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| **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.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, is an extension of the existing contacts already in use and listed below:    * Questions specifically related to HSA: ContributionsHSAClientService@highmark.com
* FSA Enrollment Forms/Spreadsheet: Spending\_Account\_Status@highmark.com
* Questions related to your FSA and/or HRA Invoice: SAPInvoice@highmark.com

For any non-Spending Account related issues, please continue to utilize the same processes you do today.Thank you for your continued partnership.  |

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