
Highmark Wholecare Rebranding FAQs for Providers



Frequently Asked Questions



Q. When will Plan names change to Highmark Wholecare?

A. Starting January 1, 2022. The new product names are; Highmark Wholecare Medicare Assured Diamond (HMO SNP), Highmark Wholecare Medicare Assured Ruby (HMO SNP) and the Medicaid product is Highmark Wholecare.

Q. Will we be using our existing Provider Account Liaison or Highmark BC or BCBS representative?

A. Your current health plan contacts will remain the same.

Q. When checking eligibility on NaviNet, do we now go through Highmark?

A. You will continue to access NaviNet the same way as you currently do. The Plan name under the My Plans dropdown has been updated to Highmark Wholecare.

Q. Will prior authorization be available through the portal?

A. Yes, the prior authorization functionally will still be available through the portal.

Frequently Asked Questions



Q. Will this change how claims and authorizations are submitted?

A. There will be no change in how you submit claims or authorizations. You will continue to submit claims as you are currently doing now using Payer id 25169 for Medicaid and 60550 for Medicare through your clearinghouse.

Q. What is the new mailing address for paper claims?

A. Medicare- Highmark Wholecare Claims Processing PO Box 93 Sidney, NE 69162

Medicaid- Highmark Wholecare Claims Processing PO Box 173 Sidney, NE 69162

Q. How do I know if I am a participating Provider?

A. Your contract will remain with Gateway Health.

Q. Where can I find the 2022 Medicare Assured benefits?

A. The 2022 Medicare Assured benefits are available on our new website at: www.Highmarkwholecare.com

Q. Will credentialing remain the same?

A. Yes, all current credentialing processes will remain the same.