

[Manifest Keyline]

To the addressee or guardian of:

[DRS] <hohName>  
[VER] <addressLine2>  
[LTR] <addressLine1>  
<city>, <state> <zipCode>-<zipCodeExt>

[IMB Postal Barcode]

Dear <memberName>:

[Always Print]

**[The way you access mental health and/or substance abuse services is changing**

The NorthSTAR Program is ending December 31, 2016 and ValueOptions will no longer manage your mental health and/or substance use services. Starting January 1<sup>st</sup>, 2017 you will get your mental health and/or substance use services through your current Medicaid managed care health plan. If you have questions about this change, call 1-800-964-2777 (toll-free).]

[Print this SECTION when <population> is SPD or SPDMMP]

[If you get services through both Medicaid and Medicare (called dual-eligible), you will keep using Medicare for any mental health and/or substance use services that Medicare offers. More services might be available through Medicaid.]

[Always print]

[You might be able to keep the doctor, nurse or clinic you use now for mental health and/or substance abuse services. To find out, look for their name in the provider listings on the medical plan's website or call the plans. You can find the website and phone number for each medical plan on the blue chart that came with this letter. If you want to change your Medicaid managed care health plan, call 1-800-964-2777 (toll-free).

**Want to learn more?**

You can learn more about the health plans and services by going to a meeting in your area. To find out when and where you can get help at an office, see the pink piece of paper that came with this letter. You can also go to [www.TXMedicaidEvents.com](http://www.TXMedicaidEvents.com) or call 1-800-964-2777 (toll-free) to find when a meeting is happening.

**Need help? Have questions? Call us toll-free.**

Call 1-800-964-2777 (toll-free). You can call 8 a.m. to 6 p.m. Central Time, Monday to Friday. If you have a speech or hearing disability, call 7-1-1 or 1-800-735-2989 (toll-free).]

<3x9 barCode image>

<barCode> [Print human readable]

[MODE1]

**[Print this SECTION when <population> is SPM or SPD]**

[Call 1-877-782-6440 (toll-free), if you live in a nursing home or get long-term services and supports through a Medicaid waiver for individuals with intellectual or developmental disabilities through any of the following:

- Community Living Assistance and Support Services (CLASS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Home and Community-based Services (HCS)
- Texas Home Living (TxHmL)]

<3x9 barCode image>

<barCode> **[Print human readable]**

**[MODE1]**

NorthSTAR Ending Letter  
NSE – 11/01/16  
[Program] - [population] - [custSrvcAreaCode]  
[FileSetID] - [letterReqId]  
[Quad] - [biFileId] - [biRecordId]