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TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators

FROM: Amy Mendel-Clemens
Technical Assistance and Training Section
Bureau of Enrollment Management
Division of Health Care Access and
Accountability

BEM/DFS OPERATIONS MEMO

No: 08-58

DATE: 12/22/2008

FS	<input type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/>
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PRIORITY: HIGH

SUBJECT: Disenrollment from Managed Long-Term Care Programs

EFFECTIVE DATE: January 1, 2009

PURPOSE

The purpose of this memorandum is to explain new procedures related to processing disenrollments from managed long-term care (LTC) programs under certain circumstances.

BACKGROUND

Family Care, PACE, and Partnership comprise Wisconsin's managed long-term care programs. Each requires enrollment in a managed care organization (MCO). Once enrolled, members receive their long-term care (and in the case of PACE and Partnership, their acute and primary care) through the MCO's provider network.

Disenrollment from the MCO occurs for a variety of reasons. Some of the more common reasons for disenrollment include the loss of Medicaid eligibility, a change in functional eligibility, a move out of the MCO's service area, or simply that the member expresses a desire to disenroll.

POLICY CHANGE

Currently, the IM worker will enter a disenrollment when a signed disenrollment form is submitted by either the MCO or the ADRC. Beginning January 1, 2009, certain disenrollments, listed below, can only be approved by the ADRC or by the Department of Health Services (DHS) Office of Family Care Expansion (OFCE).

1. Member Requested Disenrollments. When a member requests to be disenrolled from the MCO for any reason, the Aging and Disability Resource Center (ADRC) will send the completed disenrollment form to both the IM Agency, as well as the MCO. Effective January 1, 2009, the IM Agency should accept and process member requested disenrollments only when the associated disenrollment form is submitted by the ADRC. Disenrollment forms indicating the member requested to be disenrolled that have been submitted by the MCO should be returned unprocessed to the MCO, along with the completed 'Unprocessed Disenrollment Request Form.'
 - **Note:** There is one exception to the above change. Because Dane County does not yet have an ADRC, Dane is the only county where member requested disenrollments may, until further notice, be accepted directly from the MCO (i.e., Care Wisconsin) – with a signed disenrollment form.
2. MCO Requested Disenrollments. Effective January 1, 2009, MCOs are required to contact the Department's Office of Family Care Expansion (OFCE) to obtain prior approval for any of the following types of disenrollment and to determine the actual disenrollment date. If the disenrollment request is approved, an OFCE representative will email the completed disenrollment form to both the MCO as well as the CARES Coordinator in the Income Maintenance agency to which the member's case has been assigned. The text of the email will explain the disenrollment reason and include a reference to this Operations Memorandum as well as a contact name and telephone number. The CARES Coordinator should then assure that the disenrollment is processed by the IM worker.

Disenrollment requests for any of the following reasons received from the MCO (i.e., not emailed to the CARES Coordinator by an OFCE representative) should be returned unprocessed to the MCO along with the completed 'Unprocessed Disenrollment Request Form.'

- Loss of Contact Disenrollments. When a member is no longer accepting services and the MCO has been unable to contact the member for 30 days or more, the member may be disenrolled due to loss of contact, but only with prior approval from the Department.
- The MCO Cannot Assure the Member's Health/Safety. If the member accepts services under an approved plan of care, but refuses to allow care manager contacts, the member may be disenrolled, but only with prior approval from the Department.
- The Member Has Jeopardized the Health/Safety of Others. If the member has committed or threatened acts that jeopardize the health or safety of MCO staff, contractors, or others, the member may be disenrolled, but only with prior approval from the Department.

CARES

There are no CARES changes associated with these new procedures.

CONTACTS

BEM CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

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