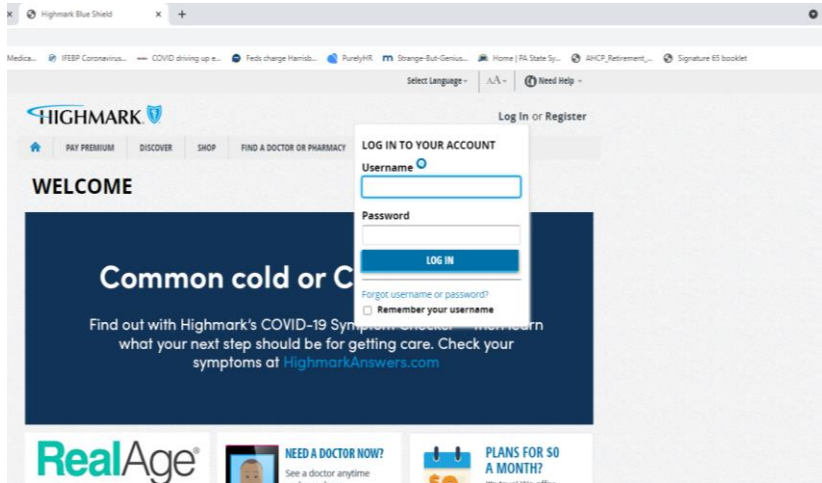


How to file an online claim with Highmark Blue Shield

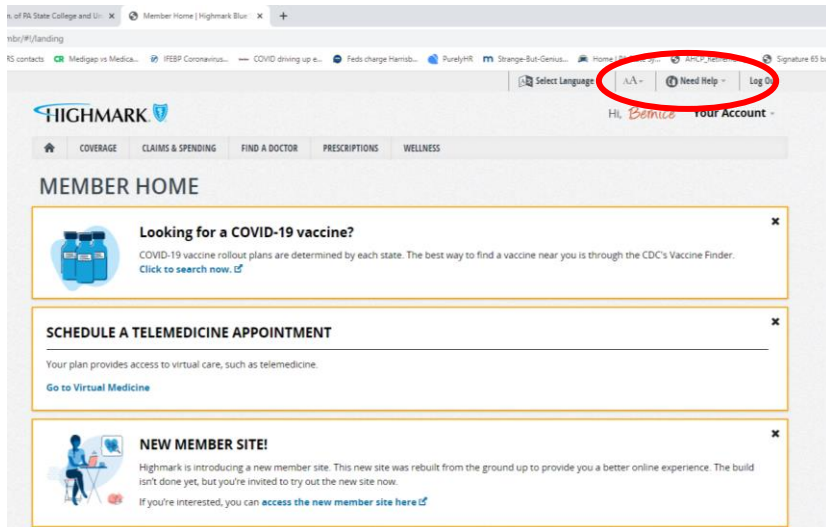
Step 1:

Log into your Highmark account



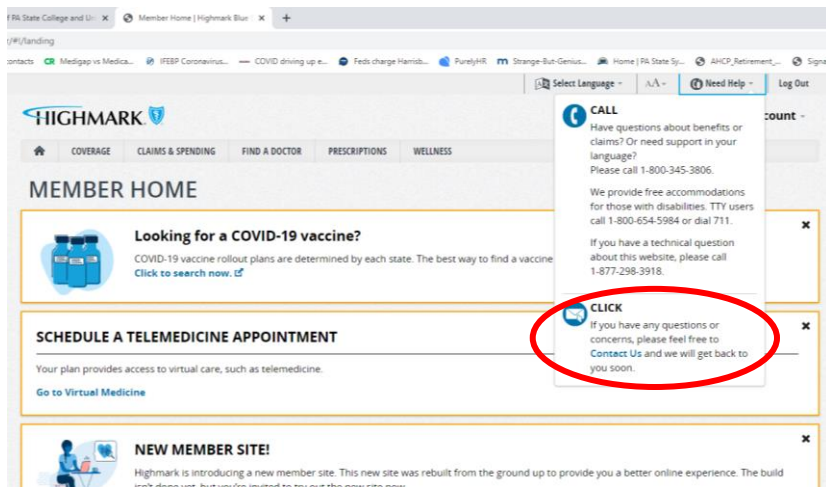
Step 2:

