Important Provider Notice

HIGHMARK WHOLECARE

October 2023

Highmark Wholecare has a New Address

Our corporate office has recently moved! Our new **Corporate Office Address** is listed below. Please note, all FedEx & UPS packages must be sent to the Corporate Office address along with the appropriate **Delivery Code** *(if applicable)* and **Attention** line.

<Delivery Code>
<Attention>
Highmark Wholecare
120 Fifth Avenue
Pittsburgh, PA 15222

Additionally, the table below outlines the various new mailing addresses for specific departments. Again, to ensure your correspondence reaches the intended department, all mailing addresses must include the appropriate **Delivery Code** *(if applicable)* and **Attention Line** outlined in the table below.

Reason for Mailing	Address
Administrative Claims Reviews	Delivery Code: WC-CLAIMS Attention: Claims Highmark Wholecare PO Box 535191 Pittsburgh, PA 15253-5191
Refund Form	Attention: Payments/Refunds PNC BANK, C/o Highmark Wholecare Lock Box #645171 500 1st Avenue Pittsburgh, PA 15219
Clinical Provider Appeals	Attention: Provider Appeals Highmark Wholecare PO Box 22278 Pittsburgh, PA 15222
Credentialing	Delivery Code: WC-CRED Attention: Credentialing Highmark Wholecare PO Box 535191 Pittsburgh, PA 15253-5191
Member Appeals & Grievances	Attention: Appeals & Grievances Highmark Wholecare PO Box 22278 Pittsburgh, PA 15222

Member Enrollment/Disenrollment	Delivery Code: WC-ENROLL Attention: Enrollment Highmark Wholecare PO Box 535191 Pittsburgh, PA 15253-5191
Member Transfers	Delivery Code: WC-ENROLL Attention: Enrollment Highmark Wholecare PO Box 535191 Pittsburgh, PA 15253-5191
Overpayments	Delivery Code: FIPR Attention: FIPR/Payment Integrity Highmark Wholecare 120 Fifth Avenue Pittsburgh, PA 15222
Pharmacy & Therapeutics (P&T) Committee	Delivery Code: WC-PHARM Attention: Pharmacy Highmark Wholecare PO Box 22158 Pittsburgh, PA 15222
Practice Change Information	Delivery Code: WC-PDM Attention: Provider Data Management Highmark Wholecare PO Box 535191 Pittsburgh, PA 15253-5191
Prescription Drug Claims	Attention: Reimbursements Administrator Highmark Wholecare P.O. Box 22158 Pittsburgh, PA 15222
Retrospective Authorization Reviews	Attention: Retrospective Reviews Highmark Wholecare PO Box 22278 Pittsburgh PA 15222
Subrogation (COB)	Delivery Code: WC-ENROLL Attention: Enrollment Highmark Wholecare PO Box 535191 Pittsburgh, PA 15253-5191
Quality Improvement	Delivery Code: WC-QI Attention: Quality Improvement Highmark Wholecare 120 Fifth Ave Pittsburgh, PA 15222

Quality of Care	Delivery Code: WC-QCARE Attention: Quality of Care Highmark Wholecare 120 Fifth Ave Pittsburgh, PA 15222

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”).