What is the “Symptom Checker” wellness activity in Healthy U?
The Symptom Checker is an online wellness tool that provides you with the opportunity to access and review a wide variety of information related to symptoms you (or a family member) may be experiencing. While not intended to take the place of professional medical assistance, this tool can help you to become more educated about health and wellness issues.

What types of information are available in this on-line wellness activity?
Within this interactive tool, your responses to a series of targeted questions will allow you to review information about possible conditions that may be causing your symptoms, receive guidance on when medical intervention might be advisable, explore treatment options, and educate yourself on prevention and self-care strategies.

Can I use the Symptom Checker more than once, to earn more than 5 points in this category?
While you have unlimited access to the Symptom Checker, and are encouraged to review this information as frequently as needed to learn more about important health-related topics, you can only earn Healthy U points in this category once per year. You will be credited with 5 Healthy U points the first time you use the Symptom Checker in the wellness plan year.

Can my covered spouse/same-sex domestic partner also use the Symptom Checker and earn 5 Healthy U points?
Yes, this on-line wellness activity is also available to your covered spouse/same-sex domestic partner to earn 5 Healthy U points.

Specifically, how do I access the Symptom Checker to earn 5 points for Healthy U?

- Start by going to the Highmark website www.highmarkblueshield.com and log in with your USER ID and PASSWORD
- Click on the WELLNESS tab (on the top, to the right)
- Click on the SYMPTOM CHECKER activity
- Proceed to follow the online prompts to check your symptoms and review targeted information. After you have completed this process, you will be automatically credited with 5 Healthy U points (see screenshot illustrations below and on the next page)
After you have used the Symptom Checker, you will be automatically credited with 5 Healthy U points. When you access the Wellness Rewards page on the Highmark website and scroll to the bottom of the activities section, it will look like this:

I still have questions, who can assist me?
- For general questions about Healthy U, contact your campus Benefits office
- For questions on accessing/completing Healthy U programs - Highmark Member Services 1-888-745-3212
- For login, website or other technical issues – Highmark Technical Support 1-877-298-3918