



September 30, 2016

Member Name

Member Address

City, State, Zip

RE: Members/Providers – Using of Out of Network Providers & Services

Dear Member/Provider:

Community First Health Plan (CFHP) is committed to your child's continuity of care. Beginning November 1, 2016 – April 30, 2017 members may continue to use their existing providers and continue to receive all covered Medicaid benefits in the same amount, scope and duration as was previously approved by Traditional Medicaid. CFHP will honor all claims for these services from your providers during the continuity period.

CFHP has extended our physician care continuity period for out of network physicians until October 31, 2017, so that members can continue to see their out of network primary care and specialist for their child's office visits.

New services ordered by your physician or another provider may require authorization by CFHP. Authorization requests should be filed by in or out of network providers for these new services as applicable. A list of services requiring authorization is available at www.cfhp.com. Your providers can request authorizations electronically at www.cfhp.com.

Your providers can bill their claims electronically at www.cfhp.com, file them through an approved claim clearinghouse or via a mailed paper claim. Providers can obtain claim filing instructions from the CFHP Provider Manual available online at www.cfhp.com.



Let us know if you or your provider have questions regarding the above information by calling the STAR Kids Member/Provider Services Hotline at (210) 358-6403 or toll-free at 1-855-607-7827, Monday-Friday 8 a.m.-5 p.m.

Thank you for joining the CFHP family, we are looking forward to getting to know your family and your providers.

Sincerely,

Kelley L. Longhofer
Executive Director STAR Kids
Community First Health Plans, Inc.