|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | |  | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | |  | | |  | | --- | |  | | | | |  | | --- | | **DIRECT ACCESS TO SPENDING ACCOUNTS**  ***This email is intended for producers in western Pennsylvania, central Pennsylvania, northeastern Pennsylania.***  You asked…we listened!  You will now have direct access to our Spending Account team for all of your clients.  Until now, escalated Spending Account issues were funneled through our Client Management Teams.  Effective immediately, you and your clients will have direct access to our Spending Account Team.  Any Spending Account issues previously sent through your Client Management Team by you or your clients (Small Group and Large Group) can now be sent directly to [SATriage@highmark.com](mailto:SATriage@highmark.com?subject=Highmark%20Spending%20Account%20).  Members should always utilize the Member Service number on the back of their ID card as they do currently.  The new Spending Account contact, [SATriage@highmark.com](mailto:SATriage@highmark.com?subject=Highmark%20Spending%20Account%20Question), is an extension of the existing contacts already in use and listed below:   * Questions specifically related to HSA: [ContributionsHSAClientService@highmark.com](mailto:ContributionsHSAClientService@highmark.com?subject=Direct%20Access%20to%20Spending%20Accounts%20-%20HSA%20Related) * FSA Enrollment Forms/Spreadsheet: [Spending\_Account\_Status@highmark.com](mailto:Spending_Account_Status@highmark.com?subject=FSA%20Enrollment%20Forms%2FSpreadsheet) * Questions related to your FSA and/or HRA Invoice: [SAPInvoice@highmark.com](mailto:SAPInvoice@highmark.com?subject=Highmark%20FSA%20and%20HRA%20Invoice%20Question)   For any non-Spending Account related issues, please continue to utilize the same processes you do today.  Thank you for your continued partnership. | | |  | | |  |  | | --- | --- | | |  | | --- | |  | | | | |  | | --- | | *Highmark Inc. is an independent licensee of the Blue Cross Blue Shield Association.  Insurance or benefit administration may be provided by or through Highmark Inc. or one of its affiliated Blue companies. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in the 21 counties of central Pennsylvania. 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 serve Blue Cross Blue Shield members in the 29 counties of western Pennsylvania, 13 counties in northeast Pennsylvania, the state of West Virginia plus Washington County, Ohio, and the entire state of Delaware.* | | |  | |  | |  | | | | |