

 MOUNTAIN STATE
Blue Cross Blue Shield



A HIGHMARK AFFILIATE

An Independent Licensee of the Blue Cross and Blue Shield Association

External Applicant Training Manual

Version 2.0
June 1, 2008

MSBCBS is an Equal Opportunity Employer

STATEMENT OF POLICY ON EQUAL EMPLOYMENT OPPORTUNITY

Mountain State Blue Cross Blue Shield's policy of equal employment opportunity is to recruit, hire, promote, reassign, compensate, and train for all job classifications without regards to race, color, religion, sex, age, national origin, handicap, disability or veteran status including Vietnam era veterans and all disabled veterans.

All employment decisions and personnel actions including those relating to compensation, benefits, transfers, layoffs, Company-sponsored training, and tuition assistance programs shall be administered in accordance with the principle of equal employment opportunity. In addition, Mountain State Blue Cross Blue Shield complies with applicable local, state, and federal laws governing non-discrimination in employment in every location in which the Company has offices.

To implement this policy, Director of Administration/Human Resources has been designated as Mountain State Blue Cross Blue Shield's Equal Employment Opportunity Coordinator.

Where to Start

www.msbcbs.com

Visit our website. Click on the Employment link on the left-side menu.

Because Mountain State Blue Cross Blue Shield is part of the Highmark family of companies which is based in Pennsylvania, find out about our open positions, evaluate career opportunities, and submit your resume to us online at Highmark's Career Center.

If you need assistance in completing the online application process, please contact or visit your local WV Job Services Office.

Parkersburg – 300 Lakeview Center (36th & Murdoch) – 304-420-4525
Wheeling – 1275 Warwood Ave – 304-238-1045
Charleston – 1321 Plaza East Shopping Center – 304-558-0342

Effective January 1, 2007, Mountain State Blue Cross Blue Shield will only be accepting applications via the online career center. We will no longer accept paper applications or resumes.

Table of Contents

Create an Application without applying for a Job.....	1
Search Job Openings.....	4
Apply for Job.....	6
Update Contact Information.....	8
Login Help.....	8
Contact Us.....	9
Quick Tips.....	9

From Highmark's Career Center, the first page that appears is a list of all open positions. From here you can search all open positions, register, or log in if you have already registered. To Search Open Positions, see instructions beginning on page 4. To Login or Register, use the Login Box on the right.

Address https://hrms.highmark.com/psp/recruit/EMPLOYEE/HRMS/c/HR5_HRAM.HRS_CE.GBL/

HIGHMARK. Sign out

[Contact Us](#) **Careers**

[Quick Tips](#)

Enter your user name and password to login. If you have not yet registered, [click here to Register.](#)

Basic Job Search

Keywords:

Posted: Last Month

[Advanced Search](#)

Login

User Name:

Password:

[Login Help](#) [Register Now](#)

Latest Job Postings « First Previous Next Last »

Date Posted	Job Title	Job Posting ID	Company	Location
06/19/2008	Claims Reviewer II-Mcr	53399	Highmark Medicare Services Inc	Camp Hill, PA
06/18/2008	Dental Prof Relations Rep	54346	UCDP of California, Inc.	Working at Home - California
06/18/2008	Health Guide- HEP	52959	Highmark Inc	Pittsburgh, PA
06/18/2008	Application Architect	52853	Highmark Inc	5th Avenue Place
06/18/2008	Tech Business Ana Consultant	54658	Highmark Inc	Multiple Locations

[Apply now without adding a job](#)

To prepare an application without applying for a job at the time, select the "Apply now without adding a job" link on the Careers Home Page.

