

My Care Navigator

With **My Care Navigator**, you have a dedicated health advocate. Our representatives can answer your questions and make finding a new health care provider easy. And, we give you three ways to use this helpful service.



Click: **MyCareNavigator.com**

Use the latest technology to get answers to your questions ... or find a doctor with our easy-to-use online provider directory.



Call: **1-888-BLUE-428**

Talk with a helpful, knowledgeable **My Care Navigator** representative.



Visit: **Highmark Direct Store**

Meet with a **My Care Navigator** representative. To find a Highmark Direct store near you or make an appointment, go to HighmarkDirect.com.

My Care Navigator can help you:

• **Locate Providers**

Whether you need a primary care physician or specialized care, My Care Navigator helps you find an in-network doctor who meets your needs.

• **Transfer Medical Records**

My Care Navigator can help you by requesting that your medical records (including lab results and imaging) be transferred or shared among new or existing providers.

• **Make Appointments**

My Care Navigator helps you get an appointment promptly — even with hard-to-reach specialists.

• **Make Informed Care Decisions**

My Care Navigator can direct you to information and resources to make informed, appropriate care decisions.

• **Understand your Pharmacy Benefits**

Generic drug vs. brand? What's a formulary? Should you be using a mail order service? My Care Navigator gets the answers that can help you save money.

• **Manage Care Costs**

Whether it's help with a care claim or assistance with provider billing issues, My Care Navigator helps you understand and manage care costs.

Highmark Blue Shield is an independent licensee of the Blue Cross and Blue Shield Association.

The Plan 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 usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame al número en la parte posterior de su tarjeta de identificación (TTY: 711).

请注意：如果您说中文，可向您提供免费语言协助服务。请拨打您的身份证背面的号码（TTY：711）。

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Click. Call. Visit.