan, you can send us a message or call the number on the back of your ID card.

PA RETAIL PHARMACY LAW
Learn about a law that could affect your prescription drug costs. Pharmacy Act 207 >>

OVER 57,000 PHARMACIES ARE IN THE NATIONAL NETWORK, INCLUDING:

ACCREDITO	HY-VEE	PRICE CHOPPER PHARMACY
ACME	IHC PHARMACY SERVICES	PUBLIX
AHOLD	INGLES MARKETS	RALEY'S
ALBERTSONS	INSTYMEDS	REASOR'S
AURORA PHARMACY	KELSEY-SEYBOLD PHARMACY DIV	RECEPT PHARMACY
BARTELL DRUG	KINNEY DRUGS	RED CROSS PHARMACY
BIG Y FOODS	KMART	RITE AID
BI-LO HOLDINGS	KNIGHT DRUGS	ROUNDY'S SUPERMARKETS
BI-MART		SAFEWAY
BROOKSHIRE BROTHERS		SAM'S CLUB
BROOKSHIRE GROCERY	LEWIS DRUGS INC	SAV-ON
COBORN'S	MK STORES	SAVEMART SUPERMARKETS
COSTCO	MARC GLASSMAN	SCHNUCKS
CVS	MAXOR PHARMACY	SEIP DRUG
DEPT. OF VETERANS AFFAIRS	MED-FAST PHARMACY	SPARTAN
DISCOUNT DRUG MART	MEIJER	SUPERVALU
FAMILY CARE	METROCARE	TARGET (CVS PHARMACY)
FOOD CITY PHARMACY	NEIGHBORCARE	THE MEDICINE SHOPPE
FRUTH PHARMACY	NORTHEAST OHIO NEIGHBORHOOD	THRIFTY WHITE STORES
GIANT EAGLE	OMNICARE	TOPS MARKETS
HANNAFORD BROTHERS	OSBORN DRUGS INC	UNITED SUPERMARKETS
HARPS & PRICE CUTTER PHARMACY	PATIENT FIRST	UNITY PHARMACIES
H-E-B GROCERY	PHARMACA INTEGRATIVE PHARMACY	VALUE DRUGS
HENRY FORD HEALTH SYSTEM	PHARMERICA	WAKEFERN
HIP PHARMACY SERVICES	PLANNED PARENTHOOD	WALMART
HOMELAND PHARMACY	PRESCRIBEIT RX	WEGMANS
		WEIS MARKET

All National Network pharmacies meet or exceed high credentialing standards.

Health benefits or health benefit administration may be provided by or through Highmark Blue Shield, Highmark Benefits Group or Highmark Health Insurance Company, all of which are independent licensees of the Blue Cross Blue Shield Association.

Health care plans are subject to terms of the benefit agreement.

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）。

Make life easier with prescription home delivery

Highmark's prescription home delivery, powered by Express Scripts®, simplifies the prescription process. And you may save money, too. Here are the details:

What is prescription home delivery?

Home delivery sends your maintenance medications (those you need on a long-term basis) straight to your doorstep. You should use a retail pharmacy for medications you take on a short-term basis, such as antibiotics.

How do I get started?

Easy. All you have to do is follow the simple steps outlined on the next page.

Do I need to call my doctor about this?

No. All you have to do is follow the steps on the next page and a follow-up with your doctor will be arranged if necessary.

How long will it take to get my medication?

When you fill a prescription through home delivery for the first time, you should receive your medication within two weeks after Express Scripts receives your order. Refills are usually processed sooner — within three to five days.

Get started with home delivery.
Visit highmarkblueshield.com.



The benefits of home delivery

COST-SAVING SERVICES

- You'll typically pay less by getting up to a 90-day supply.
- Our specialists can help you find cost-saving opportunities, such as generic options.

AT-HOME CONVENIENCE

- Enjoy free standard delivery right to your home.
- Automatically receive refill reminders by email so you never run out.
- Refill your medication by phone or online.
- With your permission, your doctor will be contacted when it's time to renew.

HEALTH AND SAFETY SUPPORT

- Pharmacists are available 24/7.
- Licensed pharmacists can help with specific conditions, such as high blood pressure or diabetes.

