



October 2022

Provider Name
Provider Address

Dear Provider,

Highmark Wholecare is proud to offer two Dual-Eligible Special Needs Plans (D-SNP), serving those with Medicare Parts A and B, among other qualifying factors. These plans are:

- Highmark Wholecare Medicare AssuredSM Diamond - for those with full medical assistance such as Full Benefit Dual Eligible (FBDE), Qualified Medicare Beneficiary (QMB), Qualified Medicare Beneficiary Plus (QMB+) or Specified Low-Income Medicare Beneficiary Plus (SLMB+)
- Highmark Wholecare Medicare Assured Ruby - for those with some level of medical assistance from the state such as Specified Low-Income Medicare Beneficiary (SLMB) or Qualifying Individual (QI)

In addition to covering all of the benefits of original Medicare, Highmark Wholecare offers additional benefits to members enrolled in our D-SNP plans. Highmark Wholecare is pleased to share that we have added new benefits for Diamond members, including the \$135 monthly Healthy Food benefit allowance and the \$100 quarterly Utilities Support benefit allowance. For additional information, please refer to the attached provider resource guide outlining these exciting changes.

Providers can find a full listing of Highmark Wholecare 2023 DSNP Diamond and Ruby benefits on the provider page of our website at: <https://highmarkwholecare.com/Provider>.

Thank you! We appreciate all that you do for your patients and our members.

Your partner in health,

Highmark Wholecare

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.

2023 Highmark Wholecare Benefits

Highmark Wholecare is pleased to announce several new and exciting benefit enhancements for Medicare plan members beginning January 2023.



Healthy Food Benefit: *(Diamond Members only)*

\$135 monthly allowance to purchase healthy foods and produce at participating grocery stores, from a catalog, online or through the mobile app.



Utility Support Benefit: *(Diamond Members only)*

\$100 quarterly allowance to be used for plan approved utility expenses.



Transportation for Non-Medical Needs: *(Diamond Members only)*

All members receive a yearly allowance of one-way transportation trips for non-emergency medically-related appointments. Diamond members have the option to use a portion of their allowance, up to 24 one-way trips, toward non-health related transportation, such as trips to the grocery store to use their Healthy Food card.



\$0 RX Copays: *(Diamond and Ruby Members)*

\$0 for covered drugs in all tiers and in all phases of the Part D drug benefit.



Dental:

Members are covered for preventive dental services including a yearly plan allowance for comprehensive dental services.

- **Diamond** - \$8,000 comprehensive allowance per year, includes preventive services.
- **Ruby** - \$3,500 comprehensive allowance per year.



Vision: *(Davis Vision Network)*

Members receive an annual routine eye exam and free glasses or contact lenses.

- Or -

- **Diamond** - \$600 allowance toward the purchase of non-vendor frames or contact lenses.
- **Ruby** - \$200 allowance toward the purchase of non-vendor frames or contact lenses.



Hearing:

Members receive an annual routine hearing exam and a hearing aid per ear.

Includes rechargeable aids.

- **Diamond** - one hearing aid per ear every year.
- **Ruby** - one hearing aid per ear every three years.



OTC:

Members receive a quarterly allowance to purchase plan approved over-the-counter items such as vitamins, topical ointments and tobacco cessation items.

- **Diamond** - \$320 per quarter
- **Ruby** - \$140 per quarter

Home and Bathroom Safety: To help our members prevent the slips and falls that can lead to greater medical issues, we cover plan approved safety devices that best suit their needs.

Nutritional Counseling: Members are eligible to enroll in a Telephonic/Telehealth Counseling program with a Registered Dietitian (RD) to help prevent, treat and reverse illness.

Meals Post Discharge: Members are eligible for meals up to 30 days after being discharged from inpatient stay at a hospital/rehab/skilled nursing facility.

24-Hour Nurse Line: A toll-free 24-hour nurse line is available at no cost to the member. Members can receive coaching and advice from our trained clinicians.

Personal Emergency Response System (PERS): Members are eligible to receive one personal emergency response unit per member lifetime.

Fitness: Memberships at participating network fitness centers at no cost. Includes at-home fitness packs and access to virtual fitness classes.

	Highmark Wholecare Medicare Assured Diamond SM (HMO SNP)	Highmark Wholecare Medicare Assured Ruby SM (HMO SNP)
Monthly Plan Premium	\$0	\$0
Deductible	No deductible	No deductible
Maximum Out-of-Pocket Responsibility (does not include dental)	\$8,300 annually for in-network Medicare-covered services	\$6,700 annually for in-network Medicare-covered services

Please visit [HighmarkWholecare.com](https://www.HighmarkWholecare.com) for a full listing of our 2023 Medicare benefits.

Davis Vision is a separate company that administers the vision benefit(s) for Highmark Wholecare.

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