



June 2023

## **Highmark Wholecare ID Cards Changing July 2023**

Beginning July 1, 2023, the ID numbers for Highmark Wholecare Medicaid and Medicare members will begin with a three-character prefix. The eight-digit numeric portion of the member ID will not be changing. As a result of these changes all Highmark Wholecare Medicaid and Medicare members will receive a new Highmark Wholecare ID card in July.

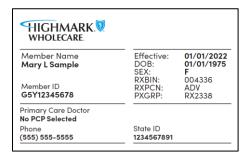
These changes are taking place to align with BlueCard requirements from the Blue Cross Blue Shield Association. BlueCard enables members to obtain healthcare services while traveling or living in another Blue Cross and Blue Shield company's service area. The program links healthcare providers with all BCBS companies across the nation through a single electronic network for claims processing and reimbursement.

Participating providers should continue to submit their claims to Highmark Wholecare using only the numeric portion of the member's ID.

In addition to the updated member ID, the designated lab will be removed from all Highmark Wholecare Medicaid ID cards beginning in July. This is being done to align with the June 1, 2023, update that removed the requirement for Highmark Wholecare Medicaid members to obtain laboratory services at a designated lab.









HighmarkWholecare.com
Member Services, Provider Services,
or Pre-certification: 1-800-685-5209
TTY Hearing Impaired Services: 711
24 Hour Nurse Line: 1-800-685-5209
troviders should call 1-800-685-5209
to verify eligibility.
Pharmacy Help Desk
- for Pharmacist: 1-866-693-4620
BlueCard' Toll Free: 1-800-676-BLUE (2583)
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")

Local Providers File Claims To:
Claims Administrator
PO Box 211164
Eagan, MN 55121
Electronic Claim
Payer ID 60550
Outside of the service
area covered by
Highmark Wholecare, this
Member only has urgent/
emergency benefits.
Out of Area Hospitals or Physicians:
File Claims to your local Blue Cross
and/or your local Blue Cross
and/or your local Blue Cross

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BlueCard Toll Free: 1-800-676-BLUE (2583)

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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").

HighmarkWholecare.com
Member Services, Provider Services, or
Presentification: 1-800-392-1147

TTY Hearing Impaired Services: 711

Hearing Impaired Services: 711

TY Hearing Impaired Services: 711

Hour Nurse Line: 1-800-392-1147

TY Hearing Impaired Services: 711

TY Hearing Impaired Services: 711

Formation of this card for medical care.

If medical situation is very serious or life of the time the mergency care, someone must call your Primary Care doctor within 24 hours.

Outside of the service area covered by Highmark Wholecare, this Member only has urgent/emergency benefits.

Out of Area Hospitals or Physicians: File claims to your local Blue Cross and/or your local Blue Cross and/or your local Blue Shield Plan.

Shield Association (Highmark Wholecare, Surgens)

HighmarkWholecare.com

Member Services, ror Member Services, provider Services, or Presentification: 1-800-392-1147

TY Hearing Impaired Services: 711

TY Hearing Impaired Services: 711

Floor Mark Nolecare (1960-392-1147

Pharmacy Help Desk: 1-800-364-6331

BlueCard\* Toll Free: 1-800-364-6331

BlueCard\* Toll Free: 1-800-367-BLUE (2583)

Local Providers File Claims To:

Claims Administrator

Poyer ID: 25169

Poyer ID: 25169

Poyer ID: 25169

Submission

Poyer ID: 25169

Submission

Poyer ID: 25169

Submission

Submission

Poyer ID: 25169

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## Your Partner in Health,

## Highmark Wholecare

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