

WELCOME TO

Concierge

Your specialized team
of benefits experts.



Get help when you need it the most.

Concierge is your specialized team of coverage experts who care. They can help you make the most of your benefits – answering questions you may not of even have thought of – removing barriers to care that can be confusing.

With Concierge you get individualized attention to help you navigate your care options, including:

- Finding a primary care provider (PCP) and learning about preventive care screenings.
- Accessing in-network care and enrolling in virtual health programs.
- Personal assistance with understanding your coverage and finding the lowest cost sites of care.
- **My Highmark** — this new app and website gives you one-stop access to your plan details, health benefits, and wellness tools.

Your health is important. Now you can take better care of it, when it's more convenient for you.



Take the next step and get started with your Concierge team by downloading the My Highmark app or by calling your Concierge team at the number on the back of your member ID card.



Because Life.™



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Benefits and/or benefit administration may be provided by or through the following entities, which are independent licensees of the Blue Cross Blue Shield Association:

Western and Northeastern PA: Highmark Inc. d/b/a Highmark Blue Cross Blue Shield, Highmark Choice Company, First Priority Health or First Priority Life. Your plan may not cover all your health care expenses. **Read your plan materials carefully to determine which health care services are covered. For more information, call the number on the back of your member ID card or, if not a member, call 866-459-4418.**

Delaware: Highmark BCBSD Inc. d/b/a Highmark Blue Cross Blue Shield.

West Virginia: Highmark West Virginia Inc. d/b/a Highmark Blue Cross Blue Shield. **Visit <https://www.highmarkbcbswv.com/NetworkAccessPlan> to view the Access Plan required by the Health Benefit Plan Network Access and Adequacy Act. You may also request a copy by contacting us at the number on the back of your ID card.**

Western NY: Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield. 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）。