

HIGHMARK RESOURCES

Everything you need is a click or call away.

As a Highmark member, you have a variety of services available to you. Take a look below and know that Highmark is always here to help.

Member Service Team

Any time you have a question about your health benefits, coverage, or anything else about your plan, call the number on the back of your Highmark card. This number is specific to your health plan and the quickest way to get the answers you need.

Updates and Answers

If you're looking for Coronavirus updates, available resources, and FAQs, visit [HighmarkAnswers.com](https://www.HighmarkAnswers.com). This is your one-stop shop for all information related to Coronavirus.

Video Visits

Get the care you need without even leaving the house. In a few simple clicks, you can connect with a health pro through a video visit. Many plans are offering free video visits through September 30, 2020. Visit [teladoc.com](https://www.teladoc.com) to talk with a doctor, therapist, or medical expert anywhere you are by phone or video.

Blues On Call

Call 1-888-BLUE-428 to get support from a registered nurse or a health coach any time you have a medical concern.

Aunt Bertha

Visit [highmark.auntbertha.com](https://www.highmark.auntbertha.com) to access this free online tool that connects you to local social service programs like food banks and housing.

Bright Heart

If you or a loved one is struggling with an opioid use disorder, you have access to Bright Heart Health's virtual counseling. Many plans are offering this service at no cost through September 30, 2020. Visit [BrightHeartHealth.com](https://www.BrightHeartHealth.com) to learn more.

Member Portal

Access all of these resources, plus things like prescription refills, help finding a doctor, and member discounts by visiting [HighmarkBlueShield.com](https://www.HighmarkBlueShield.com).

Bright Heart Health is an independent company that provides addiction treatment services for opioid use disorder, including medication assisted treatment, via virtual visits. Bright Heart Health has been established as an addiction specialist. The services will be considered a specialist office visit, and, and the member will be responsible for any applicable cost sharing under the specialist visit benefit. If you have questions on coverage, costs, or anything else, call Member Service at the number on the back of your card. +Co-pays for this service have been temporarily waived and access to this service is available to most Highmark members, but some exceptions do apply. Bright Heart Health has been established as an addiction specialist. The services will be considered a specialist office visit, and, after June 13th, the member will be responsible for the applicable specialist visit copayment. If you have questions on coverage, costs, or anything else, call Member Service at the number on the back of your card.

Aunt Bertha is an independent company that provides information on community resources to Highmark members.

Teladoc is an independent company that provides telemedicine services and does not provide Blue Cross and/or Blue Shield products or services. Teladoc is solely responsible for its telemedicine services. Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association. Blue Cross, Blue Shield and the Cross and Shield symbols are registered service marks of the Blue Cross and Blue Shield Association. Highmark is a registered mark of Highmark Inc. Health care benefit programs issued or administered by Highmark Blue Cross Blue Shield or Highmark Health Insurance Company or Keystone Health PlanWest. © 2016 Teladoc, Inc. All rights reserved. Teladoc and the Teladoc logo are trademarks of Teladoc, Inc. and may not be used without written permission. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc physicians reserve the right to deny care for potential misuse of services. *Teladoc makes available access to consultations to its doctors for phone consultations 24 hours, 7 days a week while video consultations are available during the hours of 7am to 9pm, 7 days a week.

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.

