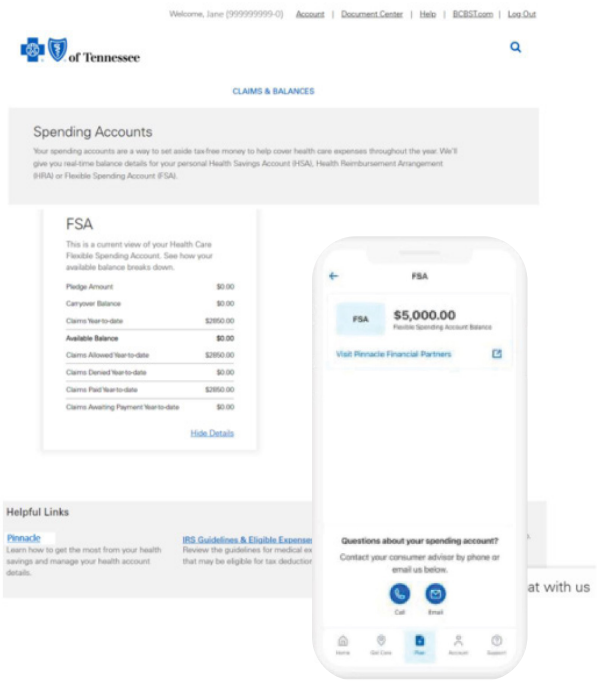
BLUECROSS BLUESHIELD CLAIMS INTEGRATION

Your Pinnacle | Health & Benefits account is integrated with BlueCross BlueShield of Tennessee, which means your claim information after opting in, can be sent securely to Pinnacle, and you will be able to view claims in your Pinnacle account.

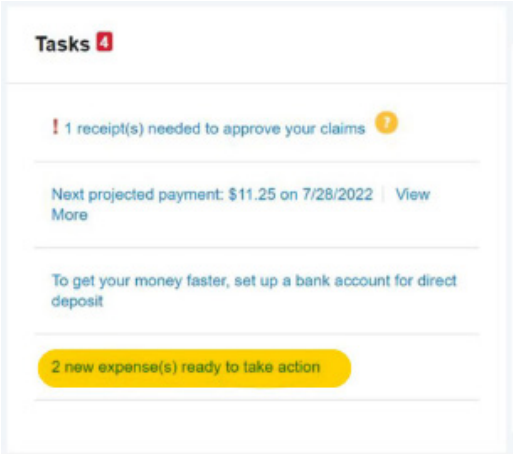
BlueCross BlueShield Member Online Portal

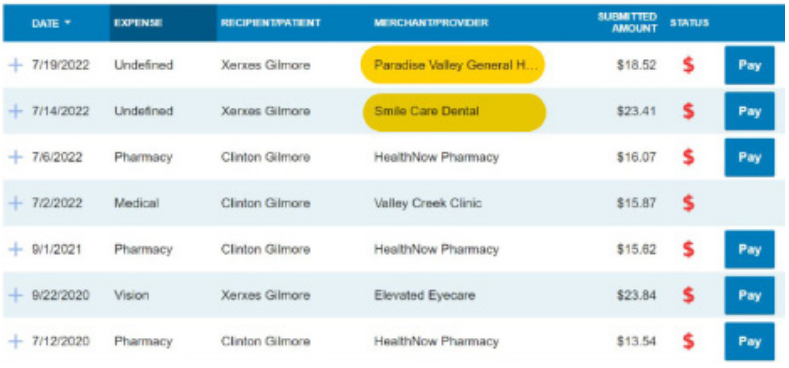
- View balances, contributions and payments from your BlueCross BlueShield of Tennessee online member portal or mobile app
- Direct link to the Pinnacle | Health & Benefits portal



Pinnacle | Health & Benefits Online Portal and Mobile App

- Notification of new claims will appear in the Tasks section of your Pinnacle account
- Payments made for claims on file do not require an additional receipt
- Pay a provider directly, request reimbursement from a flexible spending account or reimburse yourself from a health savings account if you paid out-of-pocket.

