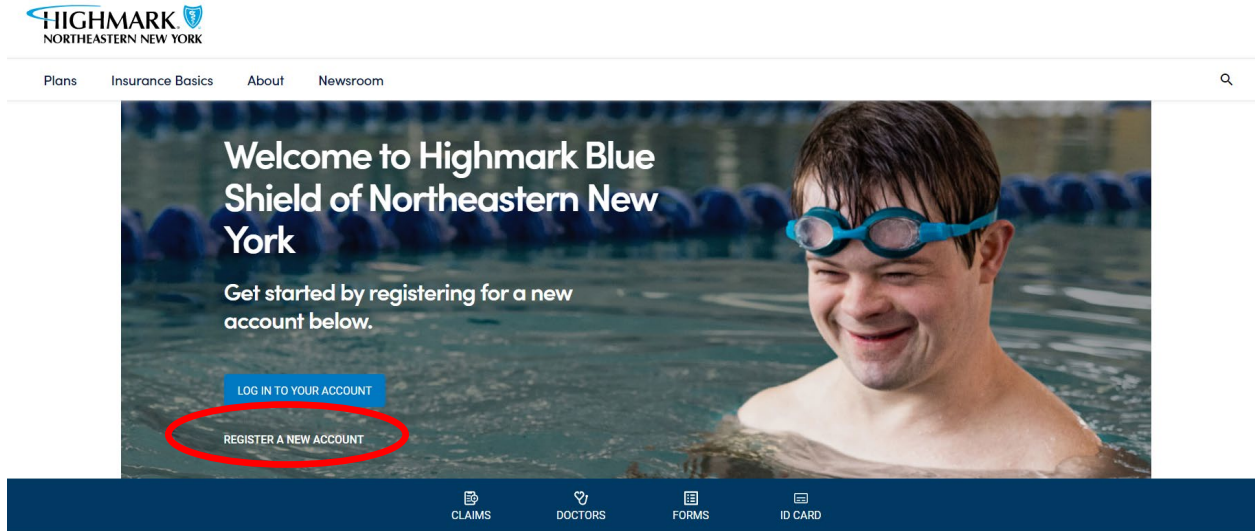


How to Create a Member Account

1. Member should go to www.highmark.com/blueshieldnyny
2. On the home page, select register a new account:



3. To Register, members will enter:

- Social Security Number
 - First Name
 - Last Name
 - Date of Birth

At the bottom of the page, click Next to complete set up of the member profile.

- Once the member account is created, members will be able to view their unique profile homepage where they can view their member ID card. A member will have the ability to print, email or fax their digital ID card.

The screenshot shows the Highmark member profile homepage for a POS Plan. At the top, there is a navigation bar with the Highmark logo, a language assistance dropdown, a contact us button, and a log out button. Below the navigation bar is a main menu with links for Home, Activity, Coverage, Find Care, Messages, and Resources. A notification banner states: "We've recently added Multi-Factor Authentication as a capability to secure your account even further. If you would like to enroll, please head on over to the enrollment page to sign up." The main content area is titled "POS Plan" and includes fields for Member ID, Group ID, and Benefit Period. A red circle highlights the "ID CARD" button. Below these fields are three columns: "Plan Progress" showing a benefit period of 08/01/2022 - 07/31/2023, a family deductible of \$10,000.00, and a current deductible of \$4,879.64 with \$5,120.36 remaining; "Recent Claims" showing a claim in processing with a date of service of 10/17/2022; and "Messages" with two recent messages from Highmark.

**** Please Note: Once members set up member profiles, they can download the member app on their smartphones. Application is named Highmark Plan in the App Store or Google Play.**