

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

APRIL 18, 2022

CHIP'S SPECIAL NEEDS AND CASE MANAGEMENT PROGRAM

The Children's Health Insurance Program (CHIP) Special Needs and Case Management Program helps children with serious medical conditions and special health care needs get the care they require — offering free family-centered, community-based care coordination that works to improve the quality of life for children and their parents enrolled in CHIP. The Special Needs and Case Management Program is available free of charge to children enrolled in CHIP in one of Highmark's Pennsylvania service areas.

Families' CHIP benefits and/or eligibility are NOT impacted by participation in the Special Needs and Case Management Program. Referrals can be made through the "Case Management Referral and Inquiry" link available via NaviNet®.

PROGRAM INFORMATION

Through this program, members get:

- **Care Coordination** – If the child has a special health condition, our Highmark Case Management team can review the child's health needs to decide how to best support the child and family. We can explain how to manage the child's health and provide the "what" and "why" of medications, testing, and overall wellness. We can also suggest ways to make getting care easier and share health information and other resources.
- **Case and Disease Management** – Clinical staff and providers will work with the child and family. We provide the personalized care the child needs to create and monitor a plan to help improve their quality of life, achieve health goals, and minimize costs. Case and disease management is available for children who:
 - Use the healthcare system more than their peers
 - Miss a lot of school due to illness
 - Have special health care needs that caused parents to cut back or stop working
 - Require specialized services and therapies, home health services, durable medical equipment, family therapy, early intervention services, special education, or social services
 - Have severe persistent asthma, Type 1 diabetes, obesity, or those who use tobacco or vaping products



This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.

NaviNet is a registered trademark of NaviNet, Inc., which is an independent company that provides secure, web-based portal between providers and health insurance companies.