



# Your Utility Support Benefit

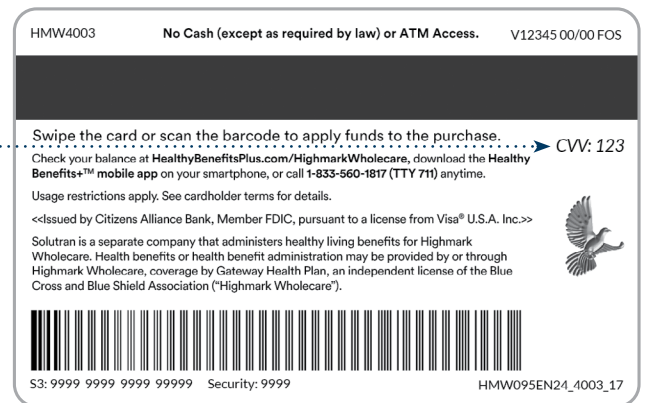
Being healthy means more than doctors' visits and prescriptions. That's why your Highmark Wholecare Medicare Assured<sup>SM</sup> plan includes many benefits to keep the whole you healthy. This includes helping to pay your utility bills.

## 3 easy ways to pay

### 1. Pay directly with your utility provider.

- Pay the utility company directly with your Highmark Wholecare Visa card the same way you would with any other credit card – on the utility company website, app, or over the phone.
- You will need the **16-digit** code on the *front* of your Visa card in addition to the **3-digit CVV** code on the *back* of your Visa card.

If you are using your Visa card for the first time to pay your utility provider, you may want to contact your utility provider directly to find out their procedures for paying by credit card.



If you haven't already done so, call the Healthy Benefits Plus helpline at **1-833-560-1817 (TTY 711)** to activate your Highmark Wholecare Visa card.



Because Life.™

## 2. Pay by phone by calling the Highmark Wholecare Healthy Benefits Plus member helpline.\*

- Call 1-833-560-1817 (TTY 711) 8 a.m. to 8 p.m. seven days a week, between October and March. Between April and September, call 8 a.m. to 8 p.m. Monday through Friday.
- You will need the name of the approved utility company, amount to pay, name on the bill, and account number.

## 3. Pay online by going to the Healthy Benefits Plus website\*

- Log on to [healthybenefitsplus.com/highmarkwholecare](https://healthybenefitsplus.com/highmarkwholecare). Choose “Bill Pay” and follow the instructions.

### Reminders:

- Eligible utility payments must be for the address on file with Highmark Wholecare.
- Your monthly balance is used toward both food and utility bills. Unused credit expires at the end of each month.
- This benefit is in addition to other programs that you may qualify for, including utility assistance programs. This does not affect any other benefits that you are eligible for through the state.
- This does not impact your income and is not taxable.

*More details can be found on Page 22 of your member Plan Guide.*

## Your Utility Support Benefit can be used for:



Gas



Electric



Sewage



Garbage



Internet



Cable



Mobile and  
Landline Phones

\*Members who pay their utility bill by calling the Healthy Benefits Plus helpline or using the Healthy Benefits Plus website will be charged a fee of 75 cents.



Highmark Wholecare offers HMO plans with a Medicare contract. Enrollment in these plans depends on contract renewal. 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. ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-800-685-5209 (TTY 711). 小小贴士：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).

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”).