

## Roles and Processes in Managed Long-Term Care Disenrollment

1. Disenrollments Due To Loss Of Eligibility												
Category / initiating Event	Report	Approval	Need Form?	Effective Date	MCO Role	OFCE Role	ADRC Role <sup>i</sup>	ORCD Role	Notices to Member	ES/IM Role	BEM Role	BHCSO Role
1a. Loss of functional Eligibility Change in functional status	MCO	MCO	No form, notify ES of change in LTC FS	Adverse action following loss of eligibility date	Report functional eligibility loss to ES and ADRC	Monitor MCO, consult on screens	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports
1b. Loss of financial Eligibility Change in financial status	Member, MCO or others	ES	No, notify ES of income or asset changes	Adverse action following loss of eligibility date	Report info that may affect financial eligibility to ES & ADRC	Monitor MCO	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports
1c. Failure to pay cost share Failure to pay	MCO	MCO	No form, notify ES of failure to pay	Adverse action following loss of eligibility date	Member relations, report failure to ES and ADRC	Monitor MCO cost share collections	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment, cost share reports
1d. Death	MCO or others	ES based on reported date	No form, notify ES	Date of death	Report death to ES	Monitor MCO	None	Monitor ADRC		Process disenrollment	Monitor ES	Produce enrollment reports
1e. Incarceration	MCO or others	ES based on reported date	No form, notify ES	Date of incarceration	Report incarceration to ES	Monitor MCO	None	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports
1f. Admission of enrollee < 65 to an IMD	MCO or others	ES based on reported date	No form, notify ES	Date of admission	Report admission to ES	Monitor MCO	None	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports
1g. Move out of county or service area	Member, MCO or others	ES based on reported date	No form, notify ES and ADRC or HS Dept. in new region	Date of move	Report move to ES, coordinate continuity of care as possible	Monitor MCO	Offer enrollment counseling in new region	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment, update address, transfer county	Monitor ES	Retro disenrollments, enrollment reports
1h. Move out of state	Member, MCO or others	ES based on reported date	No form, notify ES	Date of move	Report move to ES, coordinate continuity of care as possible	Monitor MCO	None	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Retro disenrollments, enrollment reports
<b>PACE/Partnership members only</b>												
<ul style="list-style-type: none"> <li>Member refuses to select a PCP in the MCO provider network</li> </ul>	MCO	No	Notify ES and ADRC	Date of refusal	Counsel member, report refusal to ES, refer member to ADRC w/ contact info	Monitor MCO	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports
<ul style="list-style-type: none"> <li>Member disenrolls from any part of Medicare</li> </ul>	MCO	No	Notify ES and ADRC	Date of Medicare disenrollment	Counsel member, report refusal to ES, refer member to ADRC w/ contact info	Monitor MCO	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports
<ul style="list-style-type: none"> <li>Member disenrolls from the MCO's SNP</li> </ul>	MCO	No	Notify ES and ADRC	Date of SNP disenrollment	Counsel member, report refusal to ES, refer member to ADRC w/ contact info	Monitor MCO	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Monitor ES	Produce enrollment reports

## Roles and Processes in Managed Long-Term Care Disenrollment

2. Member-Requested Disenrollments												
Category / initiating Event	Report	Approval	Need Form?	Effective Date	MCO Role	OFCE Role	ADRC Role <sup>i</sup>	ORCD Role	Notices to Member	ES/IM Role	BEM Role	BHCSO Role
Member requests disenrollment for any reason. <sup>iii</sup> Member requests for disenrollment may include requests to transfer to IRIS, which requires coordinating IRIS start date with MCO disenrollment date, generally at change of calendar month.	Member or MCO	ADRC documents member's request	ADRC sends disenrollment form to ES and MCO. In IRIS transfers, ICA sends IRIS approval letter which serves as FC disenrollment form	Date member requests, but not prior to last date accepted service	Refer member to ADRC	Monitor MCO	Offer disenrollment counseling, notify ES of member request. For IRIS transfers, refer to ICA.	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment. For IRIS transfers also process IRIS start date upon receipt of IRIS approval letter from ICA.	Instruct ES to accept member requested disenrollment forms from ADRCs only, except for IRIS transfer use IRIS approval letter as disenrollment form.	Retro disenrollments, enrollment reports
3. Loss of Contact Disenrollments												
Category / initiating Event	Report	Approval	Need Form?	Effective Date	MCO Role	OFCE Role	ADRC Role <sup>i</sup>	ORCD Role	Notices to Member	ES/IM Role	BEM Role	BHCSO Role
Member is no longer accepting services and MCO has been unable to contact the member for 30 days or more	MCO or OFCE	OFCE	OFCE sends disenrollment form to ES and MCO	No more than 30 days after member last accepted services	Send certified letter to member 14 days prior to reporting loss of contact to OFCE	Consult w/ MCO, set disenrollment date; request ES disenrollment, monitor MCO	None	Monitor ADRC	Certified letter 14 days prior to reporting loss of contact to OFCE, CARES notice <sup>ii</sup>	Process disenrollment	Instruct ES to accept loss of contact disenrollment forms from OFCE only	Retro disenrollments, enrollment reports
4. MCO-Requested Disenrollments												
Category / initiating Event	Report	Approval	Need Form?	Effective Date	MCO Role	OFCE Role	ADRC Role <sup>i</sup>	ORCD Role	Notices to Member	ES/IM Role	BEM Role	BHCSO Role
4a. MCO cannot assure health and safety - member accepting services but refuses to allow CM contacts	MCO	OFCE	OFCE sends disenrollment form to ES and MCO	Adverse action following date approved by OFCE	Request disenrollment by OFCE, refer to crisis or protective services	Consult w/ MCO, approve or disapprove; set disenrollment date; notify ADRC, ES and BHCSO if needed	Offer disenrollment counseling	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Instruct ES to accept MCO requested disenrollment forms from OFCE only	Produce enrollment reports
4b. Member has committed or threatened acts that jeopardize MCO staff, contractors, others	MCO	OFCE	OFCE sends disenrollment form to ES and MCO	Date approved by OFCE (no adverse action)	Request disenrollment by OFCE, refer to crisis or protective services	Consult w/ MCO, approve or disapprove; set disenrollment date; notify ES and BHCSO if needed	None	Monitor ADRC	CARES notice <sup>ii</sup>	Process disenrollment	Instruct ES to accept MCO requested disenrollment forms from OFCE only	Produce enrollment reports

