



Support Resources Provider Toolkit

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Support Resources for Providers

Recommended Resources

[Chartbook on Health Care for Blacks](#)

[Chartbook for Hispanic Healthcare](#)

[Health Literacy](#)

[Social Determinants of Health](#)

Screening and Assessment Tools

BRIEF: Health Literacy Tool

Four questions to determine patients' health literacy level, the degree to which one can read, understand, exchange, and use health information and resources.

[BRIEF Health Literacy Tool](#)

Starting the Conversation (STC): Diet

Eight question tool to identify healthy and unhealthy dietary behaviors that impact the development of chronic diseases.

[Starting the Conversation Diet Tool](#)

Social Determinants of Health (SDOH)

Eight question tool to identify healthy and unhealthy dietary behaviors that impact the development of chronic diseases.

[A Practical Approach to Screening for Social Determinants of Health](#)

[Social Needs Screening Tool](#)

Tobacco Cessation

A comprehensive tobacco cessation guide covering medications, benefits available to members, effective ways to discuss tobacco cessation and more!

[Tobacco Cessation Resources](#)

Wholecare Resource Center

Wholecare Resource Center offers easy access to local and regional resources available to all members. It's simple to use and gives you information on organizations, programs and other sources that may help you achieve not just physical health, but whole life health.

[Wholecare Resource Center](#)

Support Resources for Members:

Nurseline

A professional nurse is available 24 hours a day, 7 days a week to answer member's health related questions including symptom triage and referral to appropriate level of care and provide health education, at no cost to the member. Members can call 1-855-805-9408 to access the [24 Hour Nurseline](#).

The Nurseline is able to answer questions about:

- A recent diagnosis, treatment options or surgery
- Current symptoms
- Medication side effects
- Self care home treatments
- When to go to the doctor
- When to go to the urgent care center or emergency room
- Preventative care and lab tests

Member Portal

Online [member portal](#) allows members 24/7 access to information including:

- Finding a doctor, pharmacy or other healthcare provider
- Access to the Highmark Wholecare pharmacy medication formulary
- Member handbook and newsletter
- Access to tools and health education for assistance with health management

Special Needs Unit

Specially trained case managers are available to help members access the care they need. The case managers are able to assist in the management of needs related to physical or behavioral disabilities, and complex or chronic conditions. Case managers are also able to help with issues that may not be directly related to your healthcare needs.

If you could benefit from the help of a case manager please call: 1-800-392-1147 or visit

[HighmarkWholecare.com/medicaid/special-needs-programs](https://www.highmarkwholecare.com/medicaid/special-needs-programs)

Provider Directory

Search our [provider directory](#) for physicians, specialists, urgent care centers, hospitals, and pharmacies in order to get the care you need, close to home, and when you need it.



SafeLink Wireless Program

Eligible members can receive a free smartphone with unlimited texting and an allotment of talk minutes and data per month. Members must apply and be approved for the program. Both applications need to be completed.

- 1) [Lifeline National Verifier](#)
- 2) [SafeLink Wireless](#)

[SafeLink Wireless](#) is a provider of the Government's Lifeline support program. Only one lifeline benefit per household.

Pharmacy Resources:

Formulary

All managed care organizations (MCOs) that provide outpatient drug services to Medicaid beneficiaries in Pennsylvania and the State Fee-for-Service (FFS) program will use the same Preferred Drug List (PDL). Any drugs designated as non-preferred will require prior authorization. In addition, the PA Medicaid MCOs and the FFS program will apply the same clinical prior authorization criteria to determine medical necessity for medications included on the PDL.

[Pennsylvania Medical Assistance Statewide Preferred Drug List \(PDL\)](#)

In addition, Highmark Wholecare provides a supplemental pharmacy benefit that may provide coverage for additional prescription medications beyond what is covered under the PDL. View the [Supplemental Formulary](#).

Wholecare Resource Center

Wholecare Resource Center offers easy access to local and regional resources available to all members. It's simple to use and gives you information on organizations, programs and other sources that may help you achieve not just physical health, but whole life health.

[Wholecare Resource Center](#)

ExpressMed Pharmacy

ExpressMed Pharmacy is an in-network pharmacy that provides free home delivery, free compliance packaging (my-medPak), and free monthly monitoring and interventions by a team of clinical pharmacists. ExpressMed may send clinical liaisons to a member's home for a scheduled medication reconciliation or complete enrollment entirely over the phone.

90 Day Pharmacy Fills

90-day supply of select generic medications for diabetes, asthma, cholesterol, blood pressure, mental health, and more. These medications are available at the co-pay of a 30-day medication fill.

To obtain a full list of medications available for 90day fill please visit: <https://www.HighmarkWholecare.com/provider/pharmacy-tools>



Common Definitions

Social Determinants of Health (SDOH)

Conditions in the places where people live, learn, work, and play affect a wide range of health risks and outcomes.

Health Literacy

The degree to which an individual has the capacity to obtain, communicate, process, and understand basic health information and services to make appropriate health decisions.

Health Equity

Is achieved when every person has the opportunity to “attain his or her full health potential” and no one is “disadvantaged from achieving this potential because of social position or other socially determined circumstances.”

Cultural Competency

Ability to understand, appreciate and interact with people from cultures or belief systems different from one’s own.

BRIEF: Health Literacy Screening Tool

Please circle the answer that best represents your response.

1. How often do you have someone help you read hospital materials?
 1. Always
 2. Often
 3. Sometimes
 4. Occasionally
 5. Never

2. How often do you have problems learning about your medical condition because of difficulty understanding written information?
 1. Always
 2. Often
 3. Sometimes
 4. Occasionally
 5. Never

3. How often do you have a problem understanding what is told to you about your medical condition?
 1. Always
 2. Often
 3. Sometimes
 4. Occasionally
 5. Never

4. How confident are you filling out medical forms by yourself?
 1. Not at all
 2. A little bit
 3. Somewhat
 4. Quite a bit
 5. Extremely

Clinicians can ask patients these four questions to determine their patients' health literacy level (the degree to which one can read, understand, exchange, and use health information and resources). Each item is worth 1 to 5 points depending on their response (as seen in numbers to the left of the answer options). Add the values for the four responses to get a total score, which can range from a minimum of 4 to a maximum to 20. To interpret scores refer to the following table:

BRIEF	Score	Skills and Abilities
Limited	4-12	Not able to read most low literacy health materials; will need repeated oral instructions; materials should be composed of illustrations or video tapes. Will need low literacy materials; may not be able to read a prescription label.
Marginal	13-16	May need assistance; may struggle with patient education materials.
Adequate	17-20	Will be able to read and comprehend most patient education materials.