ONLINE SERVICES

- Track your prescriptions and home delivery refills.
- View claims, balances, and prescription history.
- Receive alerts if there's a prescription-related safety issue.

Getting started with Express Scripts

If you have remaining refills available, you can transfer them to Express Scripts online:

1. Log in to the Highmark member website at highmarkblueshield.com.
2. Go to the **Prescriptions** section and click **Refills & Order Status**.
3. You will be directed to the Express Scripts website.
Under the **Prescriptions** section, review the prescriptions you have filled.
4. Click the **Prescription** tab on the top menu and then select **Pharmacy Options**.
5. Select the prescription(s) you want to transfer to home delivery.
6. You may also call Highmark at the Member Service number on the back of your ID card.

If you do not have remaining refills available, you must obtain a new prescription from your doctor for up to a 90-day supply:

Option 1: Before your appointment, ask your doctor's office if they can send a prescription to Express Scripts electronically. If they cannot, see Options 2 or 3.

Option 2: Before your appointment, download the mail order physician fax form by following the steps below. Then, ask your doctor to complete the form and fax it to the number listed on the form.

1. Log in to the Highmark member website at highmarkblueshield.com.
2. Go to the **Prescriptions** section and click **Mail Order Options & Forms**.
3. You will be directed to the Express Scripts website.
4. Download the **Mail Order Physician Fax Form** and take a copy to your appointment.

Option 3: After your appointment, complete a Home Delivery Form and mail it with the new prescription to the address listed on the form. This form is available online by following the steps below.

1. Log in to the Highmark member website at highmarkblueshield.com.
2. Go to the **Prescriptions** section and click **Mail Order Options & Forms**.
3. You will be directed to the Express Scripts website.
4. Download the **Home Delivery Order Form** and send the completed form with your new prescription to the address listed on the form.

For complete details about your prescription benefit, visit highmarkblueshield.com or call Highmark at the Member Service number on your ID card.

Note: Your medication will usually arrive within two weeks after Express Scripts receives your order. If your doctor faxes the prescription, you will be billed at a later date. Please make sure you have at least a two-week supply on hand while waiting for your medication to arrive via mail order.

Express Scripts is a separate company that provides certain prescription drugs through mail-order.

Highmark Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association. Blue Shield and the Shield symbol are registered service marks of the Blue Cross and Blue Shield Association. Highmark is a registered mark of Highmark Inc.

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.

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Home Delivery Order Options

Ask your doctor to write your prescription for up to a 90-day supply or the maximum days allowed by your plan with refills up to one year, if appropriate.

ePrescribe: For fastest service ask your doctor to submit prescriptions electronically to Express Scripts Home Delivery. **Online/mobile app:** Log in to express-scripts.com/rx or the Express Scripts® Mobile App, choose the medicine you want delivered, add it to your cart, then check out.

Fax: Have your doctor call **1.888.327.9791** for faxing instructions. (Faxes can only be accepted from a doctor's office.)

Phone: Call Express Scripts at the toll-free number on the back of your ID card for assistance in switching to home delivery.

Mail: Complete the order form and send to Express Scripts® Pharmacy along with prescriptions and payment.

Please use **ALL CAPITAL LETTERS** with black or blue ink. Fill in the ovals as shown. (●)

1 Member Information	
Member ID Number	Group #
Member Last Name	Member First Name
<input type="radio"/> Please send email notices regarding this order's status	Email address
To GO GREEN go to express-scripts.com/rx to update your Communication Preferences under Account	

2 Shipping Address			
<input type="radio"/> Permanent <input type="radio"/> Temporary		If temporary address, please provide effective dates From ___/___/___ To ___/___/___	
Shipping Address Line 1 (Street address is preferred over PO Box)			Apt#
Shipping Address Line 2			
City		State	Zip
Primary Phone Number		Choose One M H W	Secondary Phone Number
			Choose One M H W
Shipping Method (Expedited shipping will not rush prescription processing)			
<input type="radio"/> Standard	Free	Arrives within 5-10 days after order is shipped	
<input type="radio"/> Two Day	\$12.00	Arrives 2 business days after order is shipped	
<input type="radio"/> One Day	\$21.00	Arrives 1 business day after order is shipped	

