

HIGHMARK BLUE CROSS



HIGHMARK.
Delaware

Partners
with

SILVER LINING
Home Healthcare

Services now covered through Silver Lining:

- **Long Term Support Services** including attendant care and respite care
- **Nursing Services**
- **Complex Care**

What is it?

The Home and Community based service program through the State of Delaware strives to keep Delawareans at home instead of having to go to a facility for care. Often called the "Medicaid Waiver" or "Long Term Care Waiver" program, there are several services available through the program including companion care, personal care and nursing care. The plan is administered by two insurance companies in Delaware; one of those companies is Highmark Blue Cross. Silver Lining is now a credentialed provider to provide the approved services through the program to any client in the State of Delaware.

Who is eligible?

Any patient with the Highmark Blue Cross insurance that is eligible, as defined by the program and State of Delaware. Eligibility is determined by Utilization Management (skilled services) or Case Manager (LTSS – nonskilled services) at Highmark Blue Cross. All services require a pre-authorization prior to starting care (sent to Silver Lining by Highmark).

To know if someone is eligible, contact one of these numbers:

**Member Advocates at 1-855-430-9852 or
Member Services at 1-844-325-6251
or visit**

<https://www.highmarkhealthoptions.com/members>

Skilled care (nursing services and complex care) requires a Certificate of Medical Necessity signed by the physician.

1. Confirm eligibility at the numbers above
2. Request an authorization sent to us (info below)
3. Get us the client's name, DOB, needed start date, and contact information
4. We'll take it from there and can do our intake assessment anywhere (facility or home) – the sooner the better to make any transitions a great client experience!

Call 24/7 **302.724.7902** or fax **855.631.4365**
or email us at: **jackie@silverlininghealthcare.com**
silverlininghealthcare.com