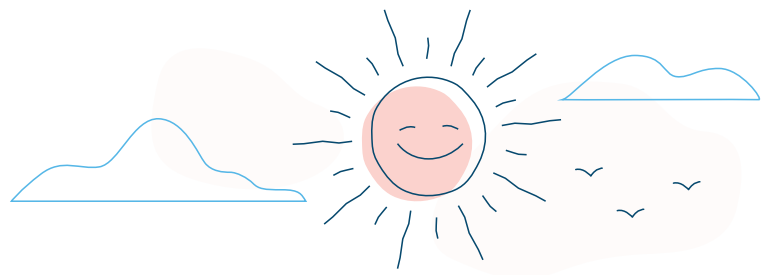


Welcome to Highmark Blue Cross Blue Shield of Western New York



Now that you've enrolled, use this checklist of tips to get started with your new plan.

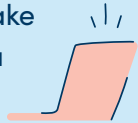
○ If your plan has a premium

Ways to pay



Send your payment to:
Payment Processing Center
PO Box 644362
Pittsburgh, PA 15264-4362

Go to bcbswny.com/billpay to make a one-time online payment with a credit or debit card or to set up automatic payments.



To make a payment over the phone by check or credit card, call us at **1-844-266-3589 (TTY 711)**, Monday – Friday, 8 a.m. – 8 p.m.

Payments are not accepted at our office or Medicare Centers.

○ Cancel your old plan

Be sure to cancel any previous coverage you had. Here's a quick guide on canceling coverage:

If you had ...	You should ...
commercial coverage through an employer	contact the employer to have them terminate your plan
coverage through the New York State of Health	contact the New York State of Health at 1-855-355-5777 or nystateofhealth.ny.gov to terminate your plan
an individual or family plan with us	call the number on the back of your member ID card to terminate your plan
Medicare Advantage coverage through a different insurer	do nothing – Medicare will take care of this for you

○ Keep an eye on your mailbox

After enrolling with us, you will receive the following:

- Your new member ID card
- Your Medicare Advantage welcome packet with a variety of information to help you get started
- Your over-the-counter (OTC) drug catalog, with detailed instructions on how your benefit works and how to order OTC medications and products*
- Proof of creditable coverage form (if applicable), which ensures you had adequate prescription drug coverage when you became Medicare-eligible – please fill out this form and return to us to avoid Medicare's late enrollment penalty

(over →)



○ Learn about our Blue Concierge program

As part of your Medicare Advantage plan, you now have access to our Blue Concierge team to:

- Answer questions, provide personal assistance, and help you make the most of your benefits
- Help you navigate the health care system, find the doctors you need, schedule appointments, and connect with our Care Management team (this includes registered nurses, health coaches, nutritionists, dietitians, social workers, health educators, and exercise physiologists)
- Provide updates on health and wellness benefits, programs, and events

Call **1-844-836-6182 (TTY 711)** to get started or learn more.

○ Get in touch with us

We're here to help. Our Customer Service team is available by phone, email, and online chat to answer your questions.



Call **1-800-329-2792 (TTY 711)** (the number on the back of your member ID card).

Go to bcbswny.com/contact to send us an email or chat online with a customer service representative.

We're available:

April 1 – September 30

8 a.m. – 8 p.m., Monday – Friday

October 1 – March 31

8 a.m. – 8 p.m., 7 days a week

* Not all plans include the OTC benefit. Refer to your Evidence of Coverage or call our Customer Service team to determine if your plan includes this benefit.

Highmark Blue Cross Blue Shield of Western New York (Highmark BCBSWNY) is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association. Highmark BCBSWNY 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 habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-833-735-4515 (TTY 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-833-735-4515 (TTY 711)。

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