

Look at the whole picture.



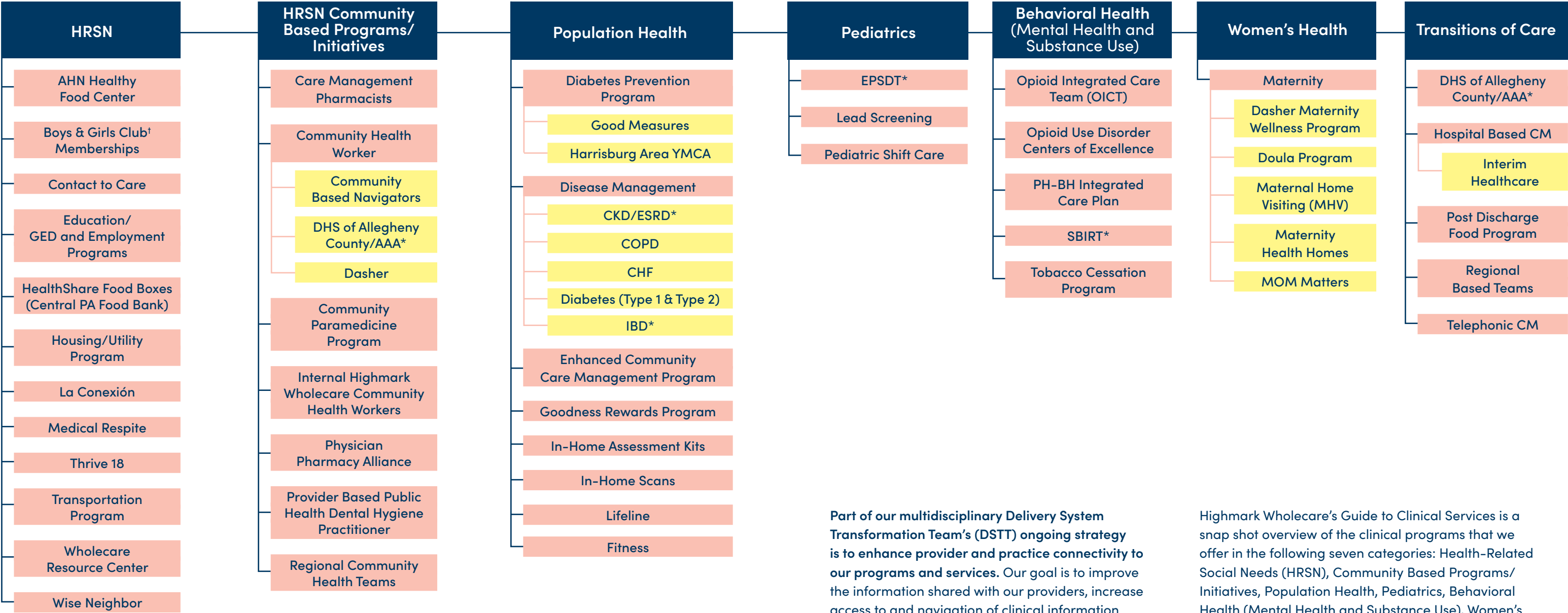
It's what we do.

Wholecare is not just for our members.

At Highmark Wholecare, we are committed to improving the provider experience so that you and your staff can continue to provide best in class care to your patients and our members.



Clinical Programs



Part of our multidisciplinary Delivery System Transformation Team's (DSTT) ongoing strategy is to enhance provider and practice connectivity to our programs and services. Our goal is to improve the information shared with our providers, increase access to and navigation of clinical information and programs through print and online portals, and work with you and your staff to make it easier to refer patients to our programs and services.

In short, our goal is to facilitate linkage to our services at the point of care with a simple call, fax, or referral form and bridge the gap between the provider and payer. Together, we can improve access to programs and services and impact quality and care for our shared population.

Highmark Wholecare's Guide to Clinical Services is a snap shot overview of the clinical programs that we offer in the following seven categories: Health-Related Social Needs (HRSN), Community Based Programs/Initiatives, Population Health, Pediatrics, Behavioral Health (Mental Health and Substance Use), Women's Health, and Transitions of Care.