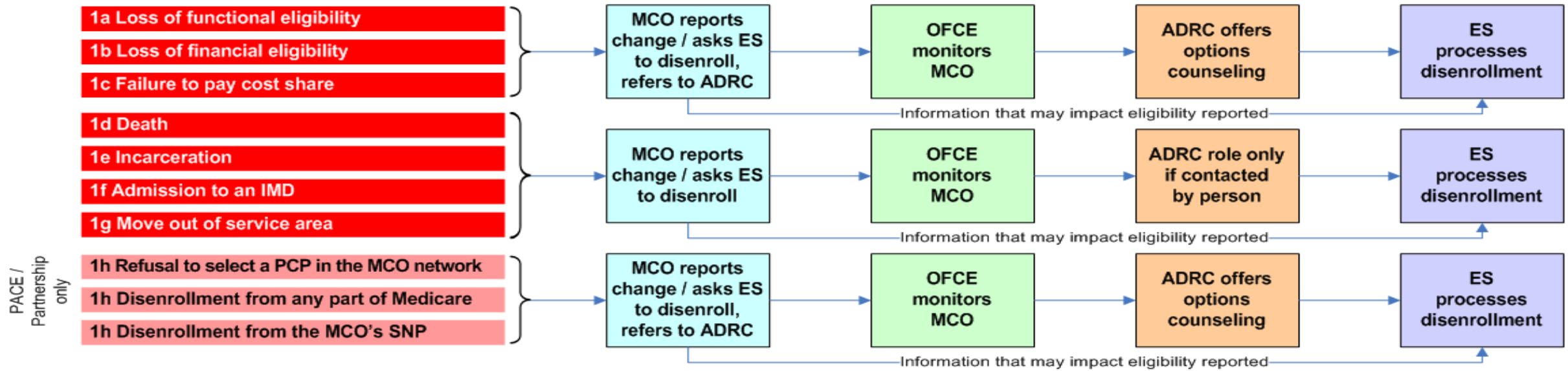
<sup>i</sup> If through disenrollment counseling, the ADRC is able to intervene on the member's behalf to restore eligibility, or the consumer chooses to withdraw their request to disenroll, the ADRC will communicate ES and the MCO to restore services before the end date. There is a very limited window for the ADRC to stop the disenrollment.

<sup>ii</sup> MCO contracts also require MCOs to send a notice of action whenever services are reduced or terminated

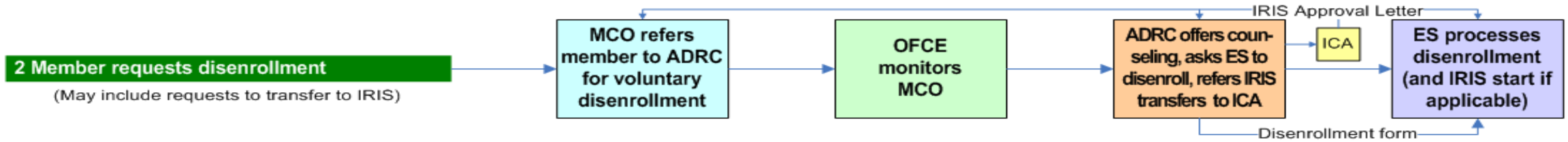
<sup>iii</sup> Member requests disenrollment for any reason – if there is no ADRC in the county, the MCO will send the disenrollment form to ES and the MCO's should help transition the disenrolling member.

# Processing Disenrollments in Managed Long Term Care

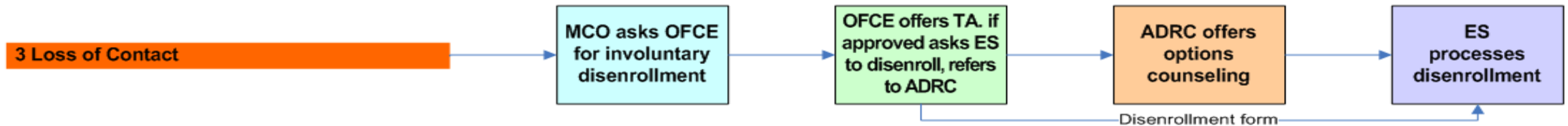
## Loss of Eligibility Disenrollments



## Member Requested Disenrollments



## Loss of Contact Disenrollments



## MCO Requested Disenrollments

