



# Important Notices for Medicaid Members

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# Lifestyle Management Programs

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Are you Pregnant or living with Asthma, COPD (Chronic Obstructive Pulmonary Disease), Cardiac Disease, Hypertension, Diabetes or interested in Weight Management? Having a chronic health problem doesn't mean you can't live an active life - we're here to help! Highmark Wholecare welcomes you to participate in our Lifestyle Management Programs.

## Who is the program for?

<b>Asthma</b>	Any member with a diagnosis of Asthma
<b>Cardiac</b>	Any adult member with a diagnosis of Acute Myocardial Infarction, Atrial Fibrillation, Congestive Heart Failure, in Vitro Diagnostic Device or Stroke
<b>COPD</b>	Any adult member with a diagnosis of COPD
<b>Diabetes</b>	Any member with a diagnosis of Type 1 or Type 2 Diabetes
<b>Hypertension</b>	Any adult member with a diagnosis of Hypertension
<b>Healthy Weight</b>	Any member with a diagnosis of Overweight or Obesity
<b>Mom Matters®</b>	All Pregnant or Postpartum females

## What does the program include?

- You have access to newsletters.
- You may receive additional mailed educational materials for your condition.
- You may receive health care reminder phone calls.
- You may receive telephonic support from Case Managers who will help you better understand your condition.
- The 24 Hour Nurse Line is available to you at no cost. A nurse can help answer your questions and concerns. You can call **855-805-9420** 24 hours a day, 7 days a week.

No one understands your body better than you. Our goal is to help empower you to achieve better health and feel the best you can. We offer this free program to members living with chronic health conditions. You are automatically enrolled in the program if your health care providers tell us that you may be living with one of these conditions.

**Participation in the Lifestyle Management Programs is voluntary. If at any time you'd like to stop, please call 1-800-392-1147 (TTY 711). We're available to help you Monday – Friday, 8:30 a.m. to 4:30 p.m.**

# Ensuring Quality Care and Service

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Highmark Wholecare's Quality Improvement and Utilization Management (QI/UM) Program tries to make sure you are receiving the best health care and services possible. Highmark Wholecare is always looking at how well we help you:

- Get care to keep from getting sick
- Get care for health issues you have had for a while
- Know about the medicines you take
- Stay out of the hospital
- Have access to doctors
- Make and keep doctor visits
- Share health information with doctors
- Get care in a way that respects your culture
- Keep healthy and safe

The Quality Program uses tools to see how we are doing and to help set goals for the future. Some of these tools include survey results, medical record reviews, and the "Healthcare Effectiveness Data Information Set" (HEDIS®). We also work with our doctors to keep an eye on the care and services our members are getting, and to figure out what we can do to be better.

Highmark Wholecare has a QI/UM Work Plan that details all the things that happen in our Quality Program. This Work Plan is checked every three months to look for issues so that we can address them.

Highmark Wholecare also reviews its Quality Program every year to see how well we are meeting the health care and service needs of our members. The evaluation of the Quality Program from 2022 is done. We met many of our goals, put new programs in place, and learned where we can improve.

As part of the Quality Program review, Highmark Wholecare conducts Performance Improvement Projects (PIPs). PIPs are studies that meet State contract requirements based on either clinical care or non-clinical services. The PIPs address key quality areas of focus for improvements.

Please call Member Services if you would like to more information about our Quality Program, QI/UM Work Plan, a summary evaluation of the 2022 QI/UM Program or outcomes from the PIPs, available upon request.

**Medicaid: 1-800-392-1147**

Last Revised 4/17/2023

## Medical Necessity Determinations

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“Medically necessary” means that a service, item or medicine does one of the following:

- It will, or is reasonably expected to, prevent an illness, condition, or disability;
- It will, or is reasonably expected to, reduce or improve the physical, mental, or developmental effects of an illness, condition, injury or disability;
- It will help you to get or keep the ability to perform daily tasks, taking into consideration both your abilities and the abilities or someone of the same age.

**If you need help understanding when a service, item, or medicine is medically necessary or would like more information, please call Member Services at 1-800-392-1147. TTY users call 711 or 1-800-654-5984.**

## Direct Access to Women’s Health

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In addition to family planning services, Highmark Wholecare covers women’s health services that are offered within the network. This includes women’s health specialists, routine and preventive care, follow-up care and tests such as mammograms and Pap smears. You don’t need a referral for these services as long as you see a doctor or provider within our network. Check your Member Handbook or call Member Services to make sure the test or service you need is covered.