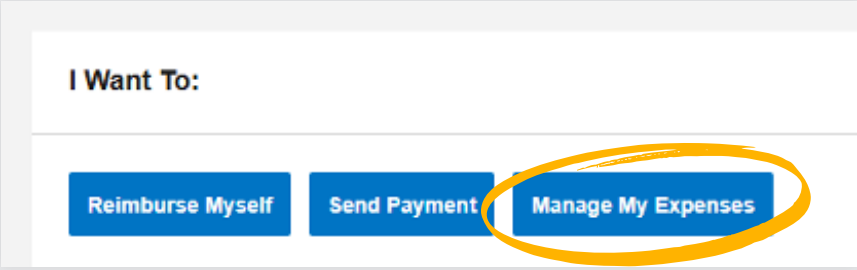




SETTING UP BLUECROSS BLUESHIELD CLAIMS INTEGRATION

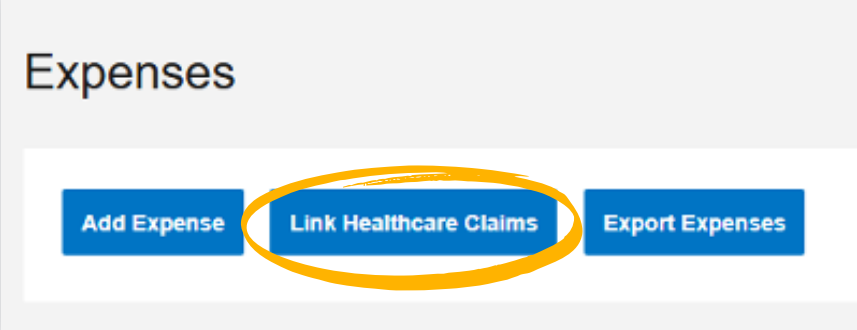
STEP 1

In your Consumer Portal, click on **Manage My Expenses**.



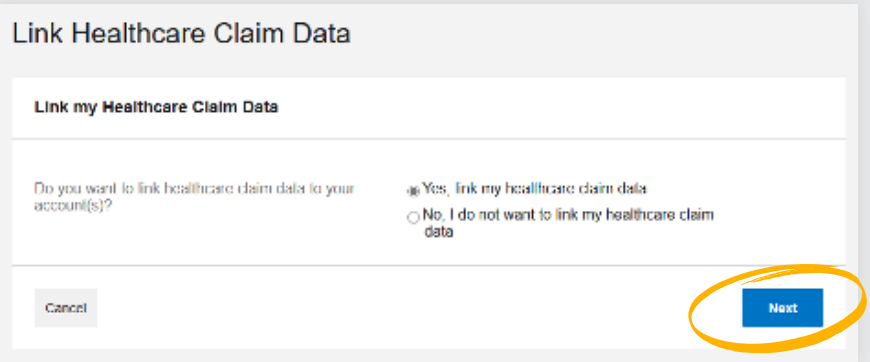
STEP 2

On the next screen, click on **Link Healthcare Claims**.



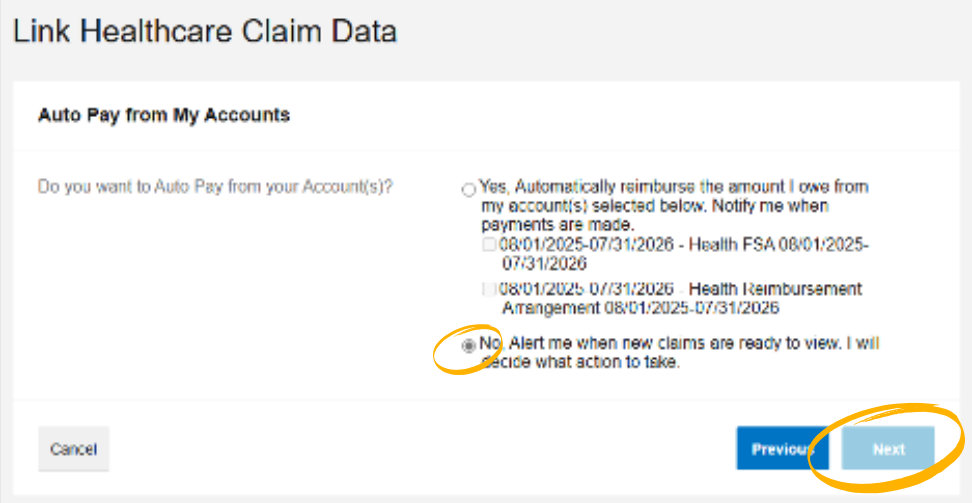
STEP 3

On the next screen, the option to link your healthcare claim data will default to Yes. Click **Next**. Please note that only those claims received AFTER you make this selection will be displayed in your portal. It's important to accept your claims as quickly as possible to ensure you have access to more of your BlueCross BlueShield of Tennessee claims in your Pinnacle portal.



STEP 4

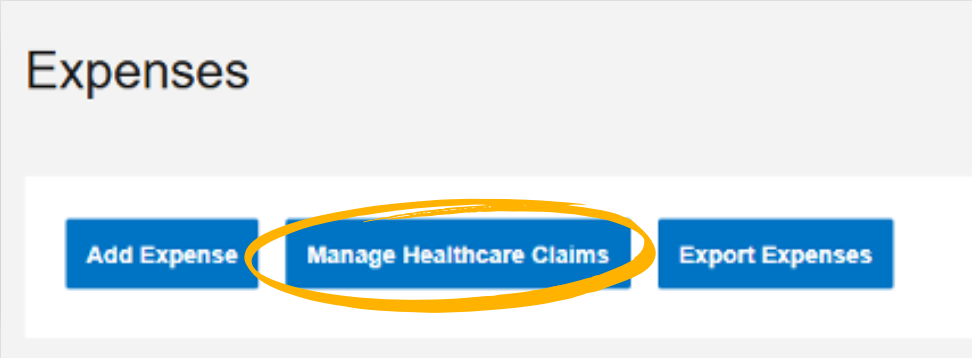
Unless your employer has instructed you otherwise, please select **No** on this screen. Selecting **Yes** will create many duplicate claims. Selecting **No** will allow you to use your BlueCross BlueShield of Tennessee claims information to substantiate your expenses that are paid with your debit card. Click **Next** and confirm your selections on the next screen. Please complete the process to ensure your claims are linked.



