



March 22, 2018

Dear Sendero Health Plans STAR/CHIP Provider:

Sendero Health Plans (Sendero) is honored to have you [or your group] as a provider of services to your patients and our Medicaid/CHIP members. We have enjoyed the opportunity to work with you in helping your patients get the care they need.

We regret to inform you that Sendero has made the difficult decision to stop providing STAR and CHIP healthcare coverage in the Travis Service Area starting May 1, 2018.

Sendero will continue to participate in the ACA Marketplace with our IdealCare product, therefore your Provider Agreement will be amended only to remove participation in Medicaid/CHIP. Sendero will process claims for dates of service on or before April 30, 2018, for Medicaid/CHIP covered services, within the required timeframes. Timely filing requirements for these claims will be strictly adhered to in an effort to adjudicate all claims by the end of the runout period.

Members are being notified to contact the Enrollment Broker at 1-800-964-2777, by April 13, 2018, to select another health plan. The choices in this area are: Blue Cross Blue Shield, Dell Children's Health Plan, and Superior Health Plan.

To ensure continuity of service, you are encouraged to inform your patients, who are Sendero STAR/CHIP members, of the other STAR/CHIP health plans with which you contract. Sendero will only be able to honor existing service authorizations through midnight on April 30<sup>th</sup>, 2018. Any services after that date will need to be covered, and possibly pre-authorized, with the member's new carrier.

It has been a pleasure working with you to serve the Medicaid/CHIP members enrolled in Sendero. For those of you serving our IdealCare members, we appreciate your support and look forward to continue to serving the community with you through that program.

If you have any questions, or concerns about continuity of care for any members currently receiving treatment, call Member Services at 1-844-872-0537. You can call Monday – Friday 8 AM to 5 PM.

Thank you,

Sendero Health Plans

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