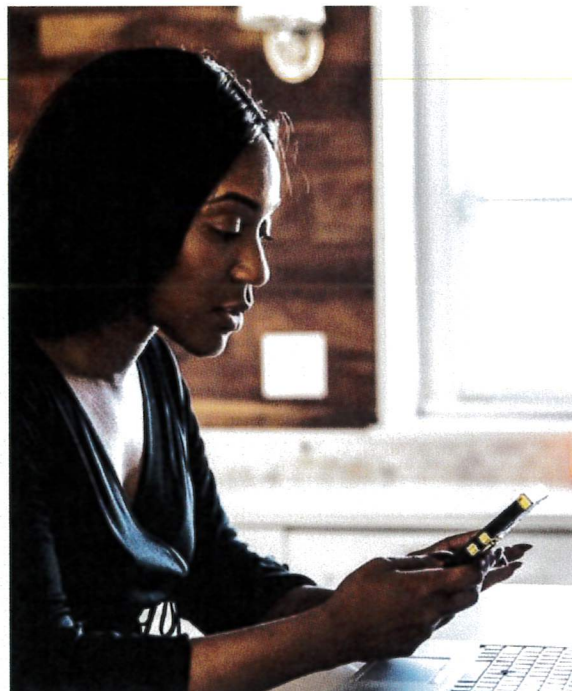


WELCOME TO

# Connect

**Your specialized team  
for all your health and  
wellness needs.**



Learn how to stay well and manage your health care with a team that's always there for you.

Your dedicated Connect team is made up of nurses, wellness coaches, social workers, and customer care advocates with extended office hours and a dedicated phone number. They can help coordinate your care between doctors, specialists, and nurses. What's more, they can help find the right tools to help you manage chronic conditions, address mental health issues, prepare for hospital admission, and find preventive care.



Take the next step and get started with your Connect team by scanning the QR code to download My Highmark or call your Connect team at 844-946-6238. Your Connect team may also contact you directly by phone.



**Allegheny County Schools**  
Health Insurance Consortium

My Highmark is the new app and website that gives you one-stop access to your plan details, health benefits, and wellness tools. And Connect gives you individualized attention to help you navigate your care options, including help with:

- Finding a primary care provider (PCP) and learning about preventive care screenings.
- Accessing in-network care and virtual health programs.
- Understanding your coverage and the best way to use your benefits.



Because Life.™

# Patient Engagement Guides



## Someone to help you find the care you need.

We know navigating your health can be confusing sometimes. That's why AHN provides you with Patient Engagement Guides to help find the right care for you.

Your Patient Engagement Guide can:

- Find the AHN providers and specialists you need.
- Schedule appointments for you or a family member.
- Help you navigate through AHN facilities.
- Show you how to use MyChart and answer other AHN related questions.\*

If our guides can't help you find the answers you're looking for, they'll show you to the department that can.

\*Insurance related questions can be answered by our Member Engagement Guides.  
MyChart is a registered trademark of Epic Systems Corporation and is used with permission.

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**Schedule an appointment  
today through our Patient  
Engagement Guides.**

**Call 412-325-9015  
for more information.**

[ahnpatientengagement@ahn.org](mailto:ahnpatientengagement@ahn.org)

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Guides are on call from 8 a.m. –  
5 p.m. on weekdays. If you  
can't reach anyone then, leave a  
voicemail and our experts will call  
you back the next business day.

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