

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

TO: NorthSTAR Providers

FROM: Holly Brock, LPC NCC
 Director of Provider Relations

DATE: September 1, 2009

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 October 1, 2009, NorthSTAR Indigent enrollments will last for 6 months rather than 12 months. This means that all indigent enrollees will be required to submit financial updates 2 times per year rather than annually. Updates will continue to be due during the member's birthday month and they will also be due 6 months from the member's birthday month (see table below). Members who do not submit a financial update within 60 days following the month their update is due 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.

Birthday falls in:	Update due in:	2nd Update due in:
January	January	July
February	February	August
March	March	September
April	April	October
May	May	November
June	June	December
July	July	January
August	August	February
September	September	March
October	October	April
November	November	May
December	December	June

What does this mean for providers?

- Effective October 1, 2009, providers will need to monitor for enrollment updates for members who are in their birthday month AND members who are 6 months past their birthday month (see table above).

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

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