Address https://hrms.highmark.com/psp/recruit/EMPLOYEE/HRMS/c/HR5_HRAM.HRS_CE.GBL/

HIGHMARK. Sign out

[Contact Us](#) **Careers**

[Quick Tips](#)

Enter your user name and password to login. If you have not yet registered, [click here to Register.](#)

Basic Job Search

Keywords:

Posted: Last Month

[Advanced Search](#)

Login

User Name:

Password:

[Login Help](#) [Register Now](#)

Latest Job Postings « First Previous Next Last »

Date Posted	Job Title	Job Posting ID	Company	Location
06/19/2008	Claims Reviewer II-Mcr	53399	Highmark Medicare Services Inc	Camp Hill, PA
06/18/2008	Dental Prof Relations Rep	54346	UCDP of California, Inc.	Working at Home - California
06/18/2008	Health Guide- HEP	52959	Highmark Inc	Pittsburgh, PA
06/18/2008	Application Architect	52853	Highmark Inc	5th Avenue Place
06/18/2008	Tech Business Ana Consultant	54658	Highmark Inc	Multiple Locations

[Apply now without adding a job](#)

After you click on “Apply now without adding a job” you are given the option of uploading a resume.

Apply Now

Choose Resume

Create an applicant profile by completing the following pages. Move between the pages by clicking the Next and Previous links at the top or bottom of each page.

Remember, the more information you give the easier it is for our employment specialists to match your skills, experience and fields of interest with our current job opportunities.

If you have an existing resume you can include it here by selecting one of the following options. Valid file extensions for attaching a resume are ".doc", ".html", ".htm", ".txt", ".rtf" and ".pdf".

Important note: If you do not provide a resume, complete as much information as possible on the following pages regarding your employment and education.

Resume Options

How would you like to proceed?

- Upload a new resume
- Copy and paste resume text
- Apply without using a resume

Continue

[Return to Previous Page](#)

Click “Continue” then you are given the option to update your Education and Work Experience.

Work Experience

You have not added any employment information to your new application.

[+ Add Work Experience](#)

Education History

Highest Education Level:

To add a degree, click the Add Post-Secondary Education History hyperlink below Post-Secondary. To change information for a degree, click the hyperlink under Degree field. Click on delete icon to remove corresponding degree.

College/University Education

You have not added any education information to your application.

[+ Add College/University Education History](#)

Use this page to enter any relevant training courses you have taken

Job Training

You have not added any training information to your application.

[+ Add Job Training](#)

MSBCBS is an Equal Opportunity Employer

Click "Next" then you are given the option to enter referral information.

[Education and Work Experience](#) [Referral Information](#) [Application Questionnaire](#) [Technical Skills and Addi](#)

Referral Information

Select the Referral Source that best describes how you found out about the company or job. If the Referral Source is Employee or Other, then provide the details in Other Referral Source. For all other Referral Source categories specify the Referral Source detail.

How did you find out about the job?

SubSource

Other Referral Source:

Are you a former employee? Yes No

[Education and Work Experience](#) [Referral Information](#) [Application Questionnaire](#) [Technical Skills and Addi](#)

[Previous](#) [Careers Home](#) [Next](#)

Click "Next" then you will see a blank page for Application Questionnaire. When you are actually applying for a job, you will be asked a series of applicable questions. However, when you are just creating an Application without a job attached, this section will be blank. Click "Next" to move on.

You are then given the option to enter applicable Technical Skills & Additional Training.

Technical Skills and Additional Information

Use this page to enter any relevant technical skills or additional information (i.e. honors/awards).

List any additional technical skills or additional information that qualifies the applicant for this position...

[Education and Work Experience](#) [Referral Information](#) [Application Questionnaire](#) [Technical Skills and Additional Information](#)

[Previous](#) [Careers Home](#) [Next](#)

Once you have entered all the information to your satisfaction, click "Submit".

To Search for a Job, you can review the entire list of openings from the Careers Home Page. Click on the column headers to sort. Or, you can click "Advanced Search".

