

The Wholecare COMMUNICATOR



AUGUST
2022

Welcome to the latest edition of The Wholecare Communicator, a quarterly newsletter published by Highmark Wholecare, formerly Gateway Health, to inform you of important health care happenings at the community level. Each quarter, we will highlight key issues and dynamics affecting our most vulnerable citizens within their communities throughout the Commonwealth, and the efforts being made to improve lives.



Meg Snead Visits Highmark Wholecare

In April, Highmark Wholecare and Highmark Health leadership hosted Pennsylvania's Department of Human Services' (DHS) Acting Secretary, Meg Snead, in Pittsburgh to discuss our continued focus on addressing social determinants of health.

Studies show that 80% of an individual's overall health status is determined by non-clinical factors, including, but not limited to, education, housing, food insecurity and employment. As we connect our plan members with community-based resources that appropriately address these and other non-clinical influencers of health, we aim to lower their overall health care cost trajectory. At Highmark Wholecare, quality is the pathway to fiscal responsibility.



\$200,000 Awarded to 'Front Line' Nonprofits



Leaders from Highmark Wholecare joined with area nonprofits on June 22 at Gwen's Girls to present more than \$200,000 in "whole health" grants that will immediately support the communities' most pressing needs. The donations will be distributed amongst nine Southwestern Pennsylvania nonprofits that will use the funds to connect more vulnerable seniors and low-income populations to resources like fresh food, childcare and housing.



PA HealthChoices Transition Approaches

Pennsylvania's Department of Human Services (DHS) will implement its new physical health (PH) HealthChoices agreement on Sept. 1.

As a result, more than 500,000 Pennsylvanians enrolled in Aetna Better Health or UnitedHealthcare's Medicaid PH managed care organization (MCO) will need to select a new Medicaid PH-MCO by Aug. 16. Individuals who don't select a new Medicaid PH-MCO by then will be auto-assigned a new Medicaid PH-MCO on Aug. 17 for a Sept. 1 effective date. Highmark Wholecare is highly poised to serve those who select or are auto-assigned to our Medicaid PH-MCO as their health plan.

Self-selection of a new Medicaid PH-MCO can be done in the following ways:

Enrollment **online** at: <https://www.enrollnow.net/enroll>

Enrollment by **phone**: 1-800-440-3989 (TTY: 1-800-618-4225)
Hours: Monday through Friday, 8 a.m. to 6 p.m.
(Customer service offered in multiple languages)

Download the **PA Enrollment Services mobile app** (via the Apple App Store and Google Play)

Enrollment by **mail** – completed enrollment forms must be received by Aug. 16

Enrollment Mailing Address

PA Enrollment Services

P.O. Box 61077

Harrisburg, PA 17106



Celebrating Juneteenth

This June, Highmark Wholecare sponsored, supported and volunteered at Juneteenth celebrations across the state ... from western Pennsylvania clear through to Harrisburg, York, Lehigh Valley and Lancaster. We will continue to actively promote activities like Juneteenth that enrich the diversity of the communities where we work, live and support our members.



Across Highmark Wholecare and the broader Highmark Health enterprise, diversity and inclusion are an integral part of our organization, and celebrating the whole of humanity — our diverse abilities, races and ethnicities, generations, orientations, genders, cultures, religions, classes, educations and experiences — allows us to create a more fair, equitable, healthy and high-performing corporate culture.



Tackling Food Insecurity



Volunteerism is a core value of Highmark Wholecare and its team members, up to and including the organization's executive leaders. Often, team members align their volunteerism with issues that impact our members, including food insecurity.

On June 3, team members from the Risk Adjustment department volunteered at the Greater Pittsburgh Community Food Bank. The volunteers prepped boxes to be filled with donated frozen food items,

and checked donated produce and dairy items for freshness. The team helped assemble 1,150 boxes of food for those in need.

Benefits of the day extended beyond the local families that were helped through these volunteer efforts, as team members interacted personally for the first time in years. "We all laughed and got to know each other on a personal level, said Sandra Oesterling, Medical Coder, Finance.

A few weeks later, on June 21, members of the Executive Leadership Team (ELT) joined other volunteers at the Highmark Wholecare's Pittsburgh Connection Center to distribute food and provide health and nutrition information to local families. Highmark Wholecare once again partnered with the Greater Pittsburgh Community Food Bank on this initiative. The ELT helped provide food for approximately 75 families in two hours.

The June event was the first of four such events that in total will provide meals and nutritional information for approximately 500 families.



Appreciation for Pittsburgh's South Hills



Highmark Wholecare's Karen Urbanowicz and Clinton Rhodes with SHIM's Director of Development Seth Dubin at Celebrate the South Hills with SHIM.

Community Engagement and Highmark Wholecare volunteers were on hand to support the South Hills Interfaith Movement's (SHIM) 'Celebrate the South Hills with SHIM' event during a special community day at the organization's Bethel Park location. The community event featured a day of multicultural celebrations of music, dance, art and food.

Highmark Wholecare served as a Champion sponsor for the celebration that highlighted the SHIM's mission of building healthier and vibrant communities by offering food, clothing, employment support, parenting classes, youth classes and a variety of other impactful services.



Team Member Spotlight



JENNIFER R. JONES

Title: Senior Community Engagement Specialist

Service Area: Western PA - Westmoreland, Cambria, Blair counties

What you love about your job: My favorite part of this role is that I can have place-based, meaningful engagement with my partners, and find fun and creative ways to support them and promote wholecare health. This paves the way for sustainable partnerships that benefit everyone.



HARRY MANLEY

Title: Senior Community Engagement Specialist

Service Area: Western PA - Allegheny County

What you love about your job: Having the opportunity to make an impact and provide choices to people who previously didn't have choices. I enjoy hearing their stories and having the opportunity to relay important health information that can make a difference in their health care.



Upcoming Events

8/26 to 8/28

Butler Italian Festival

<https://butleritalianfestival.com/>

8/12 and 8/26

North Side Farmer's Market Festival

<https://pittsburghpa.gov/events/northside-market>

8/20

The 9th Annual Health & Wellness Weekend

<https://hwwpgh.com/>



We Are Here for You

Communication is a two-way street so we want to hear from you! If you have suggestions on how we may improve this newsletter, constituency matters warranting attention or questions regarding our legislative priorities, please contact:

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Joe Glinka, Government Affairs Director, at **412-255-1336** or jglinka@HighmarkWholecare.com

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