



Integrated Care Program at Highmark Wholecare

The Integrated Care Program at Highmark Wholecare assists adult members (18 years and older) with a serious mental illness (Major Depressive Disorder, Bipolar Disorder, Borderline Personality Disorder, Schizophrenia, or Psychosis) who are in need of assistance with managing their physical and behavioral health needs.

➤ **Highmark Wholecare Integrated Health Care Managers work to support care collaboration and coordination between:**

- Members
- Behavioral Health Managed Care Organizations
- Providers involved in the member's care

➤ **The Integrated Care Program can help members to:**

- Care for their physical and behavioral health
- Receive needed care to meet their unique needs
- Increase understanding regarding medications and adherence
- Receive needed care to avoid unnecessary emergency department utilization and in-patient admissions
- Support members with substance use disorders in accessing appropriate care

➤ **This collaboration results in:**

- Improved health outcomes for members
- Increased appropriate use of health services
- Reduction in inappropriate utilization
- Linkage to community resources to address Social Determinates of Health (SDoH)

Highmark Wholecare recognizes that members with SMI can be challenging to care for. That's why we offer Dedicated Integrated Health Care Managers to coordinate member care and support collaboration between treatment team members.

The Integrated Care Program is a resource available to providers. Providers are able to refer members for care management. Referrals received will be screened for program appropriateness. To make a member referral or for more information:

Call: 1-800-392-1147