



NorthSTAR News

Volume I, Issue I

July 2005

Special Provider Tools available! :

- 340B Training Tools available now! - call PR to get your copies, 972-906-2875.
- Re-certification Poster available now! - call PR to get your copy, 972-906-2875.
- New Website with Provider & Member information! - see pg. 4.

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Facts about the 340B Pharmacy Program

What is 340B?

It is a Federal drug pricing program administered by the Office of Pharmacy Affairs in Washington, D.C. It allows NorthSTAR indigent consumers to access medications at significantly reduced prices.

How does NorthSTAR qualify for the 340B program?

ValueOptions NorthSTAR qualifies for 340B pricing through a partnership with UTMB (University of Texas Medical Branch). UTMB meets Federal requirements to use 340B pricing.

What are the benefits to using the 340B program?

1. Helps contain ever-escalating pharmacy costs
2. Anticipated reduction of the NorthSTAR atypical waiting list
3. Develops a healthcare screening program for NorthSTAR consumers that will result in improved coordination of physical and mental healthcare needs.

Are Medicaid NorthSTAR consumers affected by the 340B program?

No. Medicaid consumers will continue with their existing pharmacy benefit.

Will the 340B program change how indigent consumers fill their prescriptions?

YES.

How will the 340B program change how indigent consumers fill their prescriptions?

The 340B program requires that each consumer be assigned a **SINGLE** pharmacy where they can get their prescriptions filled. Prescriptions can only be filled at the assigned pharmacy.

How will consumers be notified of their pharmacy assignment?

Consumers will be notified through the clinic sites where they currently receive prescriptions.

What happens if the consumer goes to a non-designated pharmacy?

They will be redirected to the designated pharmacy.

Will there be changes in the NorthSTAR formulary and the NorthSTAR pre-authorization process?

No.

Who does the consumer call if they cannot get their prescriptions filled?

Customer Service: 1-888-800-6799

When will these changes be effective?

Consumers will be notified through their NorthSTAR clinic or provider. The official start date of the 340B program has not been finalized.



PROVIDER ALERTS! - keep your staff informed

Provider Alerts are mailed & emailed to you as necessary by ValueOptions staff. Here we have listed the most recent Provider Alerts. You and your staff should already be aware of these. If you would like copies, please call

Provider Relations or visit our new website— see pg. 4 for the address.

- 4/15/2005: Registration for Encrypted Email
- 4/11/2005: Re-certification of Indigent Enrollees

Keep your email addresses & contact information updated to insure you receive these important announcements!



**Gateway Foundation
Headquarters:**

55 East Jackson Blvd.,
Suite 1500
Chicago, IL 60604

“A significant benefit of the program is providing transportation to ensure clients make it to necessary appointments.”

An educational flyer for consumers is available for you to display in your clinic.

[Call Provider Relations today to get your copy!](#)

Gateway Foundation Received a Five-Year \$2.5 Million SAMHSA Funded Substance Abuse Treatment Initiative

Gateway Foundation was established in 1968 with a simple mission: to assist people, especially those without financial resources, from the maze of drug and alcohol addiction and to restore individuals to a level of functioning that allows each client to maintain sobriety with a sense of independence and dignity. In 1997, Gateway assumed operation of the Help Is Possible program in Dallas, Texas. In addition to the standard treatment regimen provided at this facility, substance abuse treatment is offered to HIV+ and “at risk” minority males through a **five-year \$2.5 million federal grant** received from the Substance Abuse and Mental Health Services Administration (SAMHSA) in October 2003.

Unlike the brevity of treatment episodes through other funding mechanisms, this grant from the Center for Substance Abuse Treatment (CSAT) funds up to 90 days of residential treatment, which allows clients time to transition safely back

into the community. While participating in substance abuse treatment, clients who are served by the grant receive additional services primarily related to addressing their medical, employment and housing needs. “Prior to entering treatment, most clients were not taking care of their health while active in their addiction,” states Felice Aboud, Case Manager for the project. “The grant allowed us to hire a nurse, Anne Delaney, to do nursing assessments and assist clients in accessing appropriate medical resources in the community.”

