



# QuickStart Guide to Navigate Your Account

To get the most value from your account, manage it anywhere, anytime with the member website and our free mobile app.

## Access your account online

Log in at **highmarkblueshield.com**.

First-time users must register before they can log in. Click **Register** and follow the simple instructions.

### Link an email to your account

Start receiving real-time alerts and notifications as soon as new information is available.

Confirm or enter your email on the member website. At the top of the home screen, click **Your Account > Account Settings > Contact Information**.

Once you have confirmed your email address, click **Contact Preferences** and then select **Yes, email me** under **Go Paperless**.



Learn more about the value of your account with our videos, tutorials, and more:

### On your member website:

- Go to the **Claims & Spending** tab and then click the blue **Access** button
- Select the **Resources** dropdown and click **Member Tools**

## Complete your online account setup

Click the **Claims & Spending** tab then the blue **Access** button.

From your **Personal Dashboard**, you can manage your account:

- View your account balance and transactions
- Sign up for direct deposit

Within the main navigation, you can:

- Review and edit your account settings at any time

### Email and mobile communication settings

Manage your account on the go with convenient account alerts throughout the year, such as low balance, transaction approved/denied, reimbursement processed, and more! Select the **gear icon** within the main navigation to customize the messages you receive and how you receive them.

- For each alert type, choose mobile, email, both or neither
- Register your mobile phone to receive text alerts

## Download the mobile app

Our mobile app makes it easy for you to manage your account on-the-go.



As a first-time user, you will need to download the app from the Apple App Store or Google Play.

- In the search field, enter Highmark Blue Shield Spending Account.
- Select the app and complete the download process.
- Once downloaded, reference the information below to help you complete the registration process:

**Employee ID:** This ID is located on the front of your Member ID card or under Member Information on your member website. Enter only the number portion of your member ID (12 digits), and then add a zero "0" to the end. Your Employee ID for mobile app registration will be 13 total digits.

**Registration ID:** Enter your Employer ID: SPA071999.



## Manage your claims online

Go to the **Claims & Spending** tab and click the blue **Access** button. From the **Claims** drop-down, you can:

- **View the status of a claim:** Simply select **Claim Activity** to view and manage your claims.
- **Pay Your Expenses:** To pay a provider for a health plan liability, such as a deductible, click on **Claims** and **Claims Activity**. Click Request Reimbursement next to the desired claim and follow the on-screen prompts to direct payment to the provider or yourself.
- **Submit a claim:** To pay other types of eligible expenses, you can request reimbursement to pay yourself or a provider. From the **Claims** drop-down, select **Add Claim for Immediate Reimbursement**. For payment to yourself, you can choose between a paper check or direct desposit. To set up direct deposit, look for the **Get Reimbursed Faster** message at the bottom of your **Personal Dashboard**.

If a claim is adjusted and results in a balance due, any future claims will automatically offset the balance due until it reaches \$0. From your **Personal Dashboard**, click on your account to display the balance due.

- **Upload a receipt:** Attach a receipt to a claim at any time. Locate the claim within your **Claim Activity**, click the **Add Receipt** button and follow the on-screen instructions to upload your receipt.



Submit a claim on the go with our free mobile app!

Once logged in, click **Submit Claim** on the home screen.

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）。