[Contact Us](#)

Careers

[Quick Tips](#)

Enter your user name and password to login. If you have not yet registered, [click here to Register.](#)

<p>Basic Job Search</p> <p>Keywords: <input type="text"/></p> <p>Posted: <input type="text" value="Last Month"/></p> <p> <input type="button" value="Search"/> <input type="button" value="Advanced Search"/> </p>	<p>Login</p> <p>User Name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p> <input type="button" value="Login"/> <input type="button" value="Login Help"/> <input type="button" value="Register Now"/> </p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Latest Job Postings

Date Posted	Job Title	Job Posting ID	Company	Location
06/19/2008	Claims Reviewer II-Mcr	53399	Highmark Medicare Services Inc	Camp Hill, PA
06/18/2008	Dental Prof Relations Rep	54346	UCDP of California, Inc.	Working at Home - California
06/18/2008	Health Guide- HEP	52959	Highmark Inc	Pittsburgh, PA
06/18/2008	Application Architect	52853	Highmark Inc	5th Avenue Place
06/18/2008	Tech Business Ana Consultant	54658	Highmark Inc	Multiple Locations

[Apply now without adding a job](#)

Advanced Search allows you to search by Company, Location, Job Opening, etc.

Advanced Job Search

[Basic Search](#)

Enter Keywords:

Company Keyword:

Select Locations:

All Locations

Albuquerque, NM

Allentown, PA

Alpharetta, GA

Birmingham, AL

To select multiple locations hold down the Ctrl key (Command key for Macs) while clicking selections

Full/Part Time:

Job Posting ID:

Find Jobs Posted Within:

Display Results Sorted By:

[Basic Search](#)

To Save a Search to run again later, click on “Save Search” from the Advanced Search page.

Save Search

Save Search
Name your search:
 Use As Job Agent
Send Job Agent notification to:

To run a saved search, access the drop-down menu from “Use Saved Search” on the Advanced Job Search Page.

[Careers Home](#) [Job Search](#) [My Saved Searches](#) [My Career Tools](#) [Logout](#)

Job Search

Use Saved Search

Advanced Job Search

If you have a previously saved search, it will appear here and you can Edit, Delete, or Run it.

My Saved Searches

Saved Searches and Job Agents					
Saved Search	Created On	Job Agent Email Address			Run Search
ENTER NAME HERE	2008-06-18	...@yahoo.com	Edit	Delete	<input type="button" value="Run Search"/>

[Job Search](#)

To Apply for a Job, click on the position you are interested in from the list.

Search Results				
◀◀ First ◀ Previous Next ▶ Last ▶▶				
Date Posted	Posting Title	Job Posting ID	Company	Location
06/17/2008	Process Improvemnt Consult 2	54406	Highmark Inc	Multiple Locations
06/16/2008	Claims Examiner	54196	Highmark Inc	Pittsburgh, PA
06/16/2008	Finance Director, Sr Products	54419	Highmark Inc	Pittsburgh, PA
06/16/2008	Sr Process Engineer	51247	Highmark Inc	Multiple Locations
06/16/2008	Business Analyst 2-HPO	54388	Highmark Inc	Pittsburgh, PA
06/16/2008	HPO Financial Analyst 2	54510	Highmark Inc	Pittsburgh, PA
06/16/2008	Project Mgr-CRMM	54596	Highmark Inc	Pittsburgh, PA
06/16/2008	Utilization Mnqt Support Rep	54548	Highmark Inc	Pittsburgh, PA
06/16/2008	Project Mgr CRM	54593	Highmark Inc	Pittsburgh, PA
06/13/2008	Sr Application Architect	54532	Highmark Inc	Multiple Locations

You will then be presented with a summary of the position and the required qualifications. If you want to proceed, answer “Yes” to the question at the bottom.

Are you interested in applying for this posting having read these requirements? Yes No

[Apply Now](#)

[Return to Previous Page](#)

You will then go through the same process described on pages 2 & 3. You will see questions related to the position in the Application Questionnaire that you must answer.

Application Questionnaire
<p>Are you legally authorized to work for any United States employer?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>
<p>Do you meet the education requirements described in the required qualifications section of the posting summary?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p>

At the bottom of the page, you will see these options.

