Important Provider Notice

HIGHMARK WHOLECARE

August 2023

Help Your Medicaid Patients Continue to Receive Healthcare Coverage!

Highmark Wholecare has found there is a significant amount of our members who may still be eligible for Medicaid but are being disenrolled due to either failure to renew or failure to provide the required documentation. In an effort to assist your office in identifying your affected patients and with your outreach efforts, we have expanded the data provided within the monthly PCP Medical Assistance (MA) Renewal Report. As a reminder, this report can be found in the provider portal via NaviNet®.

Beginning this month, the report includes disenrollment information for your patients who have been involuntarily disenrolled from Medicaid due to failure to renew or failure to furnish required documentation. The report also includes those patients who no longer qualify for Medicaid but may be eligible for ACA or CHIP.

We Need Your Help!

To help ensure your patients understand the renewal process, please share the flyer below with any patient **who has been disenrolled from Highmark Wholecare Medicaid coverage** since their last visit. The flyer can be accessed and printed from https://content.highmarkprc.com/Files/Wholecare/docs/MX2310022_Medicaid_FLY_FS-BS.pdf.

We thank you for your partnership and help in making sure all your patients continue to receive the healthcare coverage and care they need!

Your Partner in Health,

Highmark Wholecare

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.

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”).