Important Provider Notice

HIGHMARK WHOLECARE

June 2023

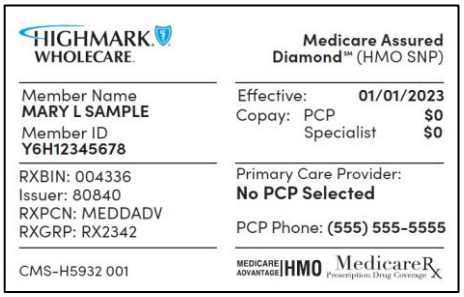
Highmark Wholecare ID Cards Changing July 2023

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.


HIGHMARK WHOLECARE

Medicare Assured Diamond℠ (HMO SNP)

Member Name
MARY L SAMPLE
Member ID
Y6H12345678

RXBIN: 004336
Issuer: 80840
RXPCN: MEDDADV
RXGRP: RX2342

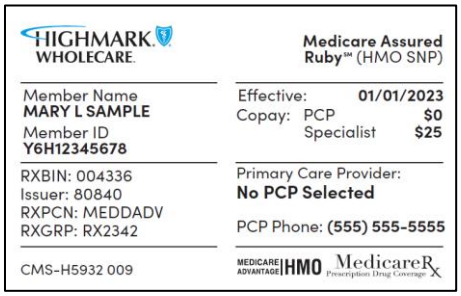
CMS-H5932 001

Effective: 01/01/2023
Copay: PCP $0
Specialist $0

Primary Care Provider:
No PCP Selected

PCP Phone: (555) 555-5555

MEDICARE ADVANTAGE HMO MedicareRx Prescription Drug Coverage


HIGHMARK WHOLECARE

Medicare Assured Ruby℠ (HMO SNP)

Member Name
MARY L SAMPLE
Member ID
Y6H12345678

RXBIN: 004336
Issuer: 80840
RXPCN: MEDDADV
RXGRP: RX2342

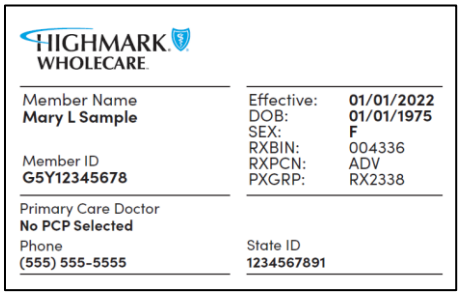
CMS-H5932 009

Effective: 01/01/2023
Copay: PCP $0
Specialist $25

Primary Care Provider:
No PCP Selected

PCP Phone: (555) 555-5555

MEDICARE ADVANTAGE HMO MedicareRx Prescription Drug Coverage

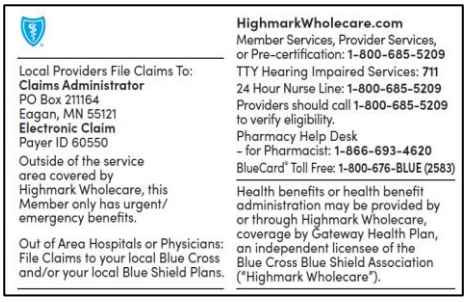

HIGHMARK WHOLECARE

Member Name
Mary L Sample
Member ID
G5Y12345678

Primary Care Doctor
No PCP Selected
Phone
(555) 555-5555

Effective: 01/01/2022
DOB: 01/01/1975
SEX: F
RXBIN: 004336
RXPCN: ADV
PXGRP: RX2338

State ID
1234567891

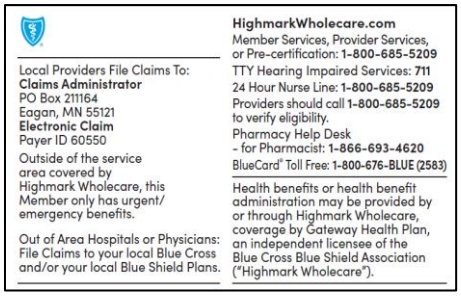

Local Providers File Claims To:
Claims Administrator
PO Box 211164
Eagan, MN 55121
Electronic Claim
Payer ID 60550

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 Shield Plans.

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**
Providers 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").


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Claims Administrator
PO Box 211164
Eagan, MN 55121
Electronic Claim
Payer ID 60550

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- Always carry your ID card. Go to the Highmark Wholecare Primary Care doctor listed on the front of this card for medical care.
- If medical situation is very serious or life or death, go to the Emergency room. If you get emergency care, someone must call your Primary Care doctor within 24 hours.

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HighmarkWholecare.com
Member Services, Provider Services, or Precertification: **1-800-392-1147**
TTY Hearing Impaired Services: **711**
24 Hour Nurse Line: **1-800-392-1147**
Pharmacy Help Desk: **1-800-364-6331**
BlueCard® Toll Free: **1-800-676-BLUE (2583)**

Local Providers File Claims To:
Claims Administrator
PO Box 211713
Eagan, MN 55121
Electronic Claims Submission
Payer ID: 25169

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Your Partner in Health,

Highmark Wholecare

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