



## Your Benefits Bulletin

Volume 2, No. 1 | November 4, 2024

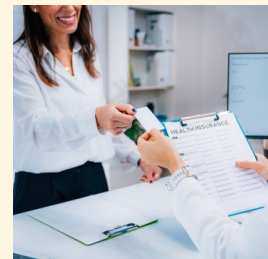
*Wishing you a Thanksgiving filled with good health, gratitude, and cherished moments!*

### Medical

#### **New - Highmark Member ID Card**

Your Highmark medical/Rx identification (ID) card should have arrived in your mailbox by now. If you have not yet received your ID card in the mail, you may access your digital ID card on the home screen once you've logged in to your member portal at [myhighmark.com](https://myhighmark.com).

**If you elected a different medical/Rx plan during the Open Enrollment period, you MUST present your NEW ID card the first time you visit any and all doctors, specialists, and pharmacies in order for your claims to be processed correctly on and after November 1, 2024.**



[Click here for a flyer on the Highmark member portal .](#)

#### **New - Highmark Concierge Customer Service**

We're pleased to announce the addition of a new enhancement to your medical and pharmacy benefits – the Highmark Concierge Customer Service team! Concierge is your dedicated team of Highmark experts who can help you navigate your medical and pharmacy plan and offer personalized support. Whether you have questions around your claims, finding a provider, or understanding your coverage, the Concierge team is just a phone call away and ready to provide the guidance you need.

You may reach the Concierge team at **844-946-6218**. Please note, this number will be printed on the back of your **NEW** member ID card.



[Click here for a flyer on the Concierge team .](#)

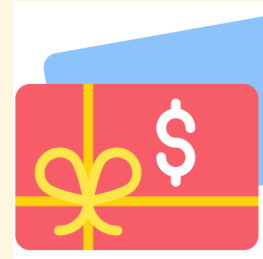


# Wellness Programs

## New - Be Well \$200 Rewards Program

Earn rewards for making healthy lifestyle choices! By completing 4 healthy activities between November 1, 2024 and October 31, 2025, you can earn a \$200 digital Amazon gift card. All employees enrolled in a Highmark medical plan are eligible for this great benefit.

Get started today by logging in to your Highmark member portal, either through the app or at [myhighmark.com](https://myhighmark.com). In order to be granted access to the wellness reward program, you must acknowledge the annual authorization agreement at the bottom of the home screen once you are logged in to your member portal.



[Click here to view a general overview on the Be Well \\$200 Rewards Program.](#)

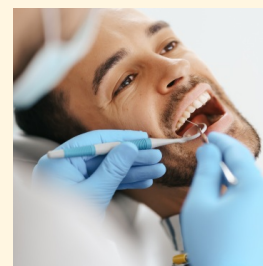
[You may also access more detailed program instructions by viewing the guidebook here.](#)



## Dental

### New Dental Coverage Through United Concordia

If your school provides the dental plan offered by the PAISBOA HBT, your coverage has changed from Delta Dental to United Concordia, effective November 1, 2024. The transition to United Concordia brings a broader provider network, making it simpler for members to access in-network care and reduce your out-of-pocket costs. Members who enrolled in dental coverage for the plan year beginning November 1, 2024 should have received a welcome letter in the mail from United Concordia.



Your oral health is an important part of your overall wellbeing, and we encourage you to schedule your preventive exam and cleaning. At your next dental visit, be sure to advise your provider that your insurance has changed to United Concordia.

[Click here for a flyer with more details.](#)



## Health Observances

### November is American Diabetes Month

According to the [Centers for Disease Control \(CDC\)](#), 38 million adults in the United States have diabetes and 1 in 3 adults has pre-diabetes. Diabetes can lead to serious health conditions, such as heart and kidney disease.

While there is no cure for diabetes today, the condition can be managed by taking medicine as prescribed, keeping healthcare appointments, eating healthy, and getting active.

If you have pre-diabetes, you can lower your chances of being diagnosed with type 2 diabetes later in life by participating in the Diabetes Prevention Program through Highmark at no cost. The Diabetes Prevention Program is a structured lifestyle and health behavior change program that offers CDC certified coaching, educational materials, community support, and 100% preventive medical benefits.

To learn more on the Diabetes Prevention Program, visit [myhighmark.com](http://myhighmark.com) or call **844-946-6218**.



## Lung Cancer Awareness Month

Lung cancer is the leading cause of death for men and women in the United States according to the **CDC**, and about 209,000 Americans are diagnosed each year.

You can lower your risk of developing lung cancer by not smoking or quitting smoking and talking to your doctor about whether a lung cancer screening is right for you.

If you smoke, consider participating in the **Great American Smokeout** on November 21st and begin your journey toward a smoke-free life. This nationwide event, sponsored by the American Cancer Society, is a significant step towards improved health and lowering your cancer risk.

**Click here to learn about how a Highmark wellness coach can help you achieve your tobacco free goals.**



## Upcoming Webinars

### Depression, Anxiety and Burnout

For some individuals, feelings of depression, anxiety and burnout may seem insurmountable. Those experiencing these kinds of conditions are far from alone, but recognizing when extra support is needed is critical. This webinar will define these conditions, including signs and symptoms and ways to seek help when needed. The session will be facilitated by **Nina Mincarelli**, of Health Advocate EAP.

***Depression, Anxiety and Burnout:  
Moving Toward Hope and Health***

**Thursday, December 5th at 4 pm**

If you can't attend at 4:00 pm, please register anyway! The webinar will be recorded and emailed to those who register.

**Click here to register today!**



**Highmark**

View medical and Rx benefits, claims, ID card, and more. Questions? Call the member services team at [844-946-6218](tel:844-946-6218).

**VBA Vision Benefits**

View benefits summary, claims, and print ID card.

**Maven**

For support, email [support@mavenclinic.com](mailto:support@mavenclinic.com). Indicate that you are enrolled in benefits through the PAISBOA Health Benefit Trust.

**United Concordia**

View benefits summary, claims, and print ID card.

**Working Advantage**

For exclusive employee deals and discounts.

**Health Advocates Employee Assistant Program (EAP)**

For member schools with UNUM.

**HTA Services**

For Medicare information and enrollment assistance.

**Member Advocacy Center (MAC)**

Call Conner, Strong & Buckelew at [1-888-984-1186](tel:1-888-984-1186) or email [hbtsupport@connerstrong.com](mailto:hbtsupport@connerstrong.com) at any time for all benefit related questions.

The PAISBOA Health Benefit Trust provides, to eligible PAISBOA member schools, quality health benefit plans that deliver long-term value and stability for the Trust and its enrolled participants.

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