Click the NEED HELP button at the very top right section of the screen



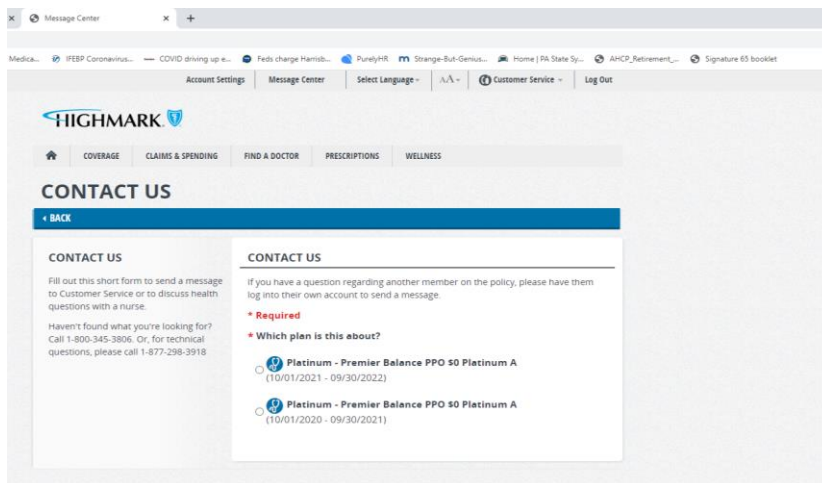
Step 3:

Under the CLICK option, select Contact Us



Step 4:

Select the program year for the claim that you are submitting (note: your options will look different from the screenshot)



Step 5

When you select the appropriate policy for your claim, a Message Topic box will appear

The screenshot shows the Highmark website's 'CONTACT US' page. The page includes a navigation bar with 'ACCOUNT SETTINGS', 'MESSAGE CENTER', 'SELECT LANGUAGE', 'CUSTOMER SERVICE', and 'LOG OUT'. Below the navigation bar is a menu with 'COVERAGE', 'CLAIMS & SPENDING', 'FIND A DOCTOR', 'PRESCRIPTIONS', and 'WELLNESS'. The main content area is titled 'CONTACT US' and contains a form. The form has a section for selecting a policy, with two options: 'Platinum - Premier Balance PPO \$0 Platinum A (10/01/2021 - 09/30/2022)' and 'Platinum - Premier Balance PPO \$0 Platinum A (10/01/2020 - 09/30/2021)'. Below the policy selection is a 'Message Topic' dropdown menu, which is highlighted with a red circle. The dropdown menu currently shows 'Please Select'.