The population targeted by the grant is adult minority men who are HIV+ or who are “at risk” for contracting HIV through IV drug use and/or risky sexual behavior. While in treatment, these clients participate in grant-specific groups, such as health education, risk reduction, and sexual addiction groups. Felice states that some studies indicate 70% of people in recovery from alcohol and

drugs have some form of sexual addiction. “We educate clients about sexual addiction, and if they want to incorporate that into their substance abuse recovery program, we provide transportation to SAA group, in addition to AA/NA groups.”

A significant benefit of the program is providing transportation to ensure clients make it to necessary appointments. For instance, the driver, Kevin Mickens, transports clients to medical appointments, job fairs, and community agencies, such as the Texas Workforce Commission, that assist with job search and housing. “Since our clients are usually homeless, they won’t fully benefit from treatment if they are preoccupied with being discharged back onto the streets,” Felice explains. “So prior to discharge, we assist clients in finding a job and securing housing.” Additionally, the grant funds up to six months of out-patient treatment.

On-going communication

(Continued on page 3)

Re-certification Process—change is coming!

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 process, you may contact Provider Relations, 972-906-2785.

Resiliency and Disease Management Initiative

Effective September 1, 2004 NorthSTAR implemented the State Resiliency & Disease Management initiatives of the Texas Recommended Authorization Guidelines (TRAG) for Children and Adults. The TRAG has been implemented in the fee for service environment of NorthSTAR, and includes the TRAG Uniform Assessment. The Level of Care Criteria now reflects the criteria for services

based on the assessment domain results of the TRAG. ValueOptions will monitor fidelity to the TRAG through clinical audits.

Under the R&DM Initiative there are now four distinct new rehabilitation services, which replace the old service of Community Support Service, and Adult Counseling (90806). Under the new Medicaid rules Cognitive Therapy for mem-

bers over 21 is no longer allowed as 90806, and must now be billed as H0024 (rehabilitation counseling).

For more information on the new Rehabilitation Services, you may view the detailed letter sent to all NorthSTAR Providers at the education page of the provider section on the web at, www.valueoptions.com/northstar.



View the Texas Department of State Health Services page for RDM: <http://www.dshs.state.tx.us/>

Dallas Metrocare receives a grant from the Hogg Foundation

Dallas Metrocare recently received a grant from the Hogg Foundation in April 2005. This grant provides skills training services to children and adolescents whose parent(s) are Spanish-speaking. It is funded for a one-year period and will provide services to 100-150 youth and their families with an estimated length of stay at 4-6 months per family.

The goal of the grant is to provide skills training services to at least 100 children and adolescents within the NorthSTAR region who would no longer be eligible to receive the services from NorthSTAR. According to Daniel Bird, the Supervisor for the Program, "These are the children and adolescents who would normally TRAG into the internalizing service packages 1.2, 2.3, or 2.4." The service array is inclusive of case coordination which is similar to the Service Coordination/ICM, Skills Training and Psychiatric Medication Monitoring.

Currently, there are two full-time bi-lingual staff members providing services to 40 children/youth and their families. This number is expected to grow as more families are identified.

Program Dynamics:

1. Financial eligibility criteria are identical to NorthSTAR/CHIP. The child or youth must be experiencing an internalizing disorder and/or meet the criteria of service package 1.2, 2.3, or 2.4 based on the CA-TRAG levels developed by the State.
2. The initial intake appointment as well as the med-management appointments is office-based. Mr. Byrd stated that he believes, "this is a fantastic opportunity to enable Dallas Metrocare to

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"this is a fantastic opportunity to enable Dallas Metrocare to reach the significantly underserved Hispanic population."

Gateway Foundation—continued...

and client follow up is a vital component to the grant. Outreach worker Kemya Westbrook meets with clients at both six-month and one-year intervals after their initial enrollment into the program in order to follow up on their progress. Midway through Year Two of the project, current outcome study results for the project evidence abstinence rates of between 70% and 80%

at the one-year follow up. As the project is early into Year Two of the award, the number of clients who have reached the one-year follow up point is still relatively small; however, these findings clearly suggest that comprehensive treatment has lasting effects on substance abuse and other unhealthy behavioral patterns. One of the grant's first clients recently celebrated 14 months clean,

sharing with staff that he has been abstinent from both drugs and sex. He has a stable job, recently bought a car, and returns to Help Is Possible to speak to groups to help motivate others and to be an example of what they can also accomplish by following Gateway's program.