3 Patient Information	
Please only include prescriptions for patients covered under the above Member ID	
Patient #1	
Patient Last Name	Patient First Name
Patient DOB	Gender <input type="radio"/> Male <input type="radio"/> Female
Physician Name	Physician Phone
Patient #2	
Patient Last Name	Patient First Name
Patient DOB	Gender <input type="radio"/> Male <input type="radio"/> Female
Physician Name	Physician Phone

4	Payment Method	Do not send cash
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You authorize us to retain on file your payment card details that you used to make this purchase and to charge your payment card account to pay for any prescription orders requested by you. Should you also choose to enroll in the auto-pay program, you further consent that we may charge your enrolled payment method for prescription orders made by covered household members, including previously ordered prescriptions which are unpaid.

- We will notify you of any changes to this authorization by email or mail as applicable. This Card on File Authorization, and if applicable auto-pay enrollment, will remain in effect until you cancel the authorization by logging into your account or calling the toll-free number on the back of your ID card. The transaction amount is determined by your plan's benefit structure at the time the prescription is shipped.
- State law prohibits the return of prescription medications for resale or reuse. We cannot accept the return of properly dispensed prescription medications for credit or refund.
- See our privacy policy for information regarding our use and disclosure of personally identifiable information.

Signature X _____

Credit Card: We accept VISA, MC, Discover, AMEX, Diners	Check or Checking Account
<input type="radio"/> Automatic, ongoing payment through credit card Authorize to pay for this order and all future orders with the credit card below. <input type="radio"/> For this order only. Simply fill in your credit card information below. Credit Card Number _____ Exp Date _____	<input type="radio"/> Automatic, ongoing payment through checking account I authorize to pay for this order and all future orders with the checking account information below or include a voided check. <input type="radio"/> For this order only. Enclose a check payable to Express Scripts Pharmacy. Write invoice number on the check. Name of checking account holder _____ Checking Account Number _____ Routing Number (first 9 digits lower-left corner of personal check) _____

Review your account balance and pay outstanding balances anytime at express-scripts.com/rx. To change the limit of the amount we can charge your card without a call to you:

- Go to express-scripts.com/rx
- Select Payment Information under Account, log in to your account, then Edit Information.
- Change the payment authorization limit

You can manage all account preferences at express-scripts.com/rx or call Member Services at the toll-free number on your ID card.

5	Health History
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To update your allergies or health conditions: Visit us at express-scripts.com/healthform or call **1.877.438.4417**. This information helps us protect you against potentially harmful drug interactions and allergies.

6	Important reminders and other information
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If you are a Medicare Part B beneficiary AND have private health insurance, check your prescription drug benefit materials to determine the best way to get Medicare Part B drugs and supplies. Or, call Member Services at the toll-free number found on your ID card. To verify Medicare Part B prescription coverage, call Medicare at **1.800.633.4227**.

For additional information or help, visit us at express-scripts.com/rx or call Member Services at the toll-free number found on your ID card. TTY/TDD users should call **1.800.759.1089**.

Your order may be filled at any one of our Express Scripts® Pharmacies located nationwide.

7	Generic Substitution
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State law permits a pharmacist to substitute a less expensive generic equivalent drug for a brand-name drug unless you or your physician directs otherwise. Please note that this applies to new prescriptions and to any future refills of that prescription. Also be aware that you may pay more for a brand-name drug.

I do not wish to receive a less expensive brand or generic medication.

If the prescription is being submitted electronically, discuss with your doctor.

Place your prescription(s), order form(s)
and your payment in an envelope.
Do not use staples or paper clips.
Do not affix post it notes to form.

EXPRESS SCRIPTS PHARMACY
PO BOX 66577
ST LOUIS, MO 63166-6577



Because Life.™

WELLNESS SOLUTIONS

Be Tobacco-Free

TALK TO A WELLNESS COACH ABOUT A
PERSONALIZED PLAN TO QUIT TOBACCO.

What can quitting do for you?

