

Disenrollment Processing

Aging and Disability Resource Centers (ADRC) are responsible for setting the disenrollment date for individuals who want to end their participation in Family Care, Partnership, PACE or IRIS. Other individuals participating in these programs may lose their eligibility for the programs or may need to be disenrolled for other reasons. The following information will explain the procedures ADRCs should follow in the disenrollment process, as well as the roles and responsibilities of the managed care organizations, IRIS Independent Consultant Agency, IRIS Financial Service Agency, local income maintenance units, and the Department of Health Services. For additional information on providing disenrollment counseling, please reference the operational guide titled *Disenrollment Counseling*.

Types of Disenrollments

There are four types of disenrollments including loss of eligibility, member or participant request, loss of contact with the member/participant, and program requested disenrollment. Disenrollments cannot be requested by service providers such as nursing homes or other facilities.

Loss of eligibility- There are several ways in which an individual can lose eligibility for a program. They may lose functional or financial eligibility, fail to pay required cost share amounts, move out of the service area or fail to meet other program specific requirements.

Participant request- These disenrollments are initiated by the program participant by either making the request to their care manager, IRIS Independent Consultant, or contacting the ADRC directly.

Loss of contact- These disenrollments occur when the program participant cannot be located by the MCO or IRIS Independent Consultant. MCOs and the IRIS Independent Consultant Agency must perform due diligence in locating their members before requesting this type of disenrollment.

Program request- There are two situations in which a program may request the disenrollment of a participant. The first situation occurs when the MCO cannot assure the health and safety of a member, or when the IRIS Independent Consultant Agency in conjunction with the Department, concludes that the participant's health and/or safety cannot be adequately assured. The second situation occurs when the participant has committed or threatened acts that jeopardize service providers or program staff.

Role of the ADRC

The role of the ADRC varies depending upon the type of disenrollment.

Loss of eligibility- If an individual is losing eligibility due to a change in functional status, the ADRC will receive notification from the MCO or will recognize the loss of functional eligibility when performing the functional screen for IRIS participants. If the individual is potentially losing financial eligibility or has failed to pay their cost share, the ADRC will receive notification from the MCO, or from the IRIS Independent Consultant Agency in the case of the IRIS participant. In any of these three situations, the ADRC should schedule disenrollment counseling with the individual as soon as possible. As part of disenrollment counseling in these situations the ADRC

should review possible action that could be taken by the individual to maintain their eligibility if that individual would like to remain in the program.

Another situation that is considered a loss of eligibility in which the ADRC must play a role is when an individual moves out of an MCO's service area into another part of the state. When an ADRC is available in the county the individual chooses to move to, that ADRC must provide options and enrollment counseling to that individual. It is the responsibility of the MCOs to coordinate the transfer of care management so the individual does not experience a lapse in care they do not expect. If the ADRC is contacted by an IRIS participant that wants to move, the ADRC should refer the request to the IRIS Independent Consultant Agency. The IRIS Independent Consultant Agency will coordinate moves for IRIS participants with consultation from the Department.

If a member of Partnership or PACE programs no longer meets all the requirements of those programs to remain a member, the MCO will notify the ADRC to perform disenrollment counseling.

*****There is no need to complete a disenrollment form for a loss of eligibility disenrollment.**

Participant request- The ADRC should schedule disenrollment counseling with individuals who wish to disenroll from a program at their earliest convenience. The date of disenrollment should be determined by the individual with the full understanding of the consequences of choosing that date to disenroll. The disenrollment form needs to be completed and sent to Income Maintenance and the MCO.

For individuals transferring from managed care to IRIS, the ADRC has no role in processing disenrollments. The ADRC will receive a copy of the IRIS approval letter that is sent to the individual and contains their IRIS enrollment date.

Loss of contact- The ADRC is not expected to become involved in loss of contact disenrollments.

Program request- If an MCO determines that the program cannot provide for the individual's health and/or safety they will request disenrollment for that individual from the Department and the Department will notify the ADRC regarding when to do disenrollment counseling. For IRIS participants, when the IRIS Independent Consultant Agency in conjunction with the Department concludes that the participant's health and/or safety cannot be adequately assured, the Independent Consultant Agency will notify the ADRC regarding when to do disenrollment counseling. In either case, the ADRC does not complete a disenrollment form.

If the program participant has committed acts or threatened to harm their caregiving staff or others involved in their care, the MCO or IRIS Independent Consultant Agency will request from the Department that the individual be disenrolled from the program. The ADRC is not expected to become involved in these disenrollments.

Please use the chart "Roles and Processes in Managed Long-Term Care Disenrollment" as a reference guide when determining the correct procedure for disenrollments.

If you have any questions regarding the disenrollment process please send them to the Resource Center team mailbox at DHSRCTeam@wisconsin.gov.