Important Provider Notice

HIGHMARK WHOLECARE

July 2023

Claims Process Update with New Highmark Wholecare Member ID Numbers

We would like to clarify some important information regarding the issuance of new member ID cards to Highmark Wholecare members. Highmark Wholecare Medicaid and Medicare members will receive a new member ID card this month that will begin with a three-character prefix. The eight-digit numeric portion of the member ID will not be changing. While the new member ID cards will be issued in July, they are not effective until August 1, 2023.

Updated Guidance for Filing Claims

We are happy to share the update that effective August 1, 2023, you **are permitted** to include the three-character prefix along with the numeric portion of the member's ID when submitting claims to Highmark Wholecare. Including the three-character information **will not** cause a claim to be denied by Highmark Wholecare. In addition, claims submitted with only the numeric portion of the member's ID will also be accepted.

We understand that excluding any portion of the member ID digits on a claim can cause substantial administrative work for providers. This updated guidance will help to create a more efficient claims process for both Highmark Wholecare and our participating 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”).