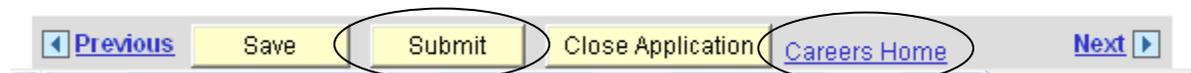


If you click “Close Application” you will see the position saved in “draft” status under “My Career Tools” and you have NOT applied for the position.

My Applications			
Display applications from: All Applications		Refresh	
First Previous Next Last			
Application	Status	Application Date	Job Posting ID
Claims Examiner	005-Draft	06/18/2008 1:36PM	54196

Click on the position to open your application. Once open, you can delete it or complete the application process.

Once you have completed your application and are ready to submit it, click “Submit” from the menu on the bottom of the Application page.



At any point in the process, you can save your work to return later by clicking “Save”; or you can return to the homepage by clicking “Careers Home”.

To update your contact information on an application, you must be logged in. Then, from the Careers Home Page, click on “My Profile”. You can update your name, address, phone, email address, password, etc.

[Careers Home](#)

[Job Search](#)

[My Saved Searches](#)

[My Career Tools](#)

[Logout](#)

My Profile

You can update your name, address, phone number and email here. Changes made to your contact details on this page will be updated on all of the jobs you have applied to.

Save

[Return to Previous Page](#)

If you have forgotten your Login Information, click on “Login Help” from the main page.

Enter your user name and password to login. If you have not yet registered, [click here to Register](#).

Basic Job Search	
Keywords:	<input type="text"/>
Posted:	Last Month <input type="button" value="v"/>
<input type="button" value="Search"/>	Advanced Search

Login	
User Name:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Login"/>	Login Help Register Now

That will open the following page to assist you.

Login Help

Choose One of These Options

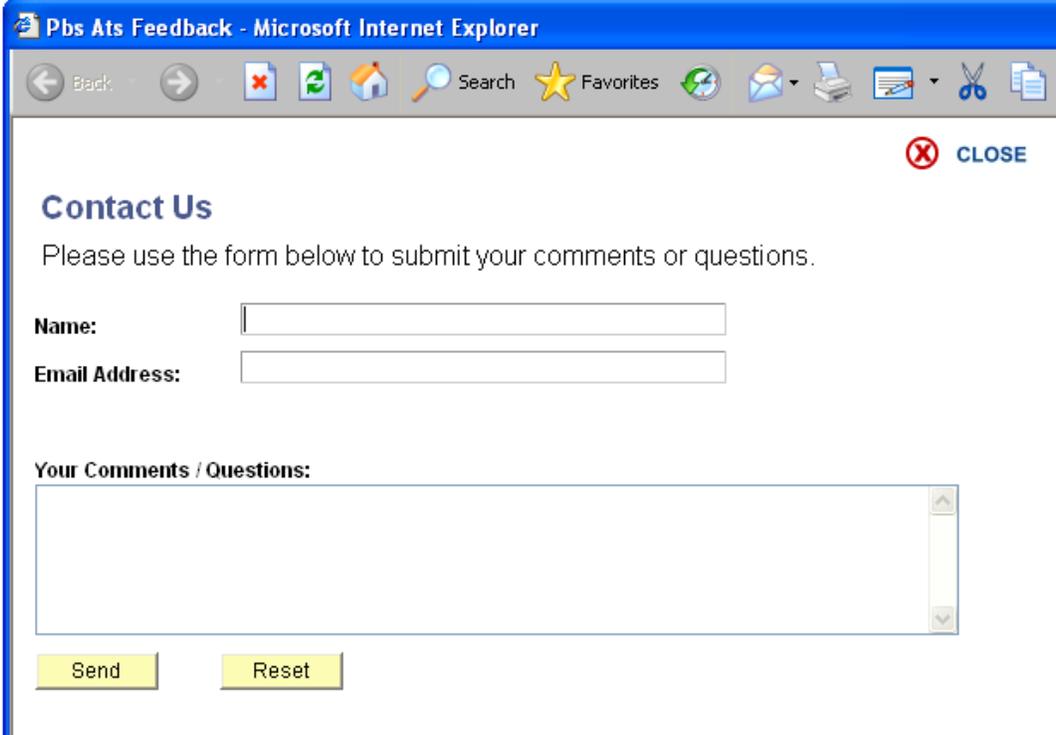
Forgot your password?	
'Enter your User Name:	
<input type="text"/>	
<input type="button" value="Get New Password"/>	<input type="button" value="Cancel"/>

