



****The COVID-19 public health emergency (PHE) continuous coverage requirement ended on April 1, 2023.**

In an effort to assist you, our providers, and your patients through the renewal process, we have created a monthly PCP report with Medical Assistance (MA) renewal dates. This report will list renewal dates for your patients who are Highmark Wholecare Medicaid members. This report can be accessed in our provider portal, via NaviNet. From the Highmark Wholecare NaviNet Plan Central Page, select *Enhanced Highmark Wholecare Provider Features*. Once in the portal, select **Reporting > Provider Reports > PRC-Member PCP MA Renewal Report** (*see images below*). Please note, any members not showing a renewal date should follow up with their county assistance office to confirm their renewal date. If the member is showing a renewal date prior to April 1, 2023, their renewal date will be assigned for the same month but the following year, 2024.

In the portal, once the link to the report is clicked on, you will no longer be able to see it under "You have new reports". The report will continue to be available for your reference under the "Select a Report" dropdown. If you have any questions, please contact your Provider Account Liaison, Strategic Provider Account Liaison or FQHC/RHC Contracting and Servicing Consultant.



WORKFLOWS

HEALTH PLANS

Highmark WholeCare

Workflows for this Plan

Claim Status Inquiry

Eligibility and Benefits

Provider Directory

NIA RadMD Authorizations

Enhanced Highmark WholeCare Provider Features

UDC Program - Coming Soon!

Important Announcements

Provider Billing Address Reported on Claims

2023 Annual Provider Education Webinar - Register Now!

Important Reference Materials

Provider Access Resource

Practice Changes

Authorization Code Look-Up Tool

Links

Webinar

Medicaid Resource

Look-Up Tool

Cultural Competence

The Commonwealth Fund's *Cultural Competence in Health Care Report* which provides the following definition for Cultural Competence: "Cultural competence

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”).

Continued →

Provider Portal

🗨️ Appeal Request /
Claim Dispute <

📄 Authorizations <

🗨️ Claims <

✉️ Complaints

❓ Complete Health Risk
Survey <

❓ Help & Support <

📊 Reporting ▾

Provider Reports

4

You have new reports

- [PRC-MemberPCP MA Renewal – 1 Report \(03/31/2023\)](#)

NaviNet® is a separate company that provides an internet-based application for providers to streamline data exchanges between their offices and Highmark Wholecare such as routine eligibility, benefits and claims status inquiries.