Cynthia Goodwin, LCSW,
Clinical Care Manager

VALUEOPTIONS CONTACTS

NorthSTAR Service Center
1199 S. Beltline Rd., Ste. 100
Coppell, TX 75019

Enrollee & Provider Services
Phone: 1-888-800-6799
Fax: 1-888-800-6444

Provider Relations E-mail:
northstarproviders@
valueoptions.com

Mobile Crisis Hotline:
1-866-260-8000

OTHER CONTACTS:

**DANSA (Dallas-Area
NorthSTAR Authority)**
Phone: 214-366-9407
Fax: 214-366-9417
Website: www.dansa.org

**NAMI (National Alliance on
Mental Illness)**

NAMI (Dallas County)
Julie Noble: 214-341-7133

NAMI (Hunt County)
Nancy Castine: 903-994-2153

NAMI (Collin County)
George Elwell: 972-516-2903

NAMI (Ellis County)
Kate Doyle: 972-937-3762

NAMI (Tarrant County)
817-332-6600



Specialty Provider Network Meetings:

Future SPN meetings
feature 340B training & info!!



Hogg Foundation grant—continued...

reach the significantly underserved Hispanic population. The program will also be informative to Spanish-speaking families and hopefully they can receive more services." Further he states, "the goal is to continue the growth of the program based on the projected outcome".

Congratulations to Dallas Metrocare children and adolescent services for their effort to reach one- teach one by providing services and education for children/youth and their families.

Families may be referred to the Eastside Clinic at, (214) 381-7070 or the Westside Clinic at, (214) 331-0107, for further information. For questions or comments, families may contact Mr. Byrd directly at, (972) 407-4525, ext. 1.

Cathy Givens, LMSW,
ValueOptions

Plug-In—get involved in the community!

A keystone of Recovery is building strong natural supports in the community. Listed on the left are contacts for a couple of organizations in the NorthSTAR area that offer education, support, and advocacy for our consumers, their families and friends. If you have a community organization, or special event that you would like listed and/or highlighted in this publication, please contact Provider Relations for consideration.

Community Events—mark your calendars...

- Friday, August 19th & 26th—registration & tryouts for October Gala
- Wednesday, September 7th—Mayor's Proclamation, 9-11 am, Dallas City Hall
- Saturday, September 17th—"Recovery in the Ball Park", Texas Rangers vs. Seattle Mariners
- Sunday, September 25th—"Recovery in the Park", Kidd Springs Park, 711 Canty in Dallas
- Tuesday, September 27th—"Victory In Recovery", Patricia Greer— Guest Speaker
- Tuesday, October 25th—"Putting on the Ritz" presenting a Recovery Talent & Fashion Gala

Visit us on the web:
www.valueoptions.com/northstar

We now have our own website—dedicated to the NorthSTAR program!

Monthly SPN & CD Provider Meetings!

Make plans to attend a monthly SPN or CD meeting at ValueOptions NorthSTAR Service Center. Our meetings include key administrative updates and information on new initiatives. These meetings are a great opportunity for you and your staff to learn and get to know our team. The SPN meetings are the 1st Thursday of each month and the CD Provider meetings are the 3rd Thursday of each month, both are held at 9:30 am.

An overview and subsequent updates to the 340B program will be included in upcoming meetings. Be sure to have appropriate staff attending to take advantage of key information offered by ValueOptions staff experts on the new 340B Pharmacy Program. These trainings will include key information and tools specifically created for you and your staff to have a smooth transition. Please take advantage of this opportunity to learn about the

340B program and how it will be impacting your clinic in the near future. Additional training will be available as needed.

If you have specific 340B program questions, please reference the FAQ sheet on the first page. If you have questions not answered in this newsletter, please call Provider Relations at, 972-906-2875 for additional information and materials.