Important Provider Notice

HIGHMARK. WHOLECARE.

September 2023

Upcoming Provider Webinar

Highmark Wholecare Physical Health- Behavioral Health Integrated Care Program

Since 2016 Pennsylvania Medicaid Managed Care Organizations (MCOs) have been contractually required under the Pennsylvania Health Choices contract to share physical and behavioral health information for shared members with Serious Persistent Mental Illness (SPMI) between the Physical Health MCO (Highmark Wholecare) and the member's behavioral health MCO (BH-MCO) and develop and integrated care plan (ICP) to address the member's holistic needs.

In 2023, Pennsylvania DHS further extended the ICP sharing requirement to include sharing and discussion of the ICP with the member and their PCP.

In efforts to efficiently and effectively share the ICP with the member's PCP Highmark Wholecare has begun engaging high volume providers in developing a process to share the ICP with the PCP.

Highmark Wholecare has identified members that need collaboration to review the care plan. Highmark Wholecare would like to share the ICP with providers and if the providers had any additional information that they would like to share with the MCOs or any identified needs that the member has that the MCOs could assist in addressing, this information could be shared with Highmark Wholecare during the collaborations. This sharing and discussion would fulfill the requirement of sharing and discussing the ICP with the member's provider.

September 27, 2023 at 8:00AM – 9:00AM

September 28, 2023 at 12:00AM – 1:00PM

Please go to our website to sign up for this event:
https://wholecare.highmarkprc.com/Provider-Resources/Education-Webinars.

If you have any questions please contact your designated Provider Account Liaison or Lead Provider Relations Representative.

This information is issued on behalf of Highmark Wholecare, coverage by Gateway Health Plan, which is an independent licensee of the Blue Cross Blue Shield Association. Highmark Wholecare serves a Medicaid plan to Blue Shield members in 13 counties in central Pennsylvania, as well as, to Blue Cross Blue Shield members in 14 counties in western Pennsylvania. Highmark Wholecare serves Medicare Dual Special Needs plans (D-SNP) to Blue Shield members in 14 counties in northeastern Pennsylvania, 12 counties in central Pennsylvania, 5 counties in southeastern Pennsylvania, and to Blue Cross Blue Shield members in 27 counties in western Pennsylvania.