## Second Opinions

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You have the right to ask for a second opinion if you are not sure about any medical treatment, service, or non-emergency surgery that is suggested for you. A second opinion may give you more information that can help you make important decisions about your treatment. A second opinion is available to you at no cost other than a copay.

Call your PCP to ask for the name of another Highmark Wholecare network provider to get a second opinion. If there are not any other providers in Highmark Wholecare’s network, you may ask Highmark Wholecare for approval to get a second opinion from an out-of-network provider.

## Prior Authorization

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Some services or items need approval from Highmark Wholecare before you can get the service. This is called Prior Authorization. For services that need prior authorization, Highmark Wholecare decides whether a requested service is medically necessary before you get the service. You or your provider must make a request to Highmark Wholecare for approval before you get the service.

## Statement About Incentives

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Highmark Wholecare makes decisions on member usage of health care when the care and services are proper. The care and services must also be a covered benefit. Highmark Wholecare does not reward doctors, nurses or others for denying care. We do not allow decisions that would cause the under usage of care. Highmark Wholecare screens for both over and under usage of care. This ensures we are making the right decisions.

## Continuity of Care and You

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It is key for your health care providers, such as your primary care doctor (PCP) and others that care for you to share advice. By talking with each other, your doctors can be sure that they have all the facts they need to make the best choices when treating you and helping you to stay healthy. Take part in your health!

**So that your doctors can give the best care, be sure to tell your doctors about:**

- Any and all illness and health problems you have;
- Any drugs ordered by a doctor that you take;
- Any surgeries you have had

Last Revised 4/17/2023

## Clinical Practice and Preventive Health Guidelines

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Highmark Wholecare helps doctors make sure you get the best care every time. Highmark Wholecare has guidelines to help keep you healthy. We have guidelines that help you stay healthy, such as child immunizations and adult well visits. There are guidelines for certain conditions like asthma, diabetes, heart disease, depression and pregnant mothers.

It is also important for your health care providers, like your Primary Care doctor (PCP) or specialists, to share information with one another. Talking with each other helps your PCP stay informed about the care you get from other providers. Your provider can take care of you best when they know about all of your care. Play an active role in your health! Be sure to tell your PCP about any of the following:

- Illnesses and health problems you have
- Medicines prescribed by your provider
- Any surgeries you have had. This will help your doctors give you the best care possible.

To see the complete listing of physical health and mental health guidelines, go to Highmark Wholecare's website at: [PA Medicaid Guidelines for Providers \(highmarkwholecare.com\)](https://www.highmarkwholecare.com)

**For a paper copy, please call Member Services Monday through Friday from 8:00 a.m. to 8:00 p.m. at 1-800-392-1147. TTY Users dial (711) or, call 1-800-654-5984.**

Last Revised 4/17/2023

# Practitioner Excellence Program

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Highmark Wholecare wants our members to have the best health care. This is why we have the Physician Excellence Program. We know how important doctors are in caring for our members. We work together to give the best health care to our members and their families.

## Which doctors are included in the Program?

- Primary Care Doctors
- Dentists
- Obstetrician/Gynecologists

**If you have questions, please call Highmark Wholecare Member Services, or ask your doctor. Member Services can be reached by calling 1-800-392-1147. TTY users call 711.**

Last Revised 5/3/2023

# Highmark Wholecare Notice of Privacy Practices

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**THIS NOTICE DESCRIBES HOW HEALTH AND FINANCIAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

Highmark Wholecare is required by law to protect the privacy of your health information and non-public personal (financial) information. This protection extends to all forms of communication (oral, written, and electronic) of this information. Also, Highmark Wholecare is required to give you this notice about how it uses or shares (“discloses”) your health and personal (“non-public”) information. We are required to notify you if you are affected by a breach of unsecured health information.

