<Date>

<Name> Case Number: < >

<Address>

<City>, <State> <ZIP>

<Name>:

[*For Exhibit 16, insert if individual chose to voluntarily disenroll (State/MAXIMUS submits a TC 51 disenrollment transaction with a DRC 11-Voluntary Disenrollment):*

Your <plan name> coverage is ending.

You asked us to disenroll you from <plan name>. You’ll no longer be in <plan name> as of <date>. You may want to tell your doctors and other providers that there may be a delay in updating your records.

What if I think there was a mistake?

If you didn’t ask to leave <plan name> and want to stay in <plan name>, call Michigan ENROLLS toll-free at 1-800-975-7630. Persons with hearing and speech disabilities may call the TTY number at 1-888-263-5897. The office hours are Monday through Friday 8 AM to 7 PM.]

[***For Exhibit 19, i****nsert if individual confirmed moving out of plan service area (State/MAXIMUS submits a TC 51 disenrollment transaction with a DRC 92-Relocation Out of Plan Service Area):*

**Thank you for telling us your new address.**

Your new address is outside <plan name>’s service area. To be a member, you must live in <plan name>’s service area, although you can temporarily leave the service area for up to 6 months in a row. You’ll no longer be in <plan name> as of <**date>.**

If you’ve moved, you must tell Social Security and the Department of Human Services (DHS).

If you’ve moved and haven’t told Social Security, call Social Security at 1-800-772-1213 Monday through Friday 7 AM to 7 PM and tell them your new address. TTY users should call 1-800-325-0778. Also, if you haven’t told your DHS caseworker your new address, you can call your local office to report the change. You can find your local DHS office address and phone number at: <https://www.mdhs.michigan.gov/CompositeDirPub/CountyCompositeDirectory.aspx>.]

[*For Exhibit 21, insert if individual lost Medicaid or demonstration eligibility status (State/MAXIMUS submits a TC 51 disenrollment transaction with a DRC 64-Loss of Demonstration Eligibility):*

Your <plan name> health and prescription drug coverage will end on <date> because you no longer qualify for MI Health Link.

<Plan name> can cover your health and prescription drug benefits only if you have both Medicare and full Medicaid benefits and meet all MI Health Link requirements.]

[*For Exhibit 16, 19, or 21, insert:*

IMPORTANT: You need to choose a Medicare Prescription Drug Plan.

When <plan name> services end on <date>, <plan name> prescription drug coverage ends too. You can enroll in a Medicare Advantage plan that includes prescription drug coverage or a Medicare Prescription Drug Plan. If you don’t select a new prescription drug plan, Medicare will enroll you in one. If you don’t want to join a Medicare prescription drug plan at this time or have questions about Medicare, you must call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. They are open 24 hours a day, 7 days a week. You can also visit the [Medicare home page](https://www.medicare.gov/) (<https://www.medicare.gov>).

If you haven’t selected a Medicare Advantage Plan, you’ll be covered under Original Medicare (also known as Medicare Fee-for-Service).

You’ll get your Medicare health services through Original Medicare if you don’t enroll in a Medicare Advantage plan. When you see a doctor through Original Medicare, you should use your red, white, and blue Medicare card to receive health care services.

If you have questions about Medicare Advantage plans in your area, call Medicare toll-free at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. They are open 24 hours a day, 7 days a week. You can also visit the [Medicare home page](https://www.medicare.gov/) (<https://www.medicare.gov>).

If you have general questions about your Medicare enrollment options, you can also call the Michigan Medicare/Medicaid Assistance Program (MMAP) at 1-800-803-7174. They are open Monday through Friday 8 AM to 5 PM. The call is free.]

[*For Exhibit 16 or 19, insert:*

You’ll still get Medicaid Fee-for-Service as long as you remain eligible for it.  
If you’re still eligible for Medicaid, you can see any provider who accepts Medicaid starting <date>. If you don’t know if you’re still eligible for Medicaid, call Michigan ENROLLS toll-free at 1-800-975-7630. Persons with hearing and speech disabilities may call the TTY number at 1-888-263-5897. The office hours are Monday through Friday 8 AM to 7 PM.]

[***For Exhibit 16, 19, or 21,*** *insert:*

<Plan name> is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

[*The next sentence following disclaimer must be in English, Arabic, Spanish, and all non-English languages that meet the Medicare or State thresholds for translation, whichever is most beneficiary friendly. The non-English disclaimer must be placed below the English version and in the same font size as the English version.*]You can speak with someone about getting this information in other languages. Call <toll-free number>. The call is free.

You can also get this information in other languages and formats, like large print, Braille, and audio CD.