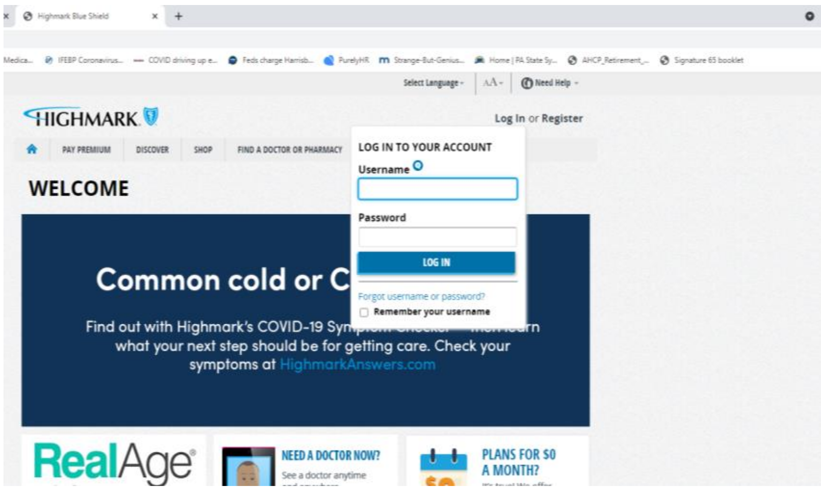
How to file an online claim with Highmark Blue Shield

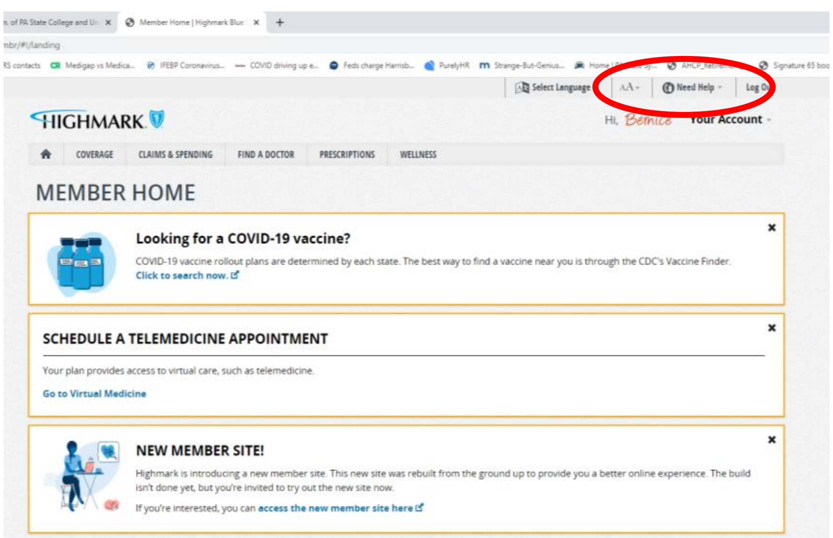
Step 1:

Log into your Highmark account



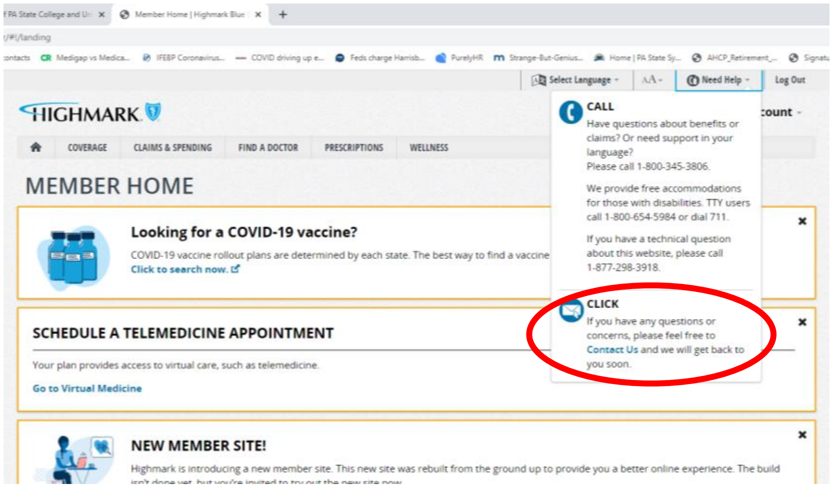
Step 2:

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



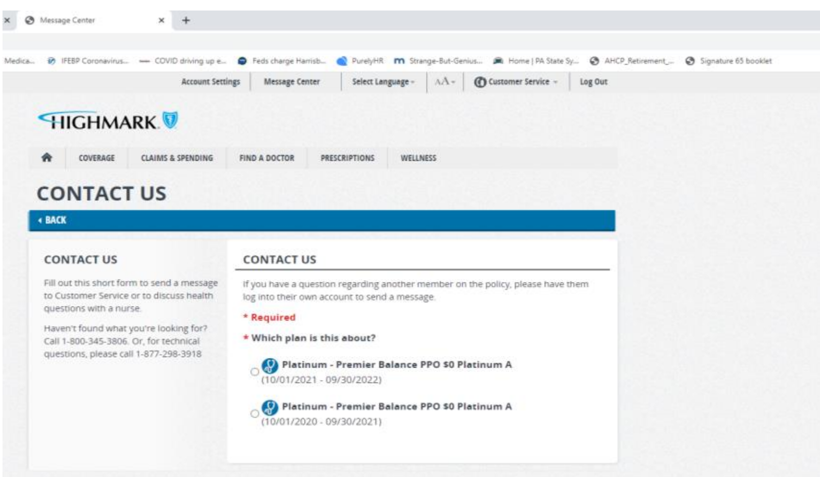
Step 3:

