



# Important Provider Notice



June 2022

Dear Highmark Wholecare Providers:

As you may already be aware, beginning September 1, 2022, there will be some changes with the Medical Assistance (MA) Physical Health HealthChoices Managed Care Organizations (PH-MCOs) within the five regional zones of Pennsylvania.

Highmark Wholecare is proud to share that we will continue to provide Medicaid coverage for members who reside in the Southwestern and Lehigh/Capital regions.

Although we will no longer be providing Medicaid coverage for members residing in the Northwest region (counties include Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango and Warren), Highmark Wholecare will continue to provide our Dual-Eligible Special Needs (D-SNP) plans to people in the Northwest region who are eligible for both Medicaid and Medicare benefits.

There are two potential situations your Medicaid patients may face:

1. Your patient is a Highmark Wholecare Medicaid member. If your patient is already a Highmark Wholecare Medicaid member, they don't have to do anything to keep their Highmark Wholecare Medicaid plan. They'll have access to the same benefits and providers that they do now.
2. Your patient is a member of a PH-MCO no longer providing Medicaid. If your patient is a member of a PH-MCO that won't be providing Medicaid plans effective September 1, 2022, your patient must choose a new Medicaid plan. If they don't, not to worry, they will be assigned a new plan. However, if they are auto-assigned, they may not have access to their trusted providers and specialists. Please keep in mind, your patients can choose Highmark Wholecare as they will remain a contracted PH-MCO for your patients in the Lehigh Capital and Southwest zones. To choose Highmark Wholecare or another PH-MCO as their new plan, they can call 1-800-440-3989 (TTY: 1-800-618-4225, option 6 or visit [PAenrollnow.net](https://www.paenrollnow.net).)

The attached is a Provider FAQ provided by the Pennsylvania Department of Human Services related to these changes.

If you or your patients have any questions about special enrollment period, please contact us at the following:

**Providers please call:** 1-800-392-1147, option [2], (TTY 711)

**Patients please call:** 1-800-392-1147, option [2], (TTY 711)

**Or visit our website:** [GoWholecare.com](https://www.GoWholecare.com)

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

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").

## Physical Health HealthChoices Reprourement Implementation Frequently Asked Questions – Provider Focused

### 1. Should providers be concerned about getting reimbursed for services provided to Highmark Wholecare (formerly Gateway Health) members through the HealthChoices Program?

No. Highmark Wholecare will continue paying valid claims for provider services rendered for our members through the end of our contract term for the HealthChoices program. After the current contract, we'll continue processing eligible outstanding and timely filed claims.

### 2. When is the deadline for submitting new claims for Highmark Wholecare (formerly Gateway Health) members under the existing HealthChoices contract?

Highmark Wholecare will continue paying eligible claims for provider services rendered for our members prior to the end of our participation in the HealthChoices program, which is scheduled through August 31, 2022. After the current contract, we'll continue processing valid provider claims.

### 3. Will Aetna Better Health members be switching to other MCO health plans?

Yes. All Aetna members covered through the Medicaid program will need to either select or be assigned to a different participating MCO prior to the September 1, 2022 effective date. Members must choose a different plan no later than August 16, 2022 or one will be assigned to them. PA Enrollment Services will communicate that information to members via U.S. mail. For updates, providers can visit our website at [aetnabetterhealth.com/pennsylvania/providers/notices](https://aetnabetterhealth.com/pennsylvania/providers/notices), on the *Health Choices Updates* tab.

### 4. Will United Healthcare members be switching to other MCO health plans?

Some United members covered through the Medicaid program will need to either select or be assigned to a different participating MCO prior to the September 1, 2022 effective date. Members who live in the Lehigh/Capital and Southwestern regions will need to select a different plan and must do so by August 16, 2022. PA Enrollment Services will communicate that information to members via U.S. mail.

United Healthcare will continue to provide coverage for health care to members who live in Southeastern Pennsylvania.

#### Southeast Region

- Bucks
- Chester
- Delaware
- Montgomery

## Physical Health HealthChoices Reprourement Implementation Frequently Asked Questions – Provider Focused

- Philadelphia

United Healthcare is committed to providing access to quality services through August 31, 2022 to members who live in the Lehigh/Capital region and the Southwestern region. Members who live in these counties will need to select a new plan.

### **Lehigh/Capital Region**

- Adams
- Berks
- Cumberland
- Dauphin
- Franklin
- Fulton
- Huntingdon
- Lancaster
- Lebanon
- Lehigh
- Northampton
- Perry
- York

### **Southwest Region**

- Allegheny
- Armstrong
- Beaver
- Bedford
- Blair
- Butler
- Cambria
- Fayette
- Greene
- Indiana
- Lawrence
- Somerset
- Washington
- Westmoreland

### **5. Will Highmark Wholecare (formerly Gateway Health) members be switching to other MCO health plans?**

Some Highmark Wholecare members covered through the Medicaid program will need to either select or be assigned to a different participating MCO prior to September 1, 2022. Members must choose a different plan no later than August 16, 2022 or one will be assigned to them. PA Enrollment Services will communicate that information to members via U.S. mail.

Highmark Wholecare (formerly Gateway Health) will continue to provide coverage for members who live in the Lehigh/Capital regions and Southwestern regions.

### **Lehigh/Capital Region**

- Adams
- Berks
- Cumberland
- Dauphin
- Franklin
- Fulton
- Huntingdon

### **Southwest Region**

- Allegheny
- Armstrong
- Beaver
- Bedford
- Blair
- Butler
- Cambria

## Physical Health HealthChoices Reprourement Implementation Frequently Asked Questions – Provider Focused

- Lancaster
- Lebanon
- Lehigh
- Northampton
- Perry
- York
- Fayette
- Greene
- Indiana
- Lawrence
- Somerset
- Washington
- Westmoreland

Highmark Wholecare (formerly Gateway Health) is committed to providing access to quality services through August 31, 2022 for members who live in the Northwestern region. Members who live in these counties will need to select a new plan.

### Northwest Region

- Cameron
- Clarion
- Clearfield
- Crawford
- Elk
- Erie
- Forest
- Jefferson
- Mercer
- McKean
- Potter
- Venango
- Warren

### 6. As an (Aetna, Highmark Wholecare, United) vendor, how will this change affect my contract for products or services?

(Aetna, Highmark Wholecare, United) will continue to honor existing vendor contracts as required under the terms of each vendor's contract.

### 7. Is Aetna Better Health still accepting new members?

Yes. Aetna will continue to provide services to new members as required by our HealthChoices agreement until Pennsylvania's Department of Human Services notifies us otherwise.

### 8. Is Highmark Wholecare (formerly Gateway Health) accepting new members?

Yes. Highmark Wholecare will continue to provide services to new and current members in the Southwestern and Lehigh/Capital regions of the state. Members who live in the Northwestern region will need to choose a different plan.

### 9. Is United Healthcare still accepting new members?

Yes. United will continue to provide services to new and current members in the Southeastern region of the state. Members who live in the Leigh/Capital and Southwestern regions will need to choose a different plan.

## Physical Health HealthChoices Reprocurement Implementation Frequently Asked Questions – Provider Focused

### 10. Where should I direct members who want to choose a plan?

All requests for plan changes must be made through PA Enrollment Services. Below are the ways members can contact PA Enrollment Services:

- Go to [PA Enrollment Services \(enrollnow.net\)](https://enrollnow.net), or
- Use the mobile app called PA Enrollment Services, or
- Call PA Enrollment Services at 1-800-440-3989 (TTY: 1-800-618-4225) and select Option 6 to speak with a representative. You can call Monday through Friday, 8 a.m. to 6 p.m.