2. Click on Register.

DURING REGISTRATION, YOU WILL BE ASKED TO PROVIDE:

- Your member ID number (enter numbers only; no spaces, no letters)
- Your first and last name
- Your date of birth
- Your relationship to the policyholder
- Your address
- Your email address

You will also need to choose a user login ID and password, and then re-enter that password.

YOU ARE NOW REGISTERED TO USE YOUR MEMBER WEBSITE.
HERE’S WHAT YOU CAN DO:

- Check the status of a claim
- View your explanation of benefits (EOB)
- Request eDelivery (No more paper copies of EOBs)
- Request ID cards
- Locate providers
- Check Rx history
- Access health reference tools

If you need help registering, please call 1-866-306-1059.

Highmark Blue Cross Blue Shield West Virginia 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. Lláme 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）。
With **My Care Navigator**, you have a dedicated health advocate. Our representatives can answer your questions and make finding a new health care provider easy. And, we give you three ways to use this helpful service.

**Click:**
[MyCareNavigator.com](http://MyCareNavigator.com)
Use the latest technology to get answers to your questions ... or find a doctor with our easy-to-use online provider directory.

**Call:**
1-888-BLUE-428
Talk with a helpful, knowledgeable **My Care Navigator** representative.

**Visit:**
Highmark Direct Store
Meet with a **My Care Navigator** representative. To find a Highmark Direct store near you or make an appointment, go to HighmarkDirect.com.

**My Care Navigator** can help you:

- **Locate Providers**
  Whether you need a primary care physician or specialized care, **My Care Navigator** helps you find an in-network doctor who meets your needs.

- **Transfer Medical Records**
  **My Care Navigator** can help you by requesting that your medical records (including lab results and imaging) be transferred or shared among new or existing providers.

- **Make Appointments**
  **My Care Navigator** helps you get an appointment promptly — even with hard-to-reach specialists.

- **Make Informed Care Decisions**
  **My Care Navigator** can direct you to information and resources to make informed, appropriate care decisions.

- **Understand your Pharmacy Benefits**
  Generic drug vs. brand? What’s a formulary? Should you be using a mail order service? **My Care Navigator** gets the answers that can help you save money.

- **Manage Care Costs**
  Whether it’s help with a care claim or assistance with provider billing issues, **My Care Navigator** helps you understand and manage care costs.

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Click. Call. Visit.