

Producer Portal News

Secure Mail

Given the strict rules imposed by the HITECH Act of 2009, using secure mail is more important than ever.

All appointed Producers have the ability to use Highmark's secure email system to communicate with Highmark. One way to access our secure email system is through the Producer Portal.

If you do not already use our secure email system via the Portal and need a login, please follow these steps:

1. Complete a 'Producer Portal Access Request' form. (A form is attached to the email containing this Producer News release.)
 - a. Check 'New User' at the top of the form and complete the Agency and User Information sections.
 - b. Ensure the email address you enter is accurate, as this is what drives the ability to send and receive secure emails to Highmark.**
 - c. If you are only accessing the portal for secure email purposes, check 'Online Library' in the 'Producer Portal Entitlement' section.
 - d. Send a copy of the completed form to 'produceraffairswest@highmark.com'.
 - e. Your login id and password will be emailed to you.
2. After you receive your login and password, login to www.highmarkbcbs.com. You will see a Secure Mail link at the top of the page. There is also an indicator to let you know if you have any messages waiting.
3. When you send or receive email from within this mailbox, the emails are secure!

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NOTE: If you already have a Producer Portal login but are not receiving emails in your secure mail box, see page 2.

Secure Mail (Continued)

If you already have access to the Producer Portal but are not receiving secure emails, you must ensure that the email address tied to your portal login is accurate.

To check that we have your correct email address:

1. Login to the Producer Portal
2. From the right hand green Quick Resources box, click on 'Profile Settings'.
3. Under 'Contact Information', verify that the email address listed is the email address Highmark is using to send you secure emails.
4. If the email address listed is incorrect, complete a 'Producer Portal Access Request' form:
 - a. Check 'Change User Information'
 - b. Complete the Agency and User Information sections.
 - c. In the Existing User Information section, check 'Correction to User Profile'.
 - d. In the 'Comments' section, at the bottom of the form, enter your corrected email address and indicate that you need your login updated.
 - e. Email the form to 'produceraffairswest@highmark.com'. (The form does not need to be sent to Highmark via secure mail.)

Highmark News

Update on Highmark Direct Stores

As you are aware, the first two Highmark Direct stores opened in early 2009 to give Pennsylvanians access to the information they need to make informed decisions about health insurance. Through these stores, residents in the Pittsburgh area and the Mechanicsburg area have become more aware of their options for Highmark health care coverage.

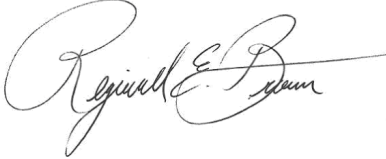
To reach more consumers, Highmark will open four additional Highmark Direct stores later this year, three in the Pittsburgh area and another store in the Harrisburg area. We believe these stores will help Highmark reach more of the uninsured so that, working with store personnel or our authorized producers (for small group business), they can make the right decision about health care coverage for themselves and for their families.

The new store locations are:

- Monroeville -- William Penn Highway
- Robinson Township -- Lafayette Plaza Shopping Center
- South Hills -- Norman Center II
- Harrisburg -- Colonial Commons Shopping Center

If you have any questions concerning items in this Producer News, please contact your Highmark client manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Reginald E. Brown". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Reginald E. Brown
Director, Producer Affairs, West

Attachments 1: ProducerPortalAccessRequestForm 10-16.doc