When finished, your selections should look like the following:



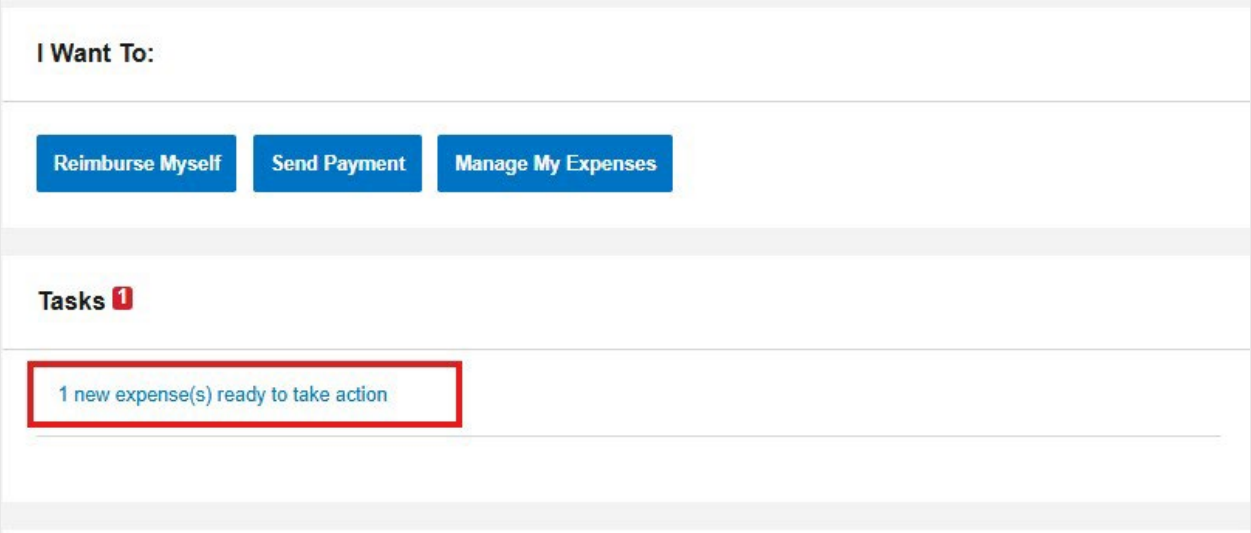
Once linked, the **Link Healthcare Claims** option will update to **Manage Healthcare Claims**. You can also click on **Manage Healthcare Claims** to update your selections in the future.



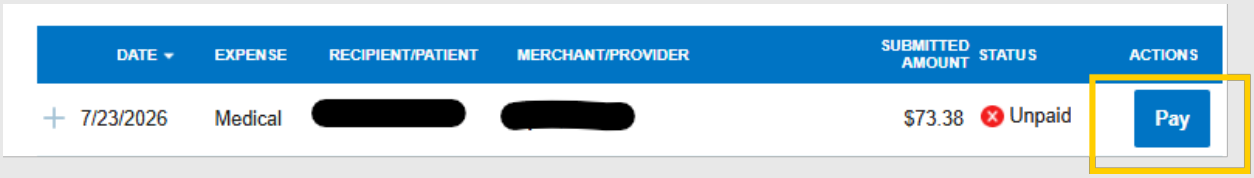
Requesting reimbursement from linked claims

In your Consumer Portal, navigate to **Tasks.**

Click on, **Expenses Ready to Take Action.**

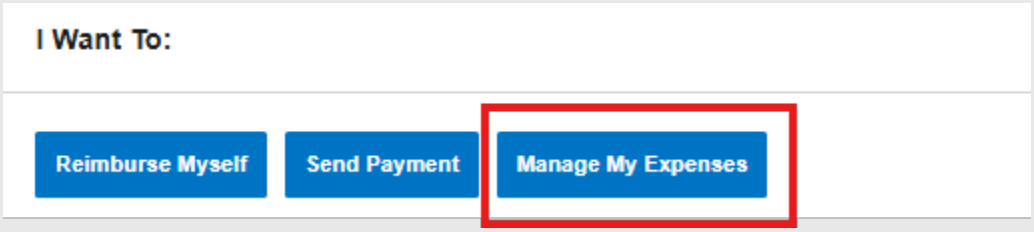


Click on, **Pay.**



Healthcare Claims data must be linked for each Plan Year enrollment

Select **Manage My Expenses**.



Select **Manage Healthcare Claims**.



