

# Member Website - Accessing Electronic EOBS

1. Visit [highmarkbcbs.com](http://highmarkbcbs.com) to set up your account. Click **Register** to get started. If you've already registered, simply log in with your existing username and password.



2. Enter the required information, including your member ID from your ID card or your Social Security Number and click **Next** to continue.

A screenshot of the 'REGISTER' page. At the top, there is a 'Member ID' input field with a blue arrow pointing to the right, indicating the next step. Below this, there is a 'CREATE YOUR ONLINE ACCOUNT' section with a sub-instruction: 'Enter your information exactly as it appears on your member ID card.' To the right of this section, there is a placeholder image of a Highmark ID card. The card displays the following information:

Highmark Blue Cross Blue Shield PPOBlue  
MEMBER IDENTIFICATION  
JANE DOE  
XX1111000022220  
Group 02292200  
BCBS Plan 000  
Policy 1111111111  
Issue 010914  
Visa-Fashion Advantage Gold

Below the card image, there is a note: 'Wait, I don't have my ID card! If you're the main policyholder, you can use your SSN to register. If your insurance is through another family member, you'll need their SSN to register.' At the bottom of the page, there are 'CANCEL' and 'NEXT' buttons, with a blue arrow pointing towards the 'NEXT' button.

3. From the home page of your member website click the **Claims and Spending** tab along the top of the page.

The screenshot shows the Highmark Member Home page. At the top, there are navigation links: HOME, COVERAGE, CLAIMS & SPENDING (which is circled in orange), FIND A DOCTOR, and WELLNESS. Below this is the 'MEMBER HOME' section. On the left, there's 'Member Information' and 'Preferred Value In-Network Coverage' with details like Family Deductible (\$2,700) and Group. On the right, there are sections for '0 NEW CLAIM(S)' (since last visit), 'NAME YOUR PHYSICIAN OF RECORD', 'GO PAPERLESS', and 'WELLNESS PROGRAMS'. Below these are 'HEALTH CARE TOOLS' (Find a Doctor, Prescription Costs & Refills, Virtual Medicine, Care Cost Estimator), 'DOCTOR MATCH QUIZ', 'YOU'RE PROTECTED' (identity theft protection), 'TAKE CHARGE & SAVE' (care cost estimator), and 'MY CARE NAVIGATOR' (find doctors, schedule appointments, transfer medical records).

4. To access your electronic EOB, from the **Claims & Spending** tab, first click **Claims History** from among the options along the left.

The screenshot shows the 'CLAIMS & SPENDING' page. On the left, a sidebar titled 'Spending Accounts' has a blue arrow pointing to the 'Claims History' link. Other options in the sidebar include 'Covered Expenses', 'Forms Library', 'Cost-Saving Tools', 'Messages', 'Statement Archive', and 'Educational Material'. The main content area has a section titled 'SPENDING ACCOUNTS MADE EASIER' with a message about managing spending accounts. Below this is 'CURRENT CLAIMS & SPENDING ACCOUNT' showing a balance of '\$450.00' and a link to 'ACCESS SPENDING ACCOUNT'. There's also a 'PRIOR YEAR SPENDING ACCOUNT' section with a message about trouble displaying information. At the bottom, there's a 'PLAN PROGRESS' section with a message about cost updates.

5. From this page, you'll see a list of your claims and can view dates of service, claim and group numbers, your costs and more. Click **See More** to view additional details for any claim. For claims where EOBS are available, click the link to download the PDF version of your EOB.

**CLAIMS & SPENDING**

**REVIEW YOUR CLAIMS**

See your progress towards your deductible and review information about your claims by date, plans or other members on your plan.

**Spending Accounts**

**Claims History** **Refine**

**DATE RANGE**

Last 12 Months **Select a date range**

**CLAIM STATUS**

- Approved (34)
- Partially Approved (0)
- Denied (2)
- Adjusted (0)
- In Process (0)

**PAYMENT STATUS**

- Partially Paid (1)

**PLAN TYPES**

- Medical (18)
- Drug (18)

**Covered Expenses** **Forms Library**

**PLAN PROGRESS**

**In-Network Deductible (Individual Total)**

\$0.00 \$500

**CLAIMS HISTORY**

**Approved** **Your Cost \$6.87**

Date of Service: 07/02/2018  
Claim Number: 1234567890  
Group Number: 1234567890  
See More

This claim, **1** **Exam**  
05/16/2018  
Procedure Code: s0612  
Quantity: 1

Provider Charge \$200.00  
Member Discounted Rate \$100.00  
Plan Paid to Provider \$100.00  
(Released for payment on 05/30/2018)

Your Total Cost \$0.00

**Download Claim Details** **EOB 05/25/2018**

Highmark Blue Cross 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）。