



April 2023

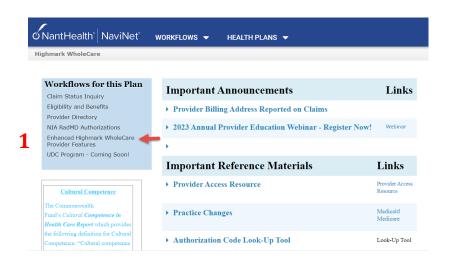
Dear Primary Care Provider,

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

Because of this, Medical Assistance (MA) health care coverage may expire for certain MA recipients if they are no longer eligible following their annual renewal. MA recipients must complete a renewal to determine and maintain eligibility, and renewal documents will be sent throughout the year. Please encourage your patients who are MA recipients that receive a renewal to complete it immediately. This will help to ensure there are no interruptions to their health care coverage. MA recipients must complete and submit the renewal by mail, at their local County Assistance Office (CAO), by phone with a representative OR renew via COMPASS. If MA recipients do not submit their information, it will cause a stop in their health insurance coverage.

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.



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").

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Provider Portal



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.