

Important Notices for Medicare Members

Last Revised: 4/15/2024

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Because Life.™

Lifestyle Management Program

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 Program.

Who is the program for?

| | |
|----------------|---|
| Asthma | Any member with a diagnosis of asthma |
| Cardiac | Any adult member with a diagnosis of acute myocardial infarction, atrial fibrillation, congestive heart failure, in vitro diagnostic device or stroke |
| COPD | Any adult member with a diagnosis of COPD |
| Diabetes | Any member with a diagnosis of type 1 or type 2 diabetes |
| Hypertension | Any adult member with a diagnosis of hypertension |
| Healthy Weight | Any member with a diagnosis of overweight or obesity |
| Mom Matters® | All pregnant or postpartum members |

How do I enroll?

Participation in our program 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 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 **1-855-805-9420 (TTY: 711)** 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 Program 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. – 4:30 p.m.

Ensuring Quality Care and Service

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®). 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 2023 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 2023 QI/UM Program.

- Medicare AssuredSM Member Services: 1-800-685-5209, TTY Users: 711

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Continuity of Care and You

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.

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Clinical Practice and Preventive Health Guidelines

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
- Any other doctors you have seen since your last visit
- Medicines prescribed by any other doctors
- 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 [HighmarkWholecare.com](https://www.HighmarkWholecare.com)

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

Highmark Wholecare Practitioner Excellence Program

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

Who is included in the HWPE Program?

- Primary Care Doctors including Family Practice, Internal Medicine, Certified Registered Nurse Practitioners (CRNP), Physician Assistants and Pediatrics.

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

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Member Rights and Responsibilities

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 AssuredSM 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 participate with doctors in making decisions about your healthcare.
- 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 organization’s member rights and responsibilities policy.
- To give instructions about what is to be done if you are not able to make medical decisions for yourself.
- Understand your treatment options and participate in decisions about your healthcare.

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

As a Highmark Wholecare Medicare AssuredSM 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 your Highmark Wholecare plan.
- Tell your doctor and other health care providers that you are enrolled in a Highmark Wholecare 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 your doctor’s office, hospitals, and other offices run smoothly.
- 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 the Highmark Wholecare service area.
- Call Member Services 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)

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

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Highmark Wholecare Notice of Privacy Practices

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

Or, for more information see 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 2024.

Important Phone Numbers

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 Program

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

1-944-718-6400 (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. – 8 p.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

Attention: 1557 Coordinator

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. Additional information can be found at highmark.com/wholecare.

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: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-800-685-5209 (TTY 711). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-800-685-5209 (TTY 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-800-685-5209 (TTY 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-800-685-5209 (TTY 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-800-685-5209 (TTY 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-800-685-5209 (TTY 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-800-685-5209 (TTY 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-800-685-5209 (TTY 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-800-685-5209 (TTY 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-800-685-5209 (TTY 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، بمساعدتك. هذه خدمة مجانية. سيقوم شخص ما يتحدث العربية (1-800-685-5209 (TTY 711) ليس عليك سوى الاتصال بنا على

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-800-685-5209 (TTY 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-800-685-5209 (TTY 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portugués: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-800-685-5209 (TTY 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-800-685-5209 (TTY 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-800-685-5209 (TTY 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-800-685-5209 (TTY 711) にお電話ください。日本語を話す人者が支援いたします。これは無料のサービスです。

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