Important Provider Notice

HIGHMARK WHOLECARE

Maternal Home Visitation (MHV) Programs

Dear Highmark Wholecare Provider:

Please be advised that Highmark Wholecare is partnering with various Community Based Organizations (CBOs) across the state of Pennsylvania, to implement evidence-based Maternal, Infant and Early Childhood Home Visitation Programs (MHV), an initiative required by Department of Human Services (DHS).

Members can be referred and enrolled in the MHV programs by contacting our SNU (Special Needs Unit) at 1-800-392-1147. The Case Management Team will engage the member, assess the appropriate program for referral, complete the referral and coordinate services for up to 24 months post-delivery with members and MHV programs.

MHV programs are designed to be individualized, strength-based and family focused to improve child and maternal health, develop school readiness, promote economic self-sufficiency, reduce abuse and neglect and address substance use disorder. Programs involve regularly scheduled home visits with trained community health workers, or other health professionals and focus on encouraging the use of preventative services, health promotion, identifying, and resolving barriers to care and mitigating social determinants.

Participation in MHV programs is voluntary and must be available to all Medicaid first-time parents and parents/caregivers of children who have been identified as having additional risk factors which may include social, clinical, racial, economic, or environmental factors. It is also available to any infant/infant's parent/ caregiver who requests support. Services must be made available from the prenatal period through the child's first 18 months of life at a minimum.

Any questions on the MHV programs can be directed to our Special Needs Unit.

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").