Important Provider Notice

HIGHMARK WHOLECARE

May 2023

Medicaid Member Lab Requirements Changing June 1

Beginning June 1, 2023, Highmark Wholecare Medicaid members will no longer be required to obtain laboratory services at a designated lab. Providers will be able to send their Highmark Wholecare Medicaid patients to any in-network lab with an order. Referrals are not required.

Members may continue to utilize the lab they currently visit, however this change offers them additional flexibility. The member-specific lab designation will be removed from future Medicaid member ID cards. This change will help improve member access and make lab requests easier for our providers.

Your Partner in Health,

Highmark Wholecare

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”).