

# **SUMMARY OF NORTHSTAR FINANCIAL ELIGIBILITY PROCESS**

## **1/19/05**

**EFFECTIVE DATE: February 1, 2005**

### **CHANGES:**

- Financial Assessment Form
- Timelines for Presumptive Eligibility
- Presumptive Eligibility Benefit Packages
- Reassessment Triggers
- Staffing
- Member Appeals
- Identifying Potential Medicaid Applicants

### **PREEXISTING ENROLLEES:**

- Annual financial assessments will be driven by birthdates:
  - Ex. Currently active and medically indigent member whose birthday falls on or between December 1-31 will result in a letter being sent to member as well as SPN that member has 90 days to secure enrollment. In this example, the member would be subject to disenrollment on May 1<sup>st</sup> if supporting documentation and or assessment tool is not completed.
- SPN determination is based on most recent authorization and/or claim
- SPN's to have enrollment packets
- Disenrollment reports based on annual assessment information are sent to SPN's quarterly

### **NEW MEMBERS:**

- All members being discharged from inpatient facilities will receive 7 days of unlimited benefits
- All members presenting at outpatient facilities and deemed to be urgent/emergent will receive 7 days of unlimited benefits
- All members presenting at outpatient facilities that are not urgent/emergent and do not have completed applications (documentary support) will have eligibility retroactive to first day of application if they complete application within 7 days

### **STAFFING:**

- ValueOptions is deploying several of its eligibility employees at Green Oaks and Parkland in order to facilitate more accurate and timely enrollment
- ValueOptions is establishing a service center based financial assessment clearinghouse that will expedite processing and provide technical assistance on and off site

### **APPEALS:**

- Failure to complete financial assessment and/or produce supporting documentation are not appealable issues

### **MEDICAID:**

- Potential Medicaid candidates will be identified and mechanism will be rolled out in March 05 to accommodate application process