- Improve health for yourself and those around you
- Lower your risk of cancer, heart attack, stroke, emphysema, chronic bronchitis, and cataracts
- Help you be a positive role model for your family
- Increase energy and mental focus
- Save you money



Prepare to quit, get support while you quit, and look forward to a tobacco-free lifestyle.

The How to Be Tobacco-Free program was developed with the help of ex-tobacco users and tobacco cessation experts. You'll learn important strategies to:

- Identify and meet your nicotine triggers head-on.
- Anticipate and plan for challenges.
- Reduce withdrawal symptoms.
- Combat cravings.
- Cope with stress.
- Set and reach your goals.
- Plan for success.

Call 1-800-650-8442, Monday - Friday, to get connected with a coach, or visit HighmarkHealthCoachBlueShield.com to learn more.

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Because Life.™



Because Life.™

WELLNESS SOLUTIONS

Wellness Coaching

REACH YOUR GOALS WITH
PERSONALIZED SUPPORT.



Get personalized coaching from your own Highmark wellness coach.

A coach can create a customized plan or recommend a program to help you:

- Lose weight.
- Quit smoking.
- Sleep better.
- Reduce stress.
- Manage chronic conditions.

And more. The best part? It's all included with your health insurance.

Call 1-800-650-8442, Monday - Friday, to get connected with a coach or visit HighmarkHealthCoachBlueShield.com to learn more.

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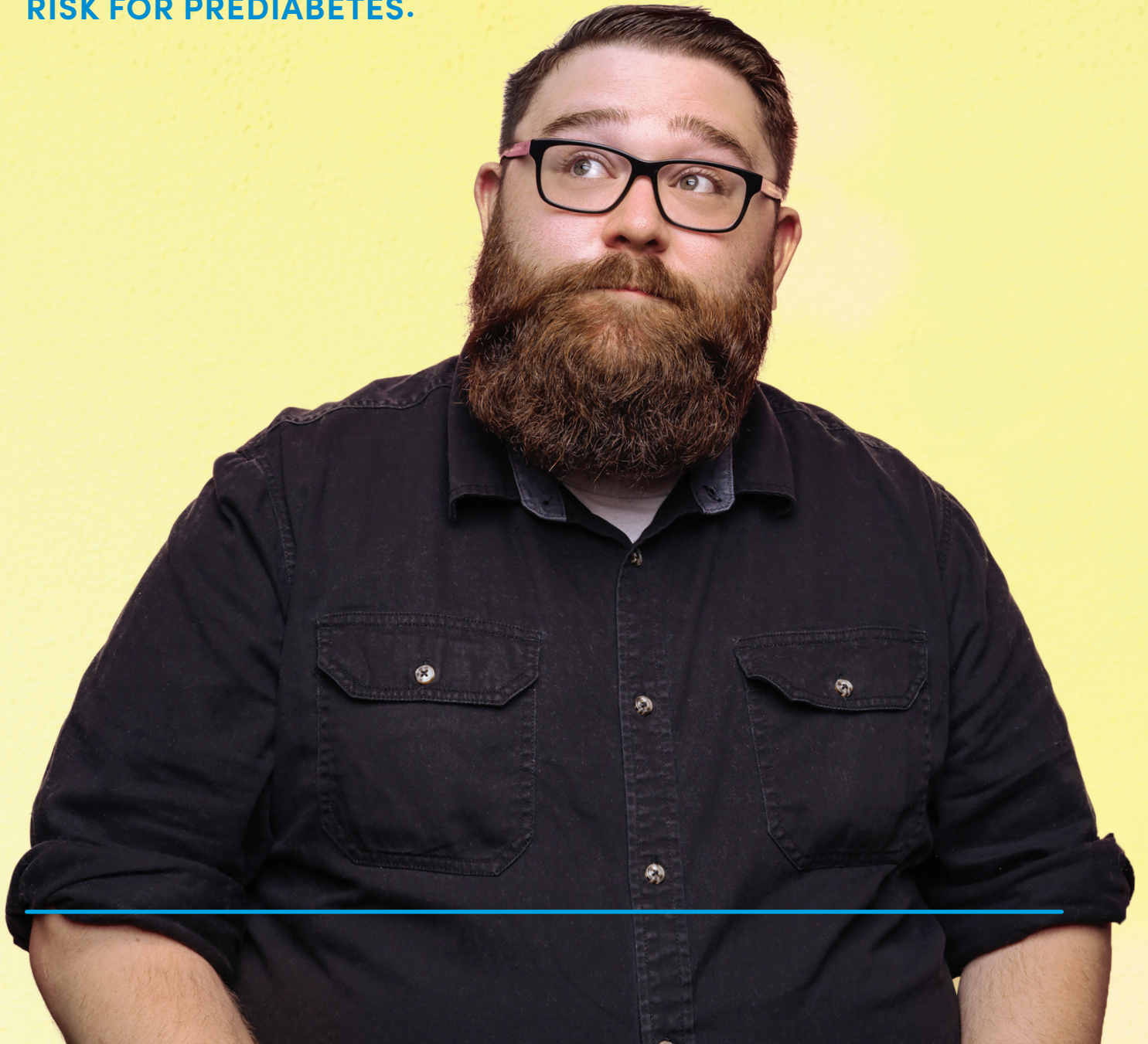
Because Life.™



