



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.highmarkbcsde.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. (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.highmarkbcsde.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. 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:

View Site by Plan

According to our records, you are enrolled in more than one plan with us. Information about the plan selected below will be displayed on our site when you click "Submit." If you would like to view a different plan, please select it before clicking the Submit button.

You can always change your selection later in your visit. If you decide to view the site under a different plan, just click the "View Site by Plan" link in the Quick Resources box.

Current Plan Information

Employer: ALL MERIT AGENCIES

Group: 10006565

Benefit Plan: PPO(Medical)

Effective Date: 03/01/2016

Member ID	Members	Relationship	DOB
1234567890000	BOB	Subscriber	05/08/1980

Employer: DEL-ONE FEDERAL CREDIT UNION

Group: 10120665

Benefit Plan: PPO(Medical & Drug)

Effective Date: 11/01/2015

Cancellation Date: 12/01/2015

Member ID	Members	Relationship	DOB
1234567890000	BOB	Subscriber	05/08/1980

[Submit](#)

Q 9. How do I access Employee Self-Service?

A 9. Employees can access Employee Self Service by visiting www.employeeselfservice.omb.delaware.gov.

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?

A 11. Main Menu → Self-Service → Benefits → Highmark Delaware.