

# Important Provider Notice



June 2023

## Highmark Wholecare ID Cards Changing July 2023

Beginning July 1, 2023, the ID numbers for Highmark Wholecare Medicaid and Medicare members will begin with a three-character prefix. The eight-digit numeric portion of the member ID will not be changing. As a result of these changes all Highmark Wholecare Medicaid and Medicare members will receive a new Highmark Wholecare ID card in July.

These changes are taking place to align with BlueCard requirements from the Blue Cross Blue Shield Association. BlueCard enables members to obtain healthcare services while traveling or living in another Blue Cross and Blue Shield company's service area. The program links healthcare providers with all BCBS companies across the nation through a single electronic network for claims processing and reimbursement.

Participating providers should continue to submit their claims to Highmark Wholecare using only the numeric portion of the member's ID.

In addition to the updated member ID, the designated lab will be removed from all Highmark Wholecare Medicaid ID cards beginning in July. This is being done to align with the June 1, 2023, update that removed the requirement for Highmark Wholecare Medicaid members to obtain laboratory services at a designated lab.

|   |  |  |                              |
|---|--|--|------------------------------|
|   |  | <b>Medicare Assured Diamond™ (HMO SNP)</b> |                              |
| Member Name<br><b>MARY L SAMPLE</b>                               | Effective: <b>01/01/2023</b>                     | Copay: PCP <b>\$0</b>                      | Copay: Specialist <b>\$0</b> |
| Member ID<br><b>Y6H12345678</b>                                   | Primary Care Provider:<br><b>No PCP Selected</b> |  |                              |
| RXBIN: 004336<br>Issuer: 80840<br>RXPCN: MEDDADV<br>RXGRP: RX2342 | PCP Phone: <b>(555) 555-5555</b>                 |  |                              |
| CMS-H5932 001   |  |  |                              |

|   |  |   |                               |
|---|--|---|-------------------------------|
|   |  | <b>Medicare Assured Ruby™ (HMO SNP)</b> |                               |
| Member Name<br><b>MARY L SAMPLE</b>                               | Effective: <b>01/01/2023</b>                     | Copay: PCP <b>\$0</b>                   | Copay: Specialist <b>\$25</b> |
| Member ID<br><b>Y6H12345678</b>                                   | Primary Care Provider:<br><b>No PCP Selected</b> |   |                               |
| RXBIN: 004336<br>Issuer: 80840<br>RXPCN: MEDDADV<br>RXGRP: RX2342 | PCP Phone: <b>(555) 555-5555</b>                 |   |                               |
| CMS-H5932 009   |  |   |                               |

|   |                              |   |                      |
|---|------------------------------|---|----------------------|
|   |                              | <b>Medicare Assured Ruby™ (HMO SNP)</b> |                      |
| Member Name<br><b>Mary L Sample</b>           | Effective: <b>01/01/2022</b> | DOB: <b>01/01/1975</b>                  | SEX: <b>F</b>        |
| Member ID<br><b>G5Y12345678</b>               | RXBIN: <b>004336</b>         | RXPCN: <b>ADV</b>                       | PXGRP: <b>RX2338</b> |
| Primary Care Doctor<br><b>No PCP Selected</b> |                              | State ID<br><b>1234567891</b>           |                      |
| Phone<br><b>(555) 555-5555</b>                |                              |   |                      |

|   |  |
|---|--|
|   | <b>HighmarkWholecare.com</b><br>Member Services, Provider Services, or Pre-certification: 1-800-685-5209<br>TTY Hearing Impaired Services: 711<br>24 Hour Nurse Line: 1-800-685-5209<br>Providers should call 1-800-685-5209 to verify eligibility.<br>Pharmacy Help Desk - for Pharmacist: 1-866-693-4620<br>BlueCard® Toll Free: 1-800-676-BLUE (2583) |
| Local Providers File Claims To:<br><b>Claims Administrator</b><br>PO Box 211164<br>Eagan, MN 55121<br>Electronic Claim Payer ID 60550 | 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").  |
| Outside of the service area covered by Highmark Wholecare, this Member only has urgent/emergency benefits.                            |  |
| Out of Area Hospitals or Physicians: File Claims to your local Blue Cross and/or your local Blue Shield Plans.                        |  |

|   |  |
|---|--|
|   | <b>HighmarkWholecare.com</b><br>Member Services, Provider Services, or Pre-certification: 1-800-685-5209<br>TTY Hearing Impaired Services: 711<br>24 Hour Nurse Line: 1-800-685-5209<br>Providers should call 1-800-685-5209 to verify eligibility.<br>Pharmacy Help Desk - for Pharmacist: 1-866-693-4620<br>BlueCard® Toll Free: 1-800-676-BLUE (2583) |
| Local Providers File Claims To:<br><b>Claims Administrator</b><br>PO Box 211164<br>Eagan, MN 55121<br>Electronic Claim Payer ID 60550 | 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").  |
| Outside of the service area covered by Highmark Wholecare, this Member only has urgent/emergency benefits.                            |  |
| Out of Area Hospitals or Physicians: File Claims to your local Blue Cross and/or your local Blue Shield Plans.                        |  |

|   |  |
|---|--|
|   | <b>HighmarkWholecare.com</b><br>Member Services, Provider Services, or Pre-certification: 1-800-392-1147<br>TTY Hearing Impaired Services: 711<br>24 Hour Nurse Line: 1-800-392-1147<br>Pharmacy Help Desk: 1-800-364-6331<br>BlueCard® Toll Free: 1-800-676-BLUE (2583) |
| Local Providers File Claims To:<br><b>Claims Administrator</b><br>PO Box 211713<br>Eagan, MN 55121<br>Electronic Claims Submission Payer ID: 25169                      | 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").  |
| Always carry your ID card. Go to the Highmark Wholecare Primary Care doctor listed on the front of this card for medical care.  |  |
| If medical situation is very serious or life or death, go to the Emergency room. If you get emergency care, someone must call your Primary Care doctor within 24 hours. |  |
| Outside of the service area covered by Highmark Wholecare, this Member only has urgent/emergency benefits.  |  |
| Out of Area Hospitals or Physicians: File claims to your local Blue Cross and/or your local Blue Shield Plan.   |  |

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").