



Your Wellness Card user guide

Think of this card as an extra bump to your wellness budget. It gives you more spending freedom for the healthy lifestyle perks that help keep you fit.

How to use your card:

- During checkout, swipe your card and select “credit” (no pin necessary).
- If your card isn’t accepted, you can pay upfront, then enter a claim for reimbursement on the member website or mobile app.
- Make sure to hold onto your card. Funds will be reloaded each year that you’re still eligible.

Use your card on your favorite wellness extras, like:

- Fitness centers (gym memberships, fitness classes, personal training).
- Health food stores (GNC, Feel Rite, Vitamin World, etc.).
- Wearable devices.
- Sports camps, clubs, and lessons.
- Sports stores.
- Races and fun walks.
- Weight loss programs/apps (Weight Watchers®, Noom®).

Try a virtual card for easy checkout:

You can add your Wellness Card to a mobile wallet app, which lets you virtually store your credit and debit cards in one place. Then, access it using your preferred payment app (Apple Pay, Google Pay, or Samsung Pay) to make contactless payments from your phone.

Access your online account.

To set up your account, register or log in at member.highmark.com and click **Manage** under Spending Account Balance. From there, you can:

- Access your personal dashboard.
- View your balance.
- Enter claims to request reimbursement.
- See messages and alerts, including requests for receipts.

You can also sign up for email and text notifications to make sure you're always updated on your wellness details. Access them on your personal dashboard.

Download the Highmark Blue Shield Spending app.

It has the same tools as the website for managing your wellness account, but with on-the-go mobile access. Find it in your phone's app store.

How your card balance works:

The value of your card is <\$amount> per year. As you use it, the amount you spend will be deducted from your Wellness Card account. If you spend the full allowance, you won't be able to use your card until your plan renews and new funds are added.

If you have other spending accounts, like an HSA or FSA, those funds will also be loaded to your Wellness Card. As you spend, the different accounts will be deducted based on what you buy.

Remember, your Wellness Card balance will not carry over to the next year.

QUESTIONS ABOUT YOUR WELLNESS CARD? Just give Member Service a call at the number on the back of your member ID card.

This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

Highmark Blue Shield of Northeastern New York is a trade name of Highmark Western and Northeastern New York Inc., an independent licensee of the Blue Cross Blue Shield Association.

Highmark BSNENY 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 1-800-888-1238 (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 1-800-888-1238 (TTY 711)。

Get ready for a new year of wellness perks.

Your 2022 Wellness Card will arrive soon. Think of this card as a bump to your wellness budget. It gives you more spending freedom for the healthy lifestyle extras that help keep you fit.

Check out our FAQs below for answers to all your wellness account questions.



When will I receive my card?



Your card should arrive within 7–10 business days from your enrollment date. It'll be mailed to the same address you have listed for your health plan. If your spouse is covered under your plan, they'll receive their own card, too.



How do I activate my card?



You'll need to activate your card before you can start using it. Here's how:

Over the phone

Give us a call at the number on the sticker on the front of your card.

OR

On the member website

Log in at member.highmark.com and click **Manage** under **Spending Account Balance** to access your personal dashboard. From there, click on your name at the top right corner and select **Debit Cards**. Find your **Wellness Card** and click **Activate**.



Do I need a PIN or security code to use my card?



Nope. Make sure to choose “credit” when you swipe your card at checkout (no PIN necessary).





What can I buy with my card?



Use your card on your favorite wellness extras, like:

- Fitness centers (gym memberships, fitness classes, personal training).
- Health food stores (GNC, Feel Rite, Vitamin World).
- Wearable devices.
- Sports camps, clubs, and lessons.
- Sports stores.
- Races and fun walks.
- Meal systems (Weight Watchers® and Noom®).



What does my card not cover?



Your card does not cover any medical visits, including chiropractor appointments. It also can't be used for spa services, like massage therapy and acupuncture.



What do I do if my card is declined or I don't have it with me during checkout?



If your card gets declined, or you forget it at home, you can pay upfront and enter a claim for reimbursement later. Claims can be submitted on the member website.

Log in at member.highmark.com and click **Manage** under **Spending Account Balance** to access your personal dashboard. Then, select **Claims and Claims Activity** under the menu in the upper left corner to upload your receipt and submit your claim.



When does my card expire?



As long as you're still a member, your card will last for three years. Make sure to hold onto it, since funds are reloaded each year that you're still eligible.



Can I use my card to withdraw money from an ATM?



No, your card can't be used at ATMs or for cash-back purchases.



Will I receive a separate card for my HSA, FSA, HRA, or other spending accounts?



No. To make it easier for you, we load funds from your other accounts to your Wellness Card. As you spend, funds will be deducted from different accounts based on what you buy.



Where can I access my wellness account?



You can manage all your account details on our member website or app.

Member website

Register or log in at member.highmark.com. From there, click **Manage** under **Spending Account Balance** to access your personal dashboard. Once there, you can:

- View account activity.
- See your card balance.
- Report your card as lost or stolen.
- Submit claims.
- View messages, including receipt requests.
- Sign up for direct deposit.
- Register for email or text notifications.

Highmark Blue Shield Spending app

Our app has the same tools as the website for managing your account, but with on-the-go mobile access. Download it from your phone's app store.

Mobile wallet app

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Have questions we didn't cover?

Give Member Service a call. You can reach them at the number on the back of your Wellness Card or member ID card.

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WELLNESS CARD REIMBURSEMENT CLAIM FORM

INSTRUCTIONS

If your card is declined at an approved location due to an issue with a credit card machine or lack of a credit card machine, please pay out-of-pocket and submit this form to one of the below contacts with a copy of your receipt for reimbursement. If it's not an approved location or service, you will not be reimbursed. Please be sure to include the signature to prevent any delays in processing. If the signature is not included, the claim will be denied.

Email: SpendingAccountProcessing_Receipts@alegeus.com **or Fax:** (855) 898-2715 **or Mail:** Spending Account Processing
PO Box 162177
Altamonte Springs, FL 32716

If you have any questions, contact your Member Advocate Team number located on the back of the Member ID Card.
Please Note: Your Member ID number can be found on the front of your Member ID Card.

EMPLOYEE INFORMATION (*required fields)

*Name:	*Member ID:
Address:	City, State Zip:
Email:	*Phone:

UNREIMBURSED WELLNESS EXPENSES (attach supporting documentation)

Does your receipt include all of the following?

- Provider's name & address - Service description - Date of service - Person's Name - Amount billed

*****CREDIT CARD RECEIPTS ARE NOT ACCEPTABLE*****

Person for Whom Expense Was Incurred	Date(s) of Service	Name of Service Provider	Description of Services	Amount
				\$
				\$
				\$
				\$
				\$
Total Unreimbursed Wellness Expenses				\$

PARTICIPANT AGREEMENT (*required fields)

The above is a true and accurate statement of all expenses incurred by my eligible dependents or me on the date(s) indicated, and I will not seek reimbursement from any other plan. I understand that I cannot claim any reimbursed medical expenses on my income tax return, and that I may be liable for payment of all related taxes including Federal, State, or City income tax and any associated penalties on the amounts paid for any non-medical or medical expense improperly claimed under the provisions of this plan. Refer to IRS Publication 502.

*Participant Signature

Date Signed