



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

TO: LPC Providers
FROM: Robin A. Cunningham
Director, Provider Relations
DATE: July 25, 2006
SUBJECT: LPCs and Medicare Members

Effective immediately, please be advised that under the NorthSTAR Program, LPCs will not be permitted to render services to members who are enrolled in Medicare Part B benefits.

To ensure that Medicare Part B members are not errantly referred and/or minimize the need to transition Medicare Part B members in your care, the following is recommended:

1. Prior to rendering any service, LPCs should verify a NorthSTAR member’s Medicare coverage by:
 - a. Asking the member or member’s family to present a copy of any Medicare benefit card.
 - b. Contacting ValueOptions at 1-888-800-6799 to verify member’s Medicare Part B status.

Note: it is recommended that the NorthSTAR member’s status be checked prior to each session as the member may have become eligible for Medicare Part B between sessions.

2. Upon identification that a NorthSTAR member is enrolled in Medicare Part B:
 - a. the provider will notify ValueOptions immediately and obtain alternative referral sources by calling 1-800-MEDICARE (1-800-6334-2273).
 - b. ValueOptions will notify the provider immediately and provide alternative referral sources
 - c. Two transition sessions within a prescribed time period will be awarded under the following condition:
 - i. Member has been provided a service by a LPC provider in the previous 60 days.

To assist our LPC providers in this endeavor, ValueOptions initiated a number of strategies to ensure our files are as up-to-date as possible; however there is always a possibility that a member’s Medicare Part B status can be initiated without our knowledge.

Should you have any questions about this correspondence or Medicare, please contact:

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