



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

TO: All Providers
FROM: Robin A. Cunningham
Director, Consumer and Provider Relations
DATE: May 30, 2006

SUBJECT: Medicare Recoupment Letters Dated 5/16/06

You may have received a letter dated May 16, 2006 (Attached) and a list of NorthSTAR identification numbers that are Medicare eligible. The information contained on the attachment was not correct. ValueOptions is in the process of updating your list.

Please be advised that your organization will receive a corrected letter and attachment in the next few weeks. Your organization will have 30 days to review, remit payment or develop a payment plan. Recovery timelines of incorrectly paid funds will commence with the receipt of the corrected letter. ValueOptions will make a best effort to only recover claims that can still be billed in a timely manner to Medicare. In the meantime, you may wish to research your existing list of members and services.

Should you find conflicting information about a member's Medicare eligibility, please forward that documentation to:

NorthSTAR Eligibility Department
1199 S. Belt Line Road Suite 100
Coppell, TX 75019

Going forward, ValueOptions will tell you immediately if a person has been identified as Medicare eligible. We should be finished with the identification process for existing NorthSTAR Enrollees with Medicare by June 23, 2006. All new enrollments and re-enrollments will be verified immediately. Authorizations will also be given based on the member's Medicare status.

As a reminder, providers should call Customer Service to verify eligibility for each office visit. You will be notified at the time of this verification if the member has Medicare.

Should you have any questions about Medicare or the impending recoupment, please contact:

Name	Phone	Email
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