

# HOW TO REGISTER ON YOUR MEMBER WEBSITE

JUST A FEW CLICKS AND YOU ARE CONNECTED!

1. Go to **highmarkbcswv.com**.
2. Click on **Register**.

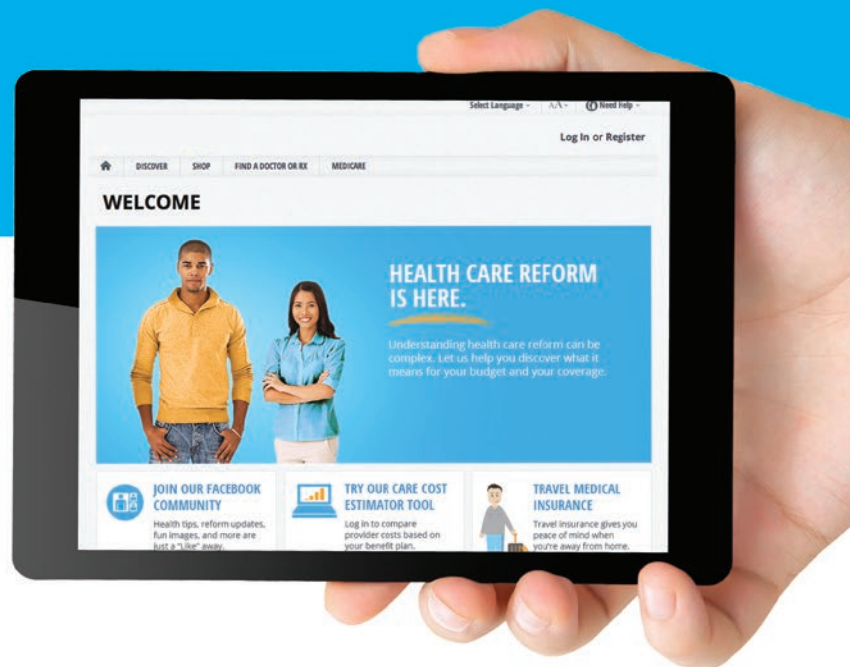
## DURING REGISTRATION, YOU WILL BE ASKED TO PROVIDE:

- 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. 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）。

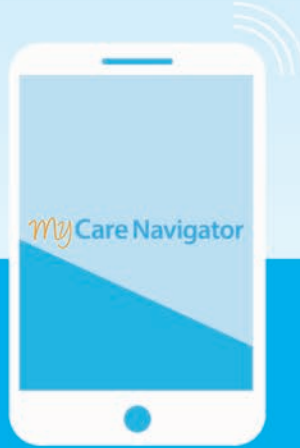
# My Care Navigator

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**

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](http://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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