

From: [Sunset Advisory Commission](#)
To: [Cecelia Hartley](#)
Subject: FW: Issue 9 ##
Date: Friday, October 10, 2014 4:57:37 PM
Attachments:

From: Carrie Crutcher [mailto:Ccrutcher@lifepathsystems.org]
Sent: Friday, October 10, 2014 4:40 PM
To: Sunset Advisory Commission
Subject: Issue 9 ##

To Whom It May Concern,

As a staff member of a NorthSTAR provider, I was pleased with the Sunset Commissions finding regarding the NorthSTAR model. I received the attached "Resolution Draft" today and feel as though you will be getting information that is skewed. I know we each have our thoughts and feelings about the NorthSTAR Model and the people working on the proposed resolution feel strongly for keeping NorthSTAR in place. I however, do not agree with the resolution and would like you to know why I do not agree. Being that I am a provider, you may or may not credit my opinion. All I can base my opinion on is what I see happening within this model.

The bottom line I see is a FOR PROFIT insurance agency is allowed to make decisions of care for non-profit providers. The FOR PROFIT company would not continue to be in this role if they were not making their investors happy. Hence, their investors are happier, the less money they spend on providing services to some of the most needy of our citizens.

I constantly hear from NorthSTAR, NTBHA and Value Options that the client can receive all the services they need. This is true – but we, as providers, have to provide it at a reimbursement rate of \$100/month. If they come in 20 times a month, we get \$100. If they come in one time/month we get \$100. How can any company afford to provide unlimited services to a client for \$100/month?

I have seen multiple times our agency has known of other insurance, monies, etc that would make a client ineligible for the NorthSTAR program. Value Options and NTBHA tell us to provide the services because the patient is covered and months later, Value Options comes to us and recoups the money because the client was not eligible. We provided the service on good faith that it would be covered. When we choose not to provide the service and stand our ground that the client is not covered, we get reprimanded by NTBHA and Value Options. They seem to speak out of both sides of their mouth.

Additionally, if Value Options wants to change the contract to require us to do additional tasks, reimburse less, etc, we have no choice other than to close our doors.

The providers in the NorthSTAR area have all the financial risk. Value Options has none, NTBHA has none.

I definitely encourage your commission to continue to look into this model and decide for yourself what you see as the best for the people we are here to help. I know there is a great public relations group that talks wonderfully about NorthSTAR and Value Options, but there is only partial truth in what they say.

Yes, I have a stake in this as well. I work for one of the providers in this system. I hope that I am able to balance my judgment on facts and not feelings. Again, I encourage you to look at all sides of this. Unfortunately, our clients are not as savvy as the people with the money, nor do they have the access to you to give you their thoughts.

Thanks for listening and I appreciate you taking time to read my thoughts.

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