

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

TO: All ValueOptions Providers

FROM: Robin A. Cunningham
Director, Customer & Provider Relations

DATE: April 11, 2005

SUBJECT: Recertification of Indigent Enrollees in NorthSTAR

ValueOptions is implementing a recertification process for indigent enrollees in the NorthSTAR program. This means that all indigent enrollees will have to complete the financial assessment tool (FAT Form) each year during their birthday month. In some circumstances this will mean that new enrollees may have to complete the FAT form twice during their initial enrollment year.

ValueOptions will send each enrollee a letter the last week of the month prior to their birthday month. This letter will inform them that it is time to reapply or recertify for their NorthSTAR benefits. (Please see attached sample letter). The SPN providers will also receive a list of members who need to recertify. We request that you remind and/or assist your consumers so they can continue to receive treatment and you can continue to receive reimbursement. A flyer has also been created for you to handout or post in your office to inform/remind your consumers to recertify.

Those enrollees who fail to recertify from 90 days of the letter going out will be disenrolled on the 91st day. A letter will be sent to the member informing them that their benefits have been terminated.

ValueOptions will complete the December “fall out” birthdays during the month of April and will then pick up with the May birthdays. We will enter any completed FAT forms received during this “test period.”

If you have any questions about this communication, you may contact any of the following ValueOptions personnel:

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Vasquez	Benefits		
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