

Learn how you can participate _____

One of our representatives will be happy to help determine if you are eligible to participate in PALS.

To find out more about this worthwhile program, please call **1-800-988-0706** between 8:30 a.m. and 4:30 p.m., Monday - Friday. TTY users, please call **1-800-988-0668**.



A Volunteer Credit Program

P.O. Box 535067
Pittsburgh, PA 15253-9919

1-800-988-0706



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A Volunteer Credit Program

*Need a Hand?
Lend a Hand.
Touch a Heart.*



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What is PALS?

PALS, People Able to Lend Support, is a volunteer service credit program providing non-medical help to our members with Highmark Blue Shield medical coverage and Medicare.

Carefully screened and trained PALS volunteers lend a hand with everyday activities, such as grocery shopping and simple household chores, even friendly phone calls and home visits.

Volunteers give extra support to people, possibly even helping them to continue living independently in their own homes.



Who can get help from PALS?

Any member with Highmark Blue Shield medical coverage and Medicare needing assistance with basic everyday tasks due to health or social limitations can request help.

Who can be a PALS volunteer?

Warm, caring people who want to help others are invited to volunteer. Experience is not necessary. Our volunteers receive special training before they are matched with individuals needing assistance.

What services does PALS offer?

PALS volunteers offer help with everyday tasks, including:

- Grocery or other shopping
- Running errands
- Writing letters
- Reading
- Giving a break to a caregiver
- Walking or feeding a pet
- Basic yard work
- Transportation to and from doctors' appointments, religious services, the drugstore, etc.
- Simple household chores

**Call to volunteer or request help.
1-800-988-0706**

How does the PALS program work?

Volunteers receive "credits" for each service they perform. These credits can be traded or redeemed for valuable services.

Volunteers can redeem a portion of their credits for items, such as food certificates from a major grocery chain, or donate their credits to another member.

If volunteers are members with Highmark Blue Shield medical coverage and Medicare, they also may "deposit" their service credits in a PALS "bank account" for help they may need in the future.

