

A guide to programs that support the **whole you.**



HIGHMARK  
WHOLECARE.



Health starts where we live, learn, work and play¹.

We know that better medical care is only one of the many things that helps keep you healthy.

Conditions in the places where you are born, live, learn, work, play, worship and age can affect your health and quality of life². These conditions are called Social Determinants of Health. Examples of Social Determinants of Health include:

- Safe housing and reliable transportation.
- Education and job opportunities.
- Healthy foods and quality air and water.

For over 25 years, we've offered programs that help improve your life beyond medical care. The goal of our programs is to support you on a path to better overall health and well-being.



¹ Robert Wood Johnson Foundation

² Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion

“We work with our partners and members to overcome barriers, providing members with the opportunity to achieve their best health.”

Ellen Duffield
CEO, Highmark Wholecare



It's a **Wholecare** approach to your health.

There are many helpful programs and resources out there. How do you find the right one? How do you get the services you need?

We will work with you to ensure your needs are met. You can also use our Wholecare Resource Center. Find help paying bills, get food assistance and find other free or reduced-cost programs by visiting [HighmarkWholecare.com/WRC](https://www.HighmarkWholecare.com/WRC).

Creating stronger, healthier futures through education and job opportunities.

Financial independence is important. It leads to self-worth, pride, less stress and a much healthier and happier life. Our programs will help prepare you for your future by providing support for:

- Education and employment counseling.
- Payment for GED testing.
- Connecting you to resources to help you reach your employment goals.
- Assistance finding work through job search services, including a subscription to those that specialize in providing part-time and work-from-home jobs.
- Teens and youth through the Teen Workforce and STEM Academy, where they are introduced to career paths and skill development.





A lifestyle of healthy, nutritious foods help prevent chronic health conditions.

It's hard to be healthy if you don't have access to nutritious foods. Our programs help provide healthy foods to you through:

- Food boxes tailored to meet your medical needs.
- Home delivered meals for those just out of the hospital.
- Partnerships and links to long-term food resources.
- Working with your providers to link you to fresh fruits and vegetables through a voucher program.
- Partnerships with local food banks and food co-ops to provide nutritious foods.

Access to safe, affordable housing and the supports needed to maintain that housing lead to improved overall health.

Our Housing Coordinators are here to help with your housing needs. They can support you by:

- Helping you complete housing applications.
- Connecting you with rent and utility assistance, including our utility relief fund.
- Working hand in hand with you and local agencies to help prevent eviction or to address lead issues.





Reliable transportation is needed to access health care, healthy food options, and education and job opportunities.

Our transportation program offers free rides for doctor appointments and non-medical needs – like rides to the local food bank, employment centers and more.

This program supplements the Medical Assistance Transportation Program (MATP). MATP provides rides to doctor visits, the pharmacy and other medical appointments, free of charge. Each county is different, so you may need help signing up.

We can help you with your transportation needs, including signing up for the MATP in your county.





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“When I call, they talk to me like I matter. They care about more than my health, they care about my life. I’ve never experienced that from a health plan before.”

Highmark Wholecare
Member



We work to build key resources in your community and help neighborhoods thrive.

- Our Community Health Workers meet members face to face in the communities in which they live.
- We partner with trusted local Community Based Organizations and local doctors' offices to build resources in the community. These resources address housing, access to healthy foods and legal aid.
- Community Based Organizations understand community needs. We work with these organizations to support you where you live by linking you to local and regional resources as well as to our internal programs.

Connect with us today.



Eligibility for specific programs may vary.
Call to see if you qualify.

1-800-392-1147 (TTY 711) 8 a.m. to 8 p.m.
Monday through Friday



You can also visit
HighmarkWholecare.com/WRC where
you'll find the Wholecare Resource Center.

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.

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

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”).