



Important Provider Notice



April 2022

Payment Cycle Update

Dear Provider:

Since the implementation of our new claims processing platform on October 1, 2021, Highmark Wholecare has been issuing daily payment cycles. While these daily cycles were initially planned to occur for one month, we've continued them throughout our stabilization period.

Now that our claims processing platform is stabilized, we will be returning to normal payment cycles. Effective June 1, 2022, payment cycles will begin running twice a week.

Thank you for your continued support of 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")