- * **AAA** – Area Agency on Aging
- CKD/ESRD** – Chronic Kidney Disease & End Stage Renal Disease
- EPSDT** – Early and Periodic Screening, Diagnostic and Treatment
- IBD** – Inflammatory Bowel Disease
- SBIRT** – Screening, Brief Intervention, and Referral to Treatment

[†] Programs vary by location.

Our Case Management teams can help connect you and the member to the myriad of services and programs that Highmark Wholecare has to offer at the point of care.

Allow us to work with you and the member to:

- Address and assist with HRSN needs (food insecurity, transportation, housing coordination, and education and employment counseling)
- Assist with education and access to vaccinations
- Connect the member to health and wellness programs (smoking cessation and many disease and lifestyle management programs)
- Provide access to our 24-hour Nurse Line
- Connect the member to community-based programs
- Connect the member to behavioral health and addiction services
- Connect expectant and new moms to maternity programs

HIGHMARK WHOLECARE

Member Outreach Form

The information in this box is required. Please complete all lines.

Member Name:		Age:	Date of Birth:
Date of Last Screening (for Members less than 21 Years Old)		Health ID Number:	
Parent/Guardian Name:	Relationship:		Phone Number:
PCP Name	Provider ID Number		
PCP Contact Person	PCP Contact Phone Number	Date Sent	

Member is being referred for the following:
(Highmark Wholecare will call the member to educate, to assist with scheduling appointments and transportation as needed.)

☐ **Referring Office Call Back**
Name: _____
Phone Number: _____

☐ **Overdue for screening**
Last Screening Date: _____

☐ **Behind on immunizations**

☐ **Chronic no show for appointments or follow up care**
Date of missed appointments: _____
Reason for appointments: _____

☐ **Member Education**

☐ **Test Results (e.g. Elevated Lead Levels)**
Date of last Draw: _____
Result of last Draw: _____
Date script was given for Blood Lead Level: _____

☐ **Overdue for screening**
Last Screening Date: _____

☐ **Referral Services**
Referred for: _____
Physician: _____
Practice: _____
Phone Number: _____
Specialty: _____

☐ **Additional Information**

Fax to: Case Management Department (888) 225-2360 | If you have questions concerning the use of this form, call the Case Management Department at 1-800-392-1147.
The documents accompanying this facsimile transmission contain information that is confidential and/or privileged. The information is intended only for the use of the individual or entity named on this cover sheet. If you are not the intended recipient, you are hereby notified that the documents should be returned to the sender immediately and that any disclosure, copying or distribution or taking of action in reliance upon the contents of this transmission is strictly prohibited. In this regard, if this transmission has been received in error, please notify the sender by telephone immediately to arrange for the return of the original documents at no cost to the unintended recipient.

If you or a staff member are questioning the eligibility of a member, would like more information on one of our programs, or would like to discuss a member with one of our Case Managers, please call one of our hotlines at:

Medicare Assured Members

1-800-685-5212 (TTY 711)

8:30 a.m. – 4:30 p.m., Monday – Friday

Medicaid Members

1-800-392-1147 (TTY 711)

8:30 a.m. – 4:30 p.m., Monday – Friday

Or you could fax a **Member Outreach Form** to our Case Management Department at 1-888-225-2360.

24-Hour Nurse Line

Help is just a phone call away!

A registered nurse is ready to take the time to understand your patients' personal health needs and assist you with your patients after office hours.

Medicare Assured Members

1-800-685-5212 (TTY 711)

8 a.m. – 8 p.m., Monday – Friday

Medicaid Members

1-800-392-1147 (TTY 711)

8 a.m. – 8 p.m., Monday – Friday

Centro Hispano is a separate company that provides life-enhancing programming for the Greater Reading community.

Reading Hospital is a separate healthcare entity that provides medical care for people in need, including Highmark Wholecare members.

Dasher is a separate company that administers Community Health Workers for Highmark Wholecare.

Boys and Girls Clubs of WPA is a separate nonprofit organization that provides life-enhancing programming to all youth, including Highmark Wholecare members.

Health benefits or health benefit administration may be provided by or through Highmark Wholecare, coverage by Gateway Health Plan, an independent licensee of the Blue Cross Blue Shield Association ("Highmark Wholecare").