



*****Provider Alert*****

TO NorthSTAR Providers
FROM: Holly Brock, LPC NCC
Director of Provider Relations
DATE: February 25, 2010

SUBJECT: Changes to NorthSTAR Indigent Enrollment Timeframe

The purpose of this alert is to inform providers of a change to the eligibility verification timeframe for NorthSTAR Indigent enrollments.

Effective March 1, 2010, NorthSTAR Indigent enrollments will return to the 12 month timeframe. This means that all indigent enrollees will again only be required to submit financial updates during the month of their birth date and anytime there is a change to their financial, residence, or household status. Members who do not submit a financial update within 60 days following the month of their birth date will be systematically disenrolled from NorthSTAR. Members who are disenrolled can be re-enrolled, if eligible, by submitting a new financial assessment to ValueOptions utilizing the current enrollment process.

Please direct any questions regarding this alert to the following ValueOptions staff:

Table with 3 columns: Name, Phone, Email. Rows include Holly Brock (Director of Provider Relations) and Belinda Tucker (Eligibility Supervisor).