



## Our members are our highest priority

Highmark Blue Shield of Northeastern New York would like to acknowledge the challenges our customers may have recently experienced with their health insurance coverage. We recently completed a 14-month system integration that led to issues that drove higher than expected calls into our customer service lines. The transition experience has not met our high standards and we sincerely apologize for any problems you may have experienced. We can and will do better.

Leading up to this transition, we hired more than 300 new local operations staff. They are fellow Northeastern New Yorkers, your friends and neighbors and they are committed to making our systems work smoothly.

Teams are working behind the scenes, seven days a week to resolve these issues and return to the high standards you deserve. Our number one priority is to ensure you have access to your doctors, medications and all the benefits you love about your plan.

### Need help?

In the meantime, if you experience any issues that prevent you from receiving care, please call the number on the back of your member ID card. We will work with your doctors and pharmacies to ensure your visits and medications will be covered according to your plan benefits.

Highmark Blue Shield of Northeastern New York is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.

The plan 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）。