Under the CLICK option, select Contact Us



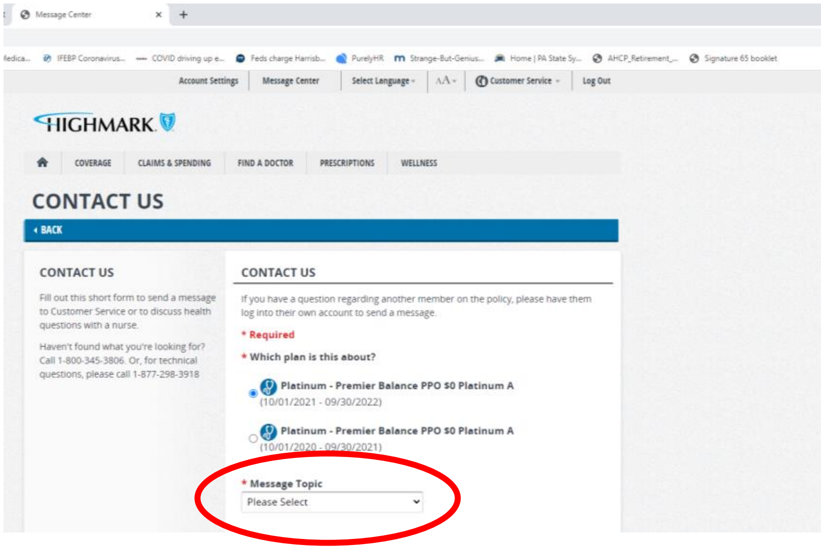
Step 4:

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



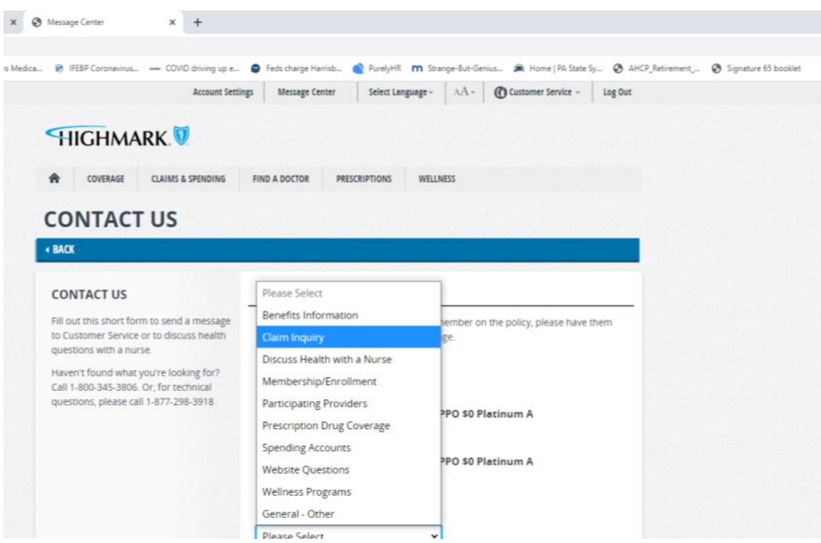
Step 5

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



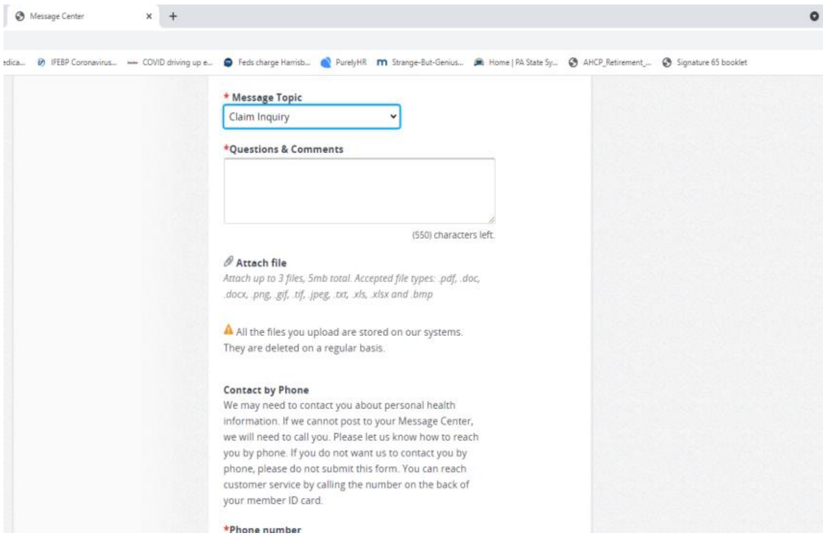
Step 6

Click the drop down arrow and select Claims Inquiry



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)



Step 8

Click the SUBMIT button