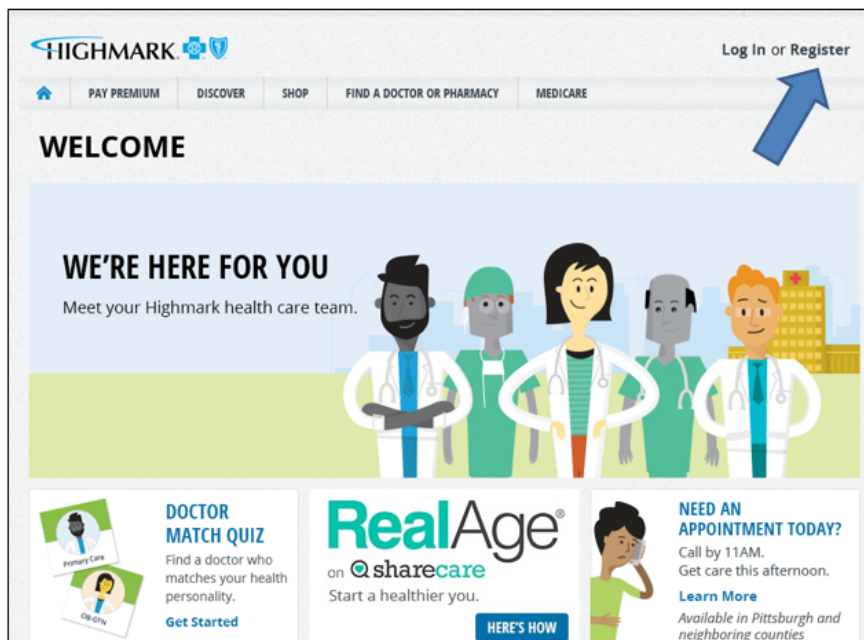


# Member Website - Accessing Electronic EOBs

1. Visit **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.



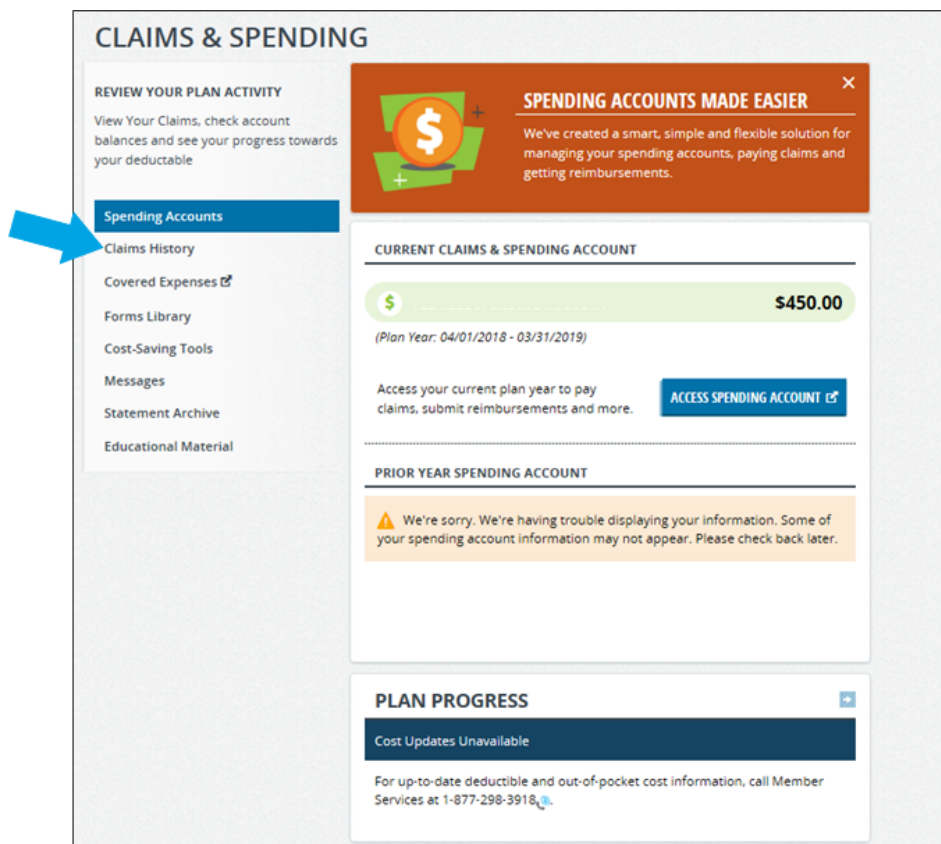
2. Enter the required information, including your member ID from your ID card or your Social Security Number and click **Next** to continue.

A screenshot of the Highmark BCBS "REGISTER" page. At the top, the word "REGISTER" is in large blue letters. Below it is a progress bar with a blue arrow pointing right, labeled "1 Member ID". The main heading is "CREATE YOUR ONLINE ACCOUNT". Below that is the instruction "Enter your information exactly as it appears on your member ID card." There are four input fields: "Member ID/SSN", "First name", "Last name", and "Date of birth". To the right of these fields is a sample Highmark BCBS ID card for "JANE DOE" with ID number "XYX111000022220". Below the ID card is a text box that says "Wait, I don't have my ID card!" and provides instructions on how to register using a Social Security Number. At the bottom right, there are two buttons: "CANCEL" and "NEXT". A blue arrow points from the "NEXT" button to the next step in the process.

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



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



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**

Group #

**In-Network Deductible (Individual Total)**  
\$0.00 \$500

**CLAIMS HISTORY** Download Summary

Approved

Your Cost \$6.87

You May Get a Bill

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

This claim, 1 has 1 service

**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）。