



# Important Notices for Medicare Members

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Highmark Wholecare Lifestyle Management Programs .....	2
Ensuring Quality Care and Service .....	3
Continuity of Care and You .....	4
Clinical Practice and Preventive Health Guidelines .....	5
Practitioner Excellence Program .....	5
Member Rights and Responsibilities .....	6
Notice of Privacy Practices .....	8
Important Phone Numbers .....	12



# 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

## How do I enroll?

Participation in our programs is voluntary and at no additional cost. Call Case Management for more details at **1-800-685-5209 (TTY 711)**.

## 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 **1-800-685-5209 (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 aims 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

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<sup>®</sup>). We also work with 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.

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

- Medicare Assured<sup>SM</sup> Member Services: 1-800-685-5209, TTY Users: 711

Last Revised 5/4/2023

## Continuity of Care and You

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It is important for your health care providers, such as your primary care physician (PCP) and your specialists, to share information with one another. By talking with each other, your doctors can be sure that they have all the information they need to make the best decisions when treating you and helping you to stay healthy. Take an active role in your health!

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

- Any and all sicknesses and health problems you have
- Any drugs prescribed by a doctor that you take
- Any surgeries you have had

We can help you work with your doctors too. Every year, members are asked to complete a Yearly Health Survey. This helps us understand how we can best serve you. Based on your answers and other conversations, we will help you create your personalized care plan to help you meet your healthcare goals. You can access it at any time through your Member Portal account.

We also share your care plan with your doctor. Highmark Wholecare wants to make sure you are getting all the care and services you need, so we offer care team meetings between you, your doctor, and your Highmark Wholecare Care Manager.

If you'd like to take your Health Survey, get a copy of your care plan, or schedule a care team meeting, please call **1-800-685-5209 (TTY 711)**. We're available to help you Monday – Friday, 8:30 a.m. to 4:30 p.m.

Last Revised 6/5/2023

# 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 annual screenings and adult well visits. There are guidelines for certain conditions like asthma, diabetes, heart disease, depression and COPD.

It is also important for your health care providers, like your Primary Care Physician (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 behavioral health guidelines, go to Highmark Wholecare's website at:

[Medicare Guidelines - Highmark Wholecare](#)

For a paper copy, please call Member Services at: **1-800-685-5209, TTY Users (711)**

Last Revised 5/4/2023

# Practitioner Excellence Program

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At Highmark Wholecare, we value the role that doctors play in caring for our members. The Practitioner Excellence program helps Highmark Wholecare make sure our members can get quality health care. We support and reward the doctors who give the best health care to our members.

## **Who is included in the Practitioner Excellence Program?**

- Primary Care Doctors (Family Practice, Internal Medicine, and Pediatrics)
- Specialists (Cardiology, OB-GYN, Endocrinology, and Oncology)

If you want more information on the program, please reach out to Highmark Wholecare Member Services or ask your Primary Care Doctor.

Last Revised 5/4/2023

# Member Rights and Responsibilities

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There are things you have a right to and things you must do as members of Highmark Wholecare. Those things are listed in a “Rights and Responsibilities” statement, which Highmark Wholecare looks at and updates every year.

Highmark Wholecare and its doctors are not allowed to deny care based on your race, color, where you’re from, religion, gender, who you like, gender identity, disability, language or age.

## **As a Highmark Wholecare Medicare Assured<sup>SM</sup> Member, you have the right to:**

- Receive information from Highmark Wholecare in a way that works for you (in languages other than English, in Braille, in large print, or other alternate formats, etc.)
- Be treated with respect and dignity.
- Receive timely access to your covered services and drugs.
- Have your personal health information kept private and confidential.
- Receive information from Highmark Wholecare about the Plan, our network of providers, your covered services.
- Have Highmark Wholecare support your right to make decisions about your care.
- To file a complaint and/or to ask Highmark Wholecare to reconsider decisions the Plan has made by filing an appeal, including complaints about the quality of your care.
- To receive more information about your rights.
- To make recommendations regarding the organizations member rights and responsibilities policy.
- To supply information to the organization and your practitioners about what is to be done if you are not able to make decisions for yourself.
- Follow plans and instructions for care agreed upon by your practitioners.
- Understand your health problems and participate in decisions for treatment plans.

Your choice to exercise these rights will not adversely affect the way Highmark Wholecare, its providers or any State agency will treat you.

## **As a Highmark Wholecare Medicare Assured<sup>SM</sup> Member, you have the responsibility to:**

- Get familiar with your covered services and the rules you must follow to get these covered services.
- Inform Highmark Wholecare if you have any other health insurance coverage or prescription drug coverage in addition to our plan.
- Tell your doctor and other health care providers that you are enrolled in our plan.
- Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.
- To respect the rights of other patients and to act in a way that helps the smooth running of your doctor’s office, hospitals, and other offices.
- Pay your Medicare premiums, and any applicable copayments or late enrollment penalties.
- Notify Highmark Wholecare if you move, regardless of whether it is outside or inside of our plan service area.
- Call the Service Center for help if you have questions or concerns.