OR

Forgot your User Name?	
'Enter your Email Address:	
<input type="text"/>	
<input type="button" value="Find User Name"/>	<input type="button" value="Cancel"/>

To Contact Us, please use the “Contact Us” link on the left of the page, which will open the following window for you to enter your comments or questions.

[Contact Us](#)
[Quick Tips](#)



Contact Us

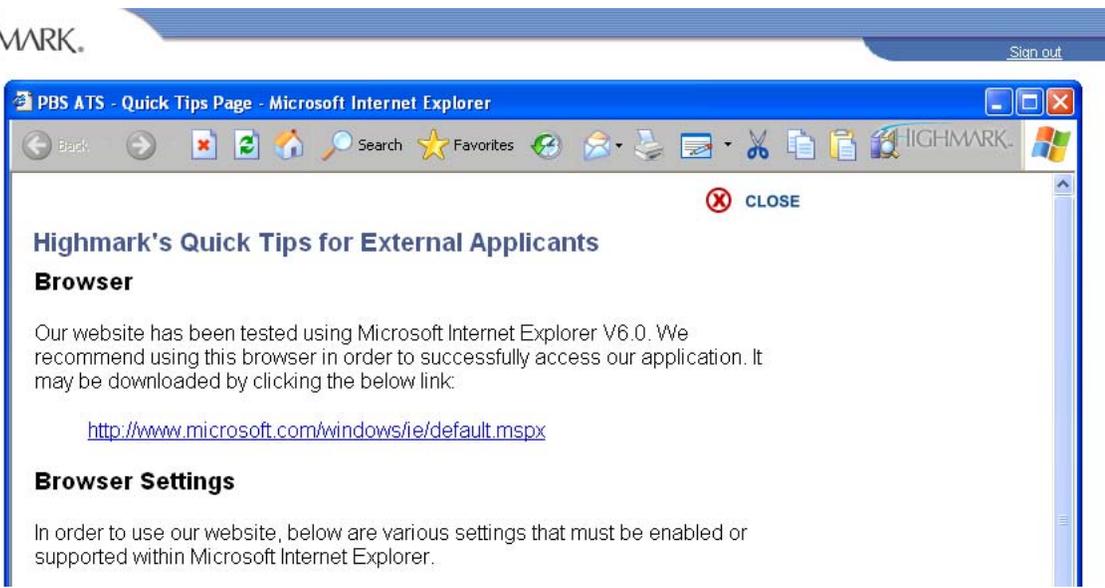
Please use the form below to submit your comments or questions.

Name:

Email Address:

Your Comments / Questions:

Some Quick Tips are available within the system. To access, click “Quick Tips” from the left of the page to open a new window.



HIGHMARK. Sign out

[Contact Us](#)
[Quick Tips](#)

PBS ATS - Quick Tips Page - Microsoft Internet Explorer

Highmark's Quick Tips for External Applicants

Browser

Our website has been tested using Microsoft Internet Explorer V6.0. We recommend using this browser in order to successfully access our application. It may be downloaded by clicking the below link:

<http://www.microsoft.com/windows/ie/default.msp>

Browser Settings

In order to use our website, below are various settings that must be enabled or supported within Microsoft Internet Explorer.