

HealthView is Your Answer

TO ACCESS YOUR ACCOUNT, VISIT [HEALTHVIEW.PINNACLETPA.COM](https://healthview.pinnacletpa.com)

Your personal online portal, HealthView is the answer to your health benefits questions.

You and your covered spouse and/or dependents are able to access your benefit information, at any time.

- **Benefit plan summaries**
- **Claims status**
- **Explanation of Benefits (EOBs)**
- **Order a replacement health benefits ID card**
- **View your Flexible Spending Account**
- **Compare and research covered Health care providers**
- **Download forms**

Additional Questions?

Contact our Customer Service Department

☎ (800) 649-9121

PINNACLE[™]
CLAIMS MANAGEMENT, INC.

PCMI-HealthView-102621

Looking for your claim?

Here's the process before it reaches HealthView.

1-30 DAYS



Healthcare provider receives insurance information (ID Card) and initiates claim (approximately 30 days from date of service to claim initiation).

1-45 DAYS



Claim is received by Anthem Blue Cross (up to 45 days max).



Anthem Blue Cross receives and processes the claim and sends to your plan administrator to pay (up to 45 days max).



Claim information is sent to Pinnacle to be loaded into **HealthView**. You can then view your claim by logging in to **HealthView.PinnacleTPA.com**.



Logging into HEALTHVIEW

- Enter your Subscriber (**Member/Healthcare**) **ID Number** located on your benefits ID Card which starts with **W00**.
- Enter your **Suffix Number** (last 2 digits of your Subscriber (Member/Healthcare) ID Number)
- Enter **Password** (New users click the Register Link to create a new account)

FAQs

What if I can't see my claim in HealthView?

Your claim may still be in the processing stage. Be sure your healthcare provider has your correct insurance information. Contact Customer Service at customerservice@pinnacletpa.com for assistance with coordinating claim submission to your provider.

How do I see my pharmacy claims?

On the left side of the screen, under **Claim Quick Links**, click, '**Pharmacy Claims**'.

Can I download a copy of my ID card?

You may request a new ID card if yours was lost, stolen, never received or if you need an extra card for a dependent living outside of the home. To generate a temporary ID card, under the **Request ID Card** tab in the top navigation bar, select the option '**Generate ID Card**'. You will receive an email within minutes of your request letting you know your temporary ID card is available for download.

What if I need help navigating the HealthView website?

For HealthView assistance, you may send an email to Customer Service at customerservice@pinnacletpa.com. We can also be reached by phone at **(800) 649-9121**, Monday - Friday 7am to 5:30pm PST. If you are unable to call during business hours, our automated response service is available 24/7.

What if I don't want to receive my EOBs in the mail?

You can update your mailing preferences under the Account Settings tab in the top navigation bar. Under '**Update Your Mailing Preferences**', you can select the button, '**Turn Off Paper Mail**' to only view your EOBs online at any time.