Medicare Assured members can find the statement in their Evidence of Coverage. The statement can also be found online at:

[Summary & Evidence of Coverage \(highmarkwholecare.com\)](https://highmarkwholecare.com)

For more information, please call Member Services at 1-800-685-5209, TTY Users dial (711).

Last Revised 5/4/2023

# 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  
PO Box 535191  
Pittsburgh, PA 15253-5191

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.**

# Important Phone Numbers

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## MEMBER SERVICES

1-800-685-5209 (TTY 711)

April 1 - September 30:

Monday - Friday, 8 a.m. to 8 p.m.

October 1 - March 31:

7 days a week, 8 a.m. to 8 p.m.

## MEMBER PROGRAMS

1-800-685-5209 (TTY 711)

Monday - Friday, 8:30 a.m.- 4:30 p.m.

- Care Management
- Maternity/MOM Matters®
- Lifestyle Management Programs

## ALC (Transportation Services)

1-877-797-0339 (TTY 711)

Monday through Friday, 8 a.m. - 5 p.m.

Saturday 9 a.m. to 1 p.m.

## FRAUD AND ABUSE AND COMPLIANCE HOTLINE

1-800-685-5235 (TTY 711)

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, or sex. Highmark Wholecare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Highmark Wholecare:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- o Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- o Qualified interpreters
- o Information written in other languages

If you need these services, contact Member Services at 1-800-685-5209, 8 a.m - 8 p.m., 7 days a week from October 1 through March 31. From April 1 through September 30 our business hours are 8 a.m. - 8p.m., Monday through Friday. TTY users should call 711.

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, or sex, you can file a grievance with:

Appeals and Grievances

PO Box 22278

Pittsburgh, PA 15222

Phone: 1-844-207-0336

Fax: 1-412-255-4503

You can file a grievance by mail, or by fax. If you need help filing a grievance, Appeals and Grievances is 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>.

## **ENGLISH**

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-685-5209 (TTY 711).

## **SPANISH**

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-685-5209 (TTY 711).

## **CHINESE**

小贴士：如果您说普通话，欢迎使用免费语言协助服务。请拨 1-800-685-5209 (TTY 711)。

## **VIETNAMESE**

CHÚ Ý: Nếu quý vị nói tiếng Việt, thì có sẵn các dịch vụ trợ giúp ngôn ngữ miễn phí dành cho quý vị. Hãy gọi số 1-800-685-5209 (TTY 711).

## **KOREAN**

알림: 한국어를 하시는 경우 무료 통역 서비스가 준비되어 있습니다. 1-800-685-5209 (TTY 711)로 연락주시기 바랍니다.

## **TAGALOG**

Pansinin: Kung nagsasalita ka ng Tagalog, mga serbisyo ng tulong sa wika, nang walang bayad, ay magagamit sa iyo. Tawagan ang 1-800-685-5209 (TTY 711).

## **RUSSIAN**

ВНИМАНИЕ: Если вы говорите на русском языке, вам будут бесплатно предоставлены услуги переводчика. Звоните по телефону 1-800-685-5209 (телетайп 711).

## **ARABIC**

لامحظة: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية مجانًا من أجلك. اتصل بالرقم 1-800-685-5209 (الهاتف النصي 711).

## **FRENCH CREOLE**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-685-5209 (TTY 711).

## **FRENCH**

ATTENTION : Si vous parlez français, des services gratuits d'interprétation sont à votre disposition. Veuillez appeler le 1-800-685-5209 (TTY 711).

## **POLISH**

UWAGA: Dla osób mówiących po polsku dostępna jest bezpłatna pomoc językowa. Zadzwoń pod numer 1-800-685-5209 (TTY 711).

## **PORTUGUESE**

ATENÇÃO: Se fala português, estão disponíveis serviços gratuitos de assistência linguística na sua língua. Telefone para 1-800-685-5209 (TTY 711).

## **ITALIAN**

ATTENZIONE: Se lei parla italiano, sono disponibili servizi gratuiti di assistenza linguistica nella sua lingua. Chiami 1-800-685-5209 (TTY 711).

## **JAPANESE**

お知らせ: 日本語での対応を望まれる方には、無料で通訳サービスをご利用になれます。電話番号 1-800-685-5209 (TTY 711) までお問い合わせ下さい。



**GUJARATI**

સુચના: જો તમ ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છે. ફોન કરો  
1-800-685-5209 (TTY 711).

**DUTCH**

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel  
1-800-685-5209 (TTY 711).

**UKRAINIAN**

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної  
служби мовної підтримки. Телефонуйте за номером 1-800-685-5209 (телетайп 711).

**ROMANIAN**

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistentă lingvistică, gratuit.  
Sunati la 1-800-685-5209 (TTY 711).