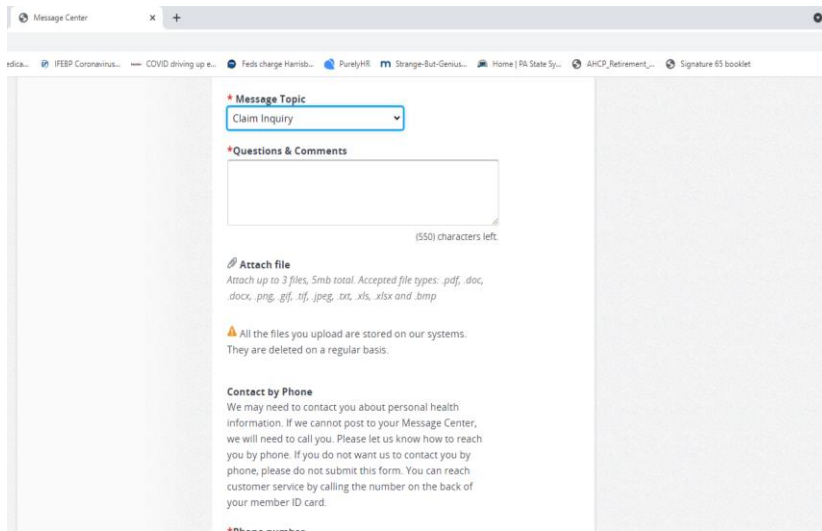
Step 6

Click the drop down arrow and select Claims Inquiry

The screenshot shows the Highmark website's 'CONTACT US' page, similar to the previous one. The 'Message Topic' dropdown menu is now open, showing a list of options: 'Please Select', 'Benefits Information', 'Claim Inquiry', 'Discuss Health with a Nurse', 'Membership/Enrollment', 'Participating Providers', 'Prescription Drug Coverage', 'Spending Accounts', 'Website Questions', 'Wellness Programs', 'General - Other', and 'Please Select'. The 'Claim Inquiry' option is highlighted in blue, indicating it has been selected.

Step 7

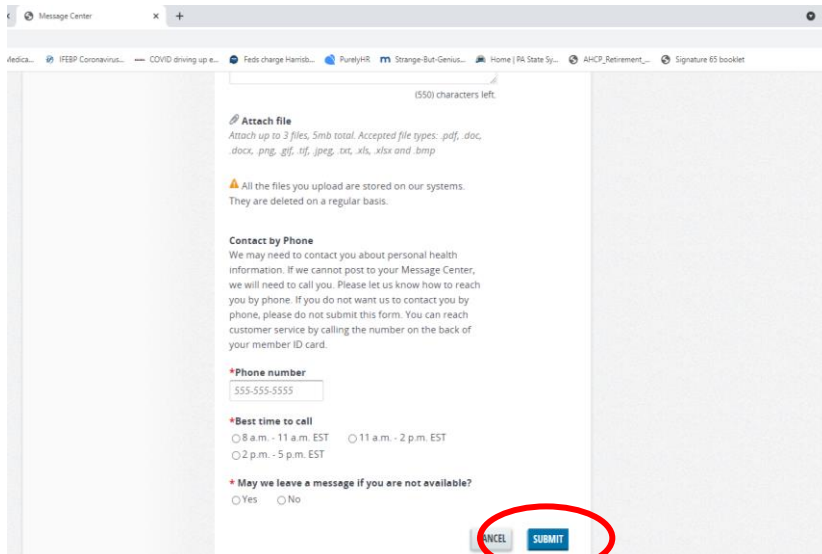
Complete the information requested. In the Questions & Comments box, indicate that you are submitting a claim and attach your claim form and appropriate receipts (limit 3 files)



The screenshot shows a web browser window with the "Message Center" tab. The form is partially filled out. The "Message Topic" dropdown menu is set to "Claim Inquiry". The "Questions & Comments" text area is empty, with a "(550) characters left" indicator below it. The "Attach file" section shows a file upload icon and text: "Attach up to 3 files, 5mb total. Accepted file types: pdf, doc, docx, png, gif, tiff, jpeg, tnx, xls, xlsx and bmp". Below this is a warning icon and text: "All the files you upload are stored on our systems. They are deleted on a regular basis." The "Contact by Phone" section contains a paragraph of text: "We may need to contact you about personal health information. If we cannot post to your Message Center, we will need to call you. Please let us know how to reach you by phone. If you do not want us to contact you by phone, please do not submit this form. You can reach customer service by calling the number on the back of your member ID card." The "Phone number" field is empty.

Step 8

Click the SUBMIT button



The screenshot shows the same "Message Center" form as in Step 7, but now with additional fields filled out. The "Phone number" field contains "555-555-5555". The "Best time to call" section has two radio button options: "8 a.m. - 11 a.m. EST" and "11 a.m. - 2 p.m. EST", with the second option selected. Below this is another radio button option: "2 p.m. - 5 p.m. EST". The "May we leave a message if you are not available?" section has two radio button options: "Yes" and "No", with "No" selected. At the bottom of the form, there are two buttons: "CANCEL" and "SUBMIT". The "SUBMIT" button is circled in red.