WELLNESS SOLUTIONS

Diabetes Prevention

LEARN ABOUT YOUR POTENTIAL
RISK FOR PREDIABETES.



Prediabetes is a reversible condition that affects millions of people – many of whom don't realize they have it.

Having prediabetes means your blood sugar levels are higher than normal, which can lead to type 2 diabetes. The good news is that it's reversible if discovered and managed early in your care.

To help you determine your risk, take our brief online questionnaire. We also offer these programs that provide support:

Online/mobile access

- Livongo® for prediabetes – gain access to digital tools and mobile access to a live coach and a community of support
- Case Specific Nutrition™ – virtual nutrition and online support programs

In-person access

- In-person coaching session and peer support at participating YMCAs
- Case Specific Nutrition – get the same online community support in person at local facilities

And more. It's all included with your health insurance.

The Diabetes Prevention program is offered to members who screen positive for prediabetes and is covered if it is included as part of your health plan's preventive schedule.

Livongo is an independent company that provides a diabetes management program on behalf of Highmark.

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Log into highmarkblueshield.com and click on **Diabetes Prevention to learn more.**

Well360 Virtual Health

PERSONALIZED CARE WHEN
AND WHERE YOU WANT IT.



No more waiting rooms, no more waiting to schedule.

Get care when and where you need it with Well360 Virtual Health. This solution lets you talk with a board-certified doctor in your area right away. Just log in to connect.

Well360 Virtual Health gives Highmark members 24/7 access from anywhere for:

Urgent Care

Skip the waiting room and see a doctor virtually for non-urgent conditions like pink eye, sinus infections, rashes, strep throat, and UTIs. A doctor can diagnose, treat, and prescribe medication for common illnesses and problems.

Behavioral Health Therapy

If seeing a behavioral health specialist is more comfortable for you virtually, or if you can't connect with your regular provider, Well360 Virtual Health can help you schedule an appointment for help with concerns like anxiety, depression, or insomnia.

Psychiatry

Easily schedule a virtual appointment with a psychiatrist for prescription medications, psychiatric assessments, or help with any mental health needs.

Register on **Well360VirtualHealth.com** or log in if you are already using the Amwell® site. Once you're logged in, you will be asked to update your password and your medical history. You will also be asked to download the Well360 Virtual Health app. The Well360 Virtual Health app can be found anywhere you typically download apps.

Register or schedule
an appointment at
Well360VirtualHealth.com
or download the Well360
Virtual Health app.

A heads-up on cost sharing

Cost sharing will apply for virtual health. For urgent care, take a look at your Telemedicine Service benefit to see what your cost will be. For behavioral health therapy and psychiatry cost sharing, please see your Outpatient Mental Health benefit.

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American Well is an independent company that provides telemedicine services and does not provide Blue Cross and/or Blue Shield products or services. American Well is solely responsible for their telemedicine services. To determine the availability of services under your health plan, please review your member materials for details on benefits, conditions and exclusions or call the number on the back of your ID card.

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