



Re: Behavioral health benefit management services

Dear Provider:

In continuing efforts to deliver the best member care and to ensure sound business decisions regarding the growing needs of behavioral health management, Sendero will be partnering with Beacon Health Strategies, LLC to provide behavioral health benefit management services to members effective January 1, 2014. Through its partnership with Beacon, Sendero will be able to better address the behavioral health needs of its Medicaid (STAR), CHIP and IdealCare members.

Beacon is an NCQA and URAC accredited managed behavioral health care organization serving nearly nine million lives nationwide. Beacon works directly with Providers in the community, recognizing the fact that effective care comes from the local delivery systems and practices.

On January 1, 2014, Beacon will be responsible for the following functions:

- Care and utilization management
- Inpatient and outpatient authorization requirements
- Member/Patient Services
- Claim Adjudication/Payment Services

As of June 1, 2014, Beacon will assume the additional responsibilities of Network Operations, inclusive of Provider Contracting, Credentialing and Provider Relations. Prior to June 1, 2014, Beacon's Network team will be reaching out to you to secure a contractual relationship directly with Beacon. During the transition period, thru May 31, 2014, your Sendero contract claims will continue to be reimbursed at the Sendero negotiated rate. All claims for Behavioral Health services should be directed to Beacon effective January 1, 2014.

Effective January 1, 2014, all Behavioral Health claims should be sent to the following address:

Beacon Health Strategies
Claim Departments
500 Unicorn Park Drive, Suite 401
Woburn, MA 01801-3393

If you have any questions regarding the transfer of operational services, including clinical and claims processes, please contact Sendero Network Management Department at 512.978.8161.

Sendero and Beacon thank you in advance for your cooperation and continued commitment to providing high-quality patient care to Sendero members.

Sincerely,
Sendero Health Plans