## **In order to provide services to you, Highmark Wholecare may share your health information with:**

- You or someone who acts for you
- Doctors and health care providers who care for you
- Our contracted vendors who help us provide services to you (such as member services support and pharmacy benefit management)
- Other government programs such as Medicare and Medicaid to manage your benefits and payments
- State and federal agencies that have the legal right to receive such data
- The Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected

## **Highmark Wholecare may use or share your health information in various ways, including for:**

- **Treatment:** While we do not provide treatment, we may share health information that your doctor or other health care provider requests to help them with your medical treatment. For example, we may disclose what prescriptions you have filled to help your doctor prescribe the appropriate medication.
- **Payment:** To help pay for your covered benefits, we may use and share your health information in a number of ways, including to conduct utilization and medical necessity reviews; coordinate your care; determine eligibility for your plan benefits; pay for your health care; and respond to complaints, appeals and requests for external review. For example, we may use your health information to decide whether a particular treatment is medically necessary and what the payment should be.
- **Health Care Operations:** We may use and share your health information for our health plan operations, including administrative, financial, legal, and quality improvement activities that are necessary to run our business. These activities include coordinating and managing your care; contacting you for appointment reminders, medication management, or disease management programs and alternative treatments that may interest you; checking the quality of our services and making improvements where necessary; and arranging legal services, audit services, and fraud and abuse detection programs. For example, we may use your health information to provide disease management programs for members with specific conditions such as diabetes or asthma.

## Highmark Wholecare may also use or share your health information as permitted or required by law:

- For public health activities (such as reporting disease outbreaks; child abuse and neglect; reporting domestic violence; preventing or controlling disease, injury or disability)
- For government health care oversight activities (such as fraud investigations, audits, and activities related to oversight of the health care system)
- For judicial and administrative proceedings (such as in response to a court order)
- For law enforcement purposes or when required by law, for example, locating a suspect, fugitive, material witness or missing person; complying with a court order or subpoena; and other law enforcement purposes
- For purposes of national security
- To comply with workers' compensation or similar laws
- For research studies that meet all privacy law requirements such as research related to the prevention of disease or disability
- To avoid a serious and likely threat to health or safety
- To create a collection of information that can no longer be traced back to you
- To group health plans, to coordinate plans and to permit the plan to administer benefits
- To coroners, medical examiners, funeral directors and organ donations
- To your school when proof of immunization is required by law
- To others involved in your health care (if you are not present or able to agree to these disclosures of your health information, we may use our professional judgment to determine whether the disclosure is in your best interest)
- For underwriting purposes if needed, however, we are not allowed to use or share your genetic information to decide whether coverage can be given or at what price

## Marketing

If we receive compensation from another company for providing you with information about other products or services (other than drug refill reminders or generic drug availability), we will obtain your authorization to share information with this other company.

## Sharing information for other purposes

Highmark Wholecare must have your written permission (an "authorization") to use or give out your health and claims information for any purpose that is not listed in this notice. Giving us permission to use or give out your health and claims information will not be a condition for getting health care and will not be used to determine your eligibility for enrollment or benefits, or for paying claims. You may take back ("revoke") your written permission at any time, except if Highmark Wholecare already took action based on your permission.

We will restrict uses and disclosures concerning HIV/AIDS, mental health, and drug and alcohol treatment or other particular categories of health information based on state law if state law is stricter or provides safeguards not included in federal regulations.

## Some examples of when we need your permission to use or give out your information are:

- For fundraising
- For selling your protected health information (PHI)



## **You have the right to:**

Get a copy of your health and claims information. You can ask to see or get a copy of your health or claims records and other health information we have about you. We will provide a copy or a summary of your health or claims records within 30 days of your request.

Ask us to correct health and claims records. You can ask us to change your health and claims records if you feel they are incorrect or incomplete. We may say “no” to your request but we’ll tell you why in writing within 60 days. If Highmark Wholecare cannot change your records, you may have a statement of your disagreement added to your personal medical information.

Get a list of those with whom we’ve shared information. You can ask for a list (called “an accounting”) of the times we’ve shared your health information within the last six years. You must tell Highmark Wholecare the dates for which you are requesting the list. The list will not cover information that was given to you or your personal representative, or information given for health care payments, for Highmark Wholecare business operations, or for law enforcement needs.

Request Confidential Communications. You can ask us to contact you in a specific way, for example, on a home or office phone or to a different address. We will consider all reasonable requests, and must say “yes” if you tell us you would be in danger if we do not.

Ask us to limit what we use or share. You can ask us not to share certain health information for treatment, payment or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.

Choose someone to act for you. If you have given someone medical power of attorney, or if someone is your legal guardian, that person can act for you and make choices about your health information. We will make sure the person has this authority before we take any action.

Get a copy of this privacy notice. Contact us for a separate paper copy or e-mail copy of this Notice.

