



Important Provider Notice



September 2022

Dear Provider:

Highmark Wholecare, formerly Gateway Health, is proud to still be a part of the HealthChoices program and WILL continue to provide Medicaid plans in the Southwest and Lehigh Cap zones.

This is a reminder that if your Medicaid patients were enrolled in one of the Physical Health Managed Care Organizations (PH-MCOs) that will no longer be a part of the HealthChoices program (Aetna or United) and they did not select a new PH-MCO during the special enrollment period, they have been auto-assigned by the Department of Human Services (DHS) to one of the remaining PH-MCOs. These patients will soon be receiving their new member ID cards.

It is possible that your patients may not receive their new member ID cards by September 1 and verifying eligibility is critical so that no patients are turned away for care. Providers can confirm Highmark Wholecare member eligibility by accessing the State system, eCIS/EVS, and can also perform an eligibility/benefits search by visiting NaviNet®.

Should your Medicaid patients wish to change their assigned PH-MCO to Highmark Wholecare, they can do so the following ways:

- Online: <https://www.enrollnow.net/enroll>
- Phone: 1-800-440-3989 (TTY: 1-800-618-4225) Hours: Monday through Friday from 8:00 a.m. to 6:00 p.m. Customer service offered in multiple languages
- Mobile App: PA Enrollment Services
- Enrollment by Mail:
 - Enrollment forms should be mailed to:
PA Enrollment Services
P.O. Box 61077
Harrisburg, PA 17106

Medicaid patients who initiate a change to their PH-MCO before September 8 will be effective on October 1 and if the change is initiated after September 8 will be effective with their new PH-MCO on November 1.

In addition, Highmark Wholecare WILL continue to provide our Dual-Eligible Special Needs (DSNP) plans to people who are eligible for both Medicaid and Medicare benefits in the Southwest and Lehigh Cap zones. If your office would like more information about our D-SNP plans, please call us at 1-800-685-5209 (TTY 711).

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

Your partner in health,
Highmark Wholecare

NaviNet® is a separate company that provides an internet-based application for providers to streamline data exchanges between their offices and Highmark Wholecare such as routine eligibility, benefits and claims status inquiries.

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”).