



## MEMBER EXPERIENCE

### ► Overview

We give our members trusted coverage, good value, and ongoing support.

## Top-rated for Member Experience and Plan Satisfaction<sup>†</sup>

At Highmark, caring about the health of our members goes beyond paying insurance claims.

It means a continuing commitment to help members work toward better health and wellness. That's why our members consistently recommend Highmark to their friends and families.

We work hard to keep our members satisfied. When they told us they want online tools that make it convenient and easy to get the most value from their health care plans, we listened. With Highmark's suite of health tools, managing personal health care needs has never been easier.

### Highmark Health Tools

Help when and where you need it.

### My Care Navigator

Real live support to help members navigate the health care maze.

## Care Cost Estimator

See what you'd pay for that visit – before you go.

## Health and Wellness with WebMD®

Answers about health, wellness, symptoms and more – from a trusted source.

## Wellness Programs for Companies

Building better health experiences for everyone.

## Discounts and Savings

Members can save up to 30% on health and wellness brands.

## Blue Cross Blue Shield Global Core® Program

Keeps members covered wherever they live or travel.

## Blues On Call<sup>SM</sup>

A direct 24/7 line to a specially-trained health coach.

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▶ PLAN HIGHLIGHTS

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▶ INNOVATING CARE

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▶ MEMBER EXPERIENCE

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▶ PROVIDER SEARCH

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