Highmark Delaware Single Sign-On (SSO) In Employee Self-Service (ESS)

Q 1. **Who is eligible to participate in the Single Sign-On?**
A 1. Benefit-eligible State, school district, charter school and higher education employees (with the exception of the University of Delaware) who are currently enrolled in a State of Delaware health plan administered by Highmark Delaware, are eligible and encouraged to access their Highmark Delaware Account via Single Sign-On (SSO) in Employee Self-Service.

In instances where both spouses are state employees, only the employee who holds the coverage (policy/contract holder) can access their Highmark account via SSO in Employee Self-Service (ESS). Spouses in these instances are still encouraged to register on the Highmark Delaware member website to access their online tools and resources.

Q 2. **What is the purpose of the SSO campaign?**
A 2. The purpose is to:
- Encourage benefit-eligible employees who are currently enrolled in a State of Delaware health plan administered by Highmark Delaware to first register on the Highmark Delaware member website at [www.highmarkbcbsde.com](http://www.highmarkbcbsde.com) to establish a user name and password.
- Following the employee’s initial registration, he or she can enjoy Single Sign-On access to their Highmark Delaware account using Employee Self-Service at [www.employeeselfservice.omb.delaware.gov](http://www.employeeselfservice.omb.delaware.gov). (Access through Employee Self-Service is available 24 hours after initial registration on the Highmark Delaware member website.)

Q 3. **What things do I need to know in order to register and view my account online?**
A 3. To register on the Highmark Delaware member website, you will need your member ID number along with other personal information such as your email address. You will also have to create a user login ID and password.

Q 4. **What do I need to do?**
A 4. Complete these simple steps:

1. Go to the Highmark Delaware member website - [www.highmarkbcbsde.com](http://www.highmarkbcbsde.com).
2. Click on “Register” and complete the steps.
3. Once registered on the Highmark Delaware member website, you can access your Highmark Delaware Account via Single Sign-On in Employee Self-Service: [www.employeeselfservice.omb.delaware.gov](http://www.employeeselfservice.omb.delaware.gov). In Employee Self-Service, follow the navigation: Main Menu → Self Service → Benefits → Highmark Delaware. (Access through Employee Self-Service is available 24 hours after initial registration on the Highmark Delaware member website.)
Q 5. How long after I register on the Highmark Delaware member website can I view my Highmark Delaware account via Single Sign-On in Employee Self-Service?
A 5. Eligible employees can access their Highmark Delaware account via Single Sign-On (SSO) in Employee Self-Service (ESS) 24 hours after their initial registration on the Highmark Delaware member website.

Q 6. What are the benefits of registering on Highmark Delaware’s website?
A 6. Following registration, you can access your Highmark Delaware account to:
   - View claims and know how much to pay
   - View your explanation of benefits (EOB)
     - Request eDelivery of EOBs
   - Get cost estimates on common health care procedures and surgeries
   - Find doctors and other providers
     - Get quality information and patient reviews on health care providers
   - Get online discounts
   - Use health, wellness and disease management resources

Q 7. Who do I contact if I am having trouble registering on the Highmark Delaware member website?
A 7. For technical questions about the website, contact Highmark Delaware at 1-877-298-3918 between 8am - 6pm EST.

Q 8. What if I am already registered on the Highmark Delaware member website?
A 8. Eligible employees who have registered on the Highmark Delaware member website are encouraged to access their account via Single Sign-On in Employee Self-Service: www.employeeselfservice.omb.delaware.gov. After logging in Employee Self-Service, follow the navigation: Main Menu → Self Service → Benefits → Highmark Delaware.

Eligible employees who had Highmark Delaware coverage with a different company will first see a screen that allows them to choose the plan information that they want to view (the prior/termed account will show for one year). See the sample screenshot below:
Q 9. How do I access Employee Self-Service?

Q 10. What if I have questions about navigating Employee Self-Service or resetting my password?
A 10. For questions regarding Employee Self-Service navigation or password resets, please email ePay_Security@state.de.us or call 1-866-751-7833.

Q 11. Once I am logged into Employee Self-Service, what is the navigation to view my Highmark Delaware account?