

Directions: Highmark Blue Cross Wellness Profile Earn UofS wellness incentive \$50

- Have your insurance card handy
- Bring recent blood work numbers, blood pressure reading, weight and waist circumference if you have them. If not you can choose the "I don't know option"
- Log into the Highmark website at www.highmarkbcbs.com
 - Enter your user name and password
 - If you do not have UofS insurance fill out the alternative wellness profile at www.heart.org/mylifecheck . Send the completion form to chew@scranton.edu
- If you have forgotten your information, click on the forgotten user name and password under the login. Fill out the requested information. See the screenshot below:

RECOVER ONLINE ACCESS

KEEP YOUR ACCOUNT SECURE

Follow the steps to recover access to your online account. For security reasons, you must complete **all steps in 30 minutes.**

1 Identification

PERSONAL INFORMATION

Choose an option below and enter your information.


Member

Your member ID
Enter only numbers. No letters.

First name

Date of birth
Use YYYY-MM-DD format.

Your member ID is the set of numbers on the front of your card as shown below.



Visitor
 Producer/Agent
 Agency Admin
 Plan Admin

- If you still cannot get online, call the customer service number on the back of the Highmark member card and ask them to reset your access.
- If you are a new user, click on the register button and fill out the required information. You can use the member ID number on your insurance card (just enter numbers and not letters) or your social security number. See a screen shot below of the registration form.

REGISTER

GET THE MOST FROM YOUR MEMBERSHIP

You've made a good choice about your coverage! Take this next step to get personalized information about your coverage and claims, sign up for special programs and learn more about staying healthy.

Member Information

Create Login

MEMBER INFORMATION

* Required

* **Tell us about yourself:**
Select One

* **Member ID:**
ID CARD#/SSN

* **Relationship to Policyholder**
Select One

* **Street Address:**
123 Sample St.

* **City:**
City

* **Zip:**
55555

Phone:
Select One

Phone Number

* **First Name:**
Your First Name

* **Last Name:**
Your Last Name

* **Date of Birth:**
MM/DD/YYYY

* **Email:**
youremail@xyz.com

* **Re-Enter Email:**
youremail@xyz.com

Please enter the Member ID/SSN for the primary subscriber instead of the dependent or spouse.

- Once you are able to login you will see the member home screen.
- Click on the wellness profile on the right to begin taking your profile. There are approximately 50 questions.

- Once completed you will receive an email of congratulations to use to claim your \$50 wellness incentive.

Below is a screenshot of the completion email you will receive at the email you provided in the registration. It may be your personal email or your Scranton email. Check you clutter file if you do not receive an email from "Wellness Center".

From: Wellness Center [mailto:personalhealth@webmdhealth.com]
 Sent: Thursday, March 02, 2017 2:41 PM
 To:
 Subject: Wellness Rewards Program Confirmation

Congratulations on finishing the Wellness Rewards program! You have taken a big step toward a longer, healthier life. Living healthier is a journey – and with each step, you get closer to a healthier, happier you. If you are eligible for an incentive, your employer/organization will be notified of your program completion. If you have any questions, please contact your employer/organization. Thank you for participating in Wellness Rewards! Your Confirmation number is 79EE3785-390116453

If you have questions or comments, we want to hear them. Please click the feedback link below and use the comment form. This email address is unmonitored, so we won't receive any messages sent to it.

[Privacy Policy](#) | [Feedback](#) | [Unsubscribe](#)

2701 NW Vaughn Street, Suite 700, Portland, OR 97210

In the event you cannot find your email. Click on the reward program on the right side of the Member Home page (see figure above). It will show the screenshot below. You can print this out or copy and paste into an email and send to chew@scranton.edu to get your \$50 incentive. Please make sure to put your name and Royal ID number on your form.

The screenshot shows a member portal interface. At the top left is the Highmark logo with the text "An Independent Licensee of the Blue Cross and Blue Shield Association". At the top right, it says "POWERED BY WebMD health services". Below the logos are navigation links for "My Reward" and "FAQs", and a "feedback" button. The main content area features a large yellow star and the text "Hooray! You have earned all of your Rewards!". Below this is a section titled "Health Awareness" with a "DONE" status and a "Reward" icon. A green box contains the text: "Complete Wellness Profile", "Congratulations! You earned this reward on 3/2/2017", and "Confirmation: 364D9D89-390115945". At the bottom, there is a section titled "Finish these activities before you can redeem your reward" with a list item for "Complete Wellness Profile" marked as "DONE" and completed on 1/13/2017. A small paragraph explains that the Wellness Profile is a series of questions about topics ranging from blood pressure to exercise habits, designed to identify current and future health risks.

For the incentives 2: Preventive Health Care activities and Incentive 3: Wellness Participation, go to www.scranton.edu/employeewellness to download the incentive form. Send completed forms to CHEW, 205K The DeNaples Center. Make sure to put your name and Royal ID number on the form. Incentives are paid monthly and will be in your paycheck. Look at the paystub under wellness for the current incentive in the paycheck and the year to date.

For more information contact chew@scranton.edu or stop in the office of the Center for Health Education & Wellness in 205K the DeNaples Center.