## **What is the *non-public information* that Highmark Wholecare collects and shares about you?**

- It is personal information but is non-medical, for example, the information you completed on your enrollment application that identifies who you are and how you can be contacted.
- Also, it is information collected for a request for services by you or your doctor.
- Also, it is information collected to answer a question or concern from you.

## **With whom does Highmark Wholecare share your *non-public information*?**

- With health care providers, for example, physicians, hospitals, long term care agencies, durable medical equipment providers, and pharmacies.
- With those who plan your benefits and your care, for example, for utilization reviews; external reviews; and case management.

## **How does Highmark Wholecare protect your *non-public information*?**

- Highmark Wholecare does not make your non-public information available to anyone other than those necessary to provide medical or health plan services to you.
- Highmark Wholecare does not give out your non-public information, except if required or permitted by law.
- Highmark Wholecare does not give out your non-public information to anyone unrelated to providing your care under the health plan unless you or your representative gives permission.
- You have the right to give or withhold permission for other uses or disclosures of this information, except as required by law.

## Questions and Complaints

If you have a question about this notice or believe Highmark Wholecare has violated your privacy rights as stated in this notice, you can file a complaint by contacting:

Privacy Officer  
Highmark Wholecare  
Privacy Team  
Four Gateway Center  
444 Liberty Avenue, Suite 2100  
Pittsburgh, PA 15222

For more information on filing a complaint or your rights stated in this notice, you may call our Member Services at **1-800-392-1147** or **1-800-685-5209 (TTY/TDD users: 711)**. Filing a complaint will not affect your benefits. Translations services are available at no cost to you.

You may also file a complaint with the Secretary of the Department of Health and Human Services:

U.S. Department of Health and Human Services  
Office for Civil Rights  
Centralized Case Management Operations  
200 Independence Ave., S.W.  
Suite 515F, HHH Building

Washington, D.C. 20201  
Customer Response Center: 1-800-368-1019  
Fax: (202) 619-3818  
TDD: 1-800-537-7697  
Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

Or, for more information see [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### Change to the terms of this notice

Highmark Wholecare is required to follow the terms in this privacy notice. Highmark Wholecare has the right to change the way your medical information is used and given out and to apply those changes to all the information we maintain about you. If Highmark Wholecare makes any material changes they will be posted on our website, and you will be notified within sixty (60) days of the change.

**The initial privacy practices were effective January 1, 2022.**

**These Important Notices were posted June 2023.**

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”).

Highmark Wholecare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Highmark Wholecare does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

Highmark Wholecare provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Highmark Wholecare provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Highmark Wholecare at 1-800-392-1147

If you believe that Highmark Wholecare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation, you can file a complaint with:

Member Appeals,  
P.O. Box 22278  
Pittsburgh, PA 15222  
1-800-392-1147, [TTY/PA Relay 711],  
Fax# (844)325-3435

The Bureau of Equal Opportunity,  
Room 223, Health and Welfare Building,  
P.O. Box 2675,  
Harrisburg, PA 17105-2675,  
Phone: (717) 787-1127, TTY/PA Relay 711,  
Fax: (717) 772-4366, or  
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Highmark Wholecare and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services,  
200 Independence Avenue SW.,  
Room 509F, HHH Building,  
Washington, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-800-392-1147 (TTY 711).

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-392-1147 (TTY/PA RELAY 711).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-392-1147 (телетайп/PA RELAY 711).

**注意：**如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-392-1147 (TTY/PA RELAY 711)。

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-392-1147 (TTY/PA RELAY 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-392-1147 (رقم هاتف الصم والبكم 711).

**ध्यान दिनुहोस्:** तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरु निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-800-392-1147 (टि टि वाइ/PA RELAY 711) ।

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-392-1147 (TTY/PA RELAY 711) 번으로 전화해 주십시오.

**ប្រយ័ត្ន:** បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតលុយគឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-392-1147 (TTY/PA RELAY 711) ។

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-392-1147 (ATS/PA RELAY 711).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-800-392-1147 (TTY/PA RELAY 711) သို့ ခေါ်ဆိုပါ။

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-392-1147 (TTY/PA RELAY 711).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-392-1147 (TTY/PA RELAY 711).

**লক্ষ্য করুন:** যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-392-1147 (TTY/PA RELAY 711)।

**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-392-1147 (TTY/PA RELAY 711).

**सुचना:** જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-392-1147 (TTY/PA RELAY 711).