Making Cost and Quality Clear to Members

Our online Transparency Tools help members get the most value from their health plans and providers. These tools provide simple cost and quality information so members can make smart decisions about their health and health care spending.

By making cost and quality information transparent, we help members across all plan types to make informed choices when deciding on physicians, hospitals and medical procedures. Easy to use and access, Transparency Tools support innovative benefit designs that can help reduce employers’ costs and improve member health. When you partner with Highmark, your clients can offer these valuable tools right on their member websites.

Find a Doctor Tool

The Find A Doctor tool offers a detailed look into each provider, so it’s easy for members to make the right selection. Choices can be filtered by distance, specialty or type of service to get a list of options that meet the search criteria. Each provider profile includes practice details, such as location and office hours, physician credentials, plans accepted, hospital affiliations, plus quality ratings and patient reviews. Members can save their favorites for future reference and compare up to three providers side-by-side.

Our Find A Doctor tool also lists national hospital accreditations and Blue Distinction® facilities, which are proven to deliver superior outcomes for high-cost, high-risk procedures such as transplants, spinal surgeries and hip replacements.

Hospital Advisor

When members are facing costly surgical or medical procedures, Hospital Advisor helps them to select the right hospitals based on Blue Distinction designation, plus national quality and safety measures. Licensed through WebMD®, Hospital Advisor lets members compare facilities based on procedure volume and experience, complication and infection rates, and other clinical quality measures. Finding better care means fewer readmissions and complications for members—and lower costs for your clients.
PATIENT EXPERIENCE REVIEW

Another tool that helps in choosing a doctor or place to get care, Patient Experience Review lets members see what other people think of the providers or medical facilities they’re considering. In a review, members rate their experiences on a star basis, just like with restaurants and movies. These ratings may appear on the Find A Doctor tool as quick indicators of member satisfaction with their experiences. After their appointments, members can even write and submit their own reviews.

THE WEBMD SUITE

This full set of tools provides members with information on conditions, diagnoses and treatments. Members can store information in their Personal Health Record, use Health Trackers to monitor health improvements and medical conditions, and investigate symptoms with the Symptom Checker.

CARE COST ESTIMATOR

The Care Cost Estimator helps members to become informed health care shoppers by immediately showing how their care choices may impact what they pay. Members can estimate their costs on inpatient, outpatient and diagnostic procedures, plus office visits. The tool estimates member responsibility based on their plan’s specific cost-sharing structure, figuring in current deductible progress, copay amounts and, if applicable, coinsurance and Reference-based Benefit Maximums.

Cost estimates include the charges likely to be associated with the service or procedure a member needs. If someone were preparing for a surgery, the estimated cost range could include fees from admission through discharge, such as physician’s charges, surgical suite, anesthesia, recovery room and medical supplies. Members can also compare what they may owe at hospitals versus outpatient surgical centers and freestanding imaging centers.

PLAN ACTIVITY STATEMENT

Our Plan Activity Statement consolidates the claims information from the Explanation of Benefits with the spending account activity from the Explanation of Payment into a single, user-friendly statement. This new document is available to members enrolled in a Highmark medical product and a Highmark Spending Account, including Health Savings Accounts, Health Reimbursement Accounts and Medical Flexible Spending Accounts.

The Plan Activity Statement captures processed medical claims and spending account transactions in one document, replacing the separate statements that can arrive over a period of days or weeks. This gives members a clear, comprehensive view of what services have been performed, what they cost, what has been paid, and the amount they may owe.

Insurance or benefit administration may be provided by Highmark Blue Shield, Highmark Benefits Group, Highmark Health Insurance Company or Highmark Select Resources, all of which are independent licensees of the Blue Cross and Blue Shield Association. Health care plans are subject to terms of the benefit agreement.

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）。

Blue Distinction is a registered mark of the Blue Cross and Blue Shield Association.

Blue Distinction Centers (BDC) met overall quality measures for patient safety and outcomes, developed with input from the medical community. A Local Blue Plan may require additional criteria for facilities located in its own service area; for details, contact your Local Blue Plan. Blue Distinction Centers+ (BDC+) also met cost measures that address consumers’ need for affordable healthcare. Each facility’s cost of care is evaluated using data from its Local Blue Plan. Facilities in CA, ID, NY, PA, and WA may lie in two Local Blue Plans’ areas, resulting in two evaluations for cost of care; and their own Local Blue Plans decide whether one or both cost of care evaluation(s) must meet BDC+ national criteria.

Blue Distinction Total Care (BDTC) providers met BDTC national criteria. National criteria for BDC, BDC+, and BDTC are displayed on www.bcbs.com. Individual outcomes may vary. For details on a provider’s in network status or your own policy’s coverage, contact your Local Blue Plan and ask your provider before making an appointment. Neither Blue Cross and Blue Shield Association nor any Blue Plans are responsible for non-covered charges or other losses or damages resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers.

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