



AGENCY ACTION ALERT

AGENCY ACTION ALERT FOR SEPT. 17, 2014

This week's Agency Action Alert covers the following topics:

- Updates to individual shopping experience
- New Highmark blog for members

Please share this information with your sub-agents by forwarding this email, posting this content to your internal website, or copying and pasting the text into another format.

PORTAL UPDATE

Updates to individual shopping experience and new Highmark blog for members

Individual shopping experience

For those members purchasing coverage during a special enrollment period, there are a few changes to the process that are effective immediately:

- **Payment-confirmation number**
For any individual plan purchased on the marketplace or through our site directly, members will now see a payment-confirmation number included on the screen when they complete their payment. This will help with tracking and serve as a reference should the member need to discuss the payment with customer service.
- **Medicare question**
Now when you are helping your individual clients shop for coverage off-exchange, directly through Highmark, you will be asked if anyone in your client's family is eligible for Medicare. If so, that person will need to be removed before moving forward to view plans.

These changes will remain in place for open enrollment and beyond.

New member blog

Highmark has released a new blog for members, which offers timely and relevant information on our community, health and wellness, health insurance, Highmark, general member information, and the future of health care. We encourage you and your clients to access the blog by clicking on the blog icon in the footer of the member portal, or by visiting <http://blog.highmark.com>.

For more information, please contact your Highmark client manager.



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