Chapter 10: Ending your membership in our   
Medicare-Medicaid Plan

[Plans should edit this chapter as needed if the plan can continue to provide Medicaid coverage when the member disenrolls from the Medicare plan or if the member is required to belong to a health plan to get Medicaid benefits.]

[Plans should refer members to other parts of the handbook using the appropriate chapter number, section, and/or page number. For example, "see Chapter 9, Section A, page 1." An instruction [plans may insert reference, as applicable] is listed next to each cross reference throughout the handbook.]

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Introduction

This chapter tells about ways you can end your membership in our plan and your health coverage options after you leave the plan. You will still qualify for both Medicare and Medicaid benefits if you leave our plan.

# When can you end your membership in our Medicare-Medicaid Plan?

You can end your membership in <plan name> Medicare-Medicaid Plan at any time. Your membership will end on the last day of the month that we get your request to change your plan. For example, if we get your request on January 18, your coverage with our plan will end on January 31. Your new coverage will begin the first day of the next month.

* For information on Medicare options when you leave our plan, see the table on page <page number> [plans may insert reference, as applicable].
* For information about your Medicaid services when you leave our plan, see page <page number> [plans may insert reference, as applicable].

These are ways you can get more information about when you can end your membership:

* Call <state administrative services contractor> at <toll-free phone number>, <days and hours of operation>. TTY users should call <TTY number>.
* Call the State Health Insurance Assistance Program (SHIP) at <phone number>.
* Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

# How do you end your membership in our plan?

If you decide to end your membership, tell Medicaid or Medicare that you want to leave <plan name>:

* Call <state administrative services contractor> at <toll-free phone number>, <days and hours of operation>. TTY/TDD users should call <TTY/TDD number>; OR
* Send <state administrative services contractor> an <Enrollment Change Form>. You can get the form by calling <state administrative services contractor> at <phone number> if you need them to mail you one; OR
* Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users (people who are deaf, hard of hearing, or speech disabled) should call 1-877-486-2048. When you call 1-800-MEDICARE, you can also enroll in another Medicare health or drug plan. More information on getting your Medicare services when you leave our plan is in the chart on page <page number>.

# How do you join a different Medicare-Medicaid Plan?

If you want to keep getting your Medicare and Medicaid benefits together from a single plan, you can join a different Medicare-Medicaid Plan.

To enroll in a different Medicare-Medicaid Plan:

* + Call <state administrative services contractor> at <toll-free phone number>, <days and hours of operation>. TTY/TDD users should call <TTY/TDD number>. Tell them you want to leave <plan name> and join a different Medicare-Medicaid Plan. If you are not sure what plan you want to join, they can tell you about other plans in your area; OR
  + Send <state administrative services contractor> an <Enrollment Change Form>. You can get the form by calling <state administrative services contractor> at <phone number> if you need them to mail you one.

Your coverage with <plan name> will end on the last day of the month that we get your request.

# If you leave our plan and you do not want a different Medicare-Medicaid Plan, how do you get Medicare and Medicaid services?

If you do not want to enroll in a different Medicare-Medicaid Plan after you leave <plan name>, you will go back to getting your Medicare and Medicaid services separately.

## How you will get Medicare services

You will have a choice about how you get your Medicare benefits.

You have three options for getting your Medicare services. By choosing one of these options, you will automatically end your membership in our plan.

|  |  |
| --- | --- |
| **1. You can change to:**  **A Medicare health plan, such as a Medicare Advantage plan or Programs of All-inclusive Care for the Elderly (PACE)** | **Here is what to do:**  Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048 to enroll in the new Medicare-only health plan.  If you need help or more information:   * Call the State Health Insurance Assistance Program (SHIP) at **1-800-252-3439.** In Texas, the SHIP is called the **Health Information Counseling & Advocacy Program of Texas (HICAP).**   You will automatically be disenrolled from <plan name> when your new plan’s coverage begins. |
| **2. You can change to:**  **Original Medicare *with* a separate Medicare prescription drug plan** | **Here is what to do:**  Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.  If you need help or more information:   * Call the State Health Insurance Assistance Program (SHIP) at **1-800-252-3439.** In Texas, the SHIP is called the **Health Information Counseling & Advocacy Program of Texas (HICAP).**   You will automatically be disenrolled from <plan name> when your Original Medicare coverage begins. |
| **3. You can change to:**  **Original Medicare *without* a separate Medicare prescription drug plan**  **NOTE**: If you switch to Original Medicare and do not enroll in a separate Medicare prescription drug plan, Medicare may enroll you in a drug plan, unless you tell Medicare you don’t want to join.  You should only drop prescription drug coverage if you get drug coverage from an employer, union or other source. If you have questions about whether you need drug coverage, call your <name of SHIP program> at <phone number>. | **Here is what to do:**  Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.  If you need help or more information:   * Call the State Health Insurance Assistance Program (SHIP) at **1-800-252-3439.** In Texas, the SHIP is called the **Health Information Counseling & Advocacy Program of Texas (HICAP).**   You will automatically be disenrolled from <plan name>when your Original Medicare coverage begins. |

## How you will get Medicaid services

If you leave the Medicare-Medicaid Plan, you will remain in our plan to get your Medicaid services.

Your Medicaid services include most long-term services and supports and behavioral health care. [Plans may add the specific Medicaid services they provide.]

If you leave the Medicare-Medicaid plan, you will remain with <plan name> to get your Medicaid services.

* You can choose to switch to another Medicaid-only health plan by contacting <state administrative services contractor>.
* You will get a new Member ID Card, a new Member Handbook, and a new Provider and Pharmacy Directory.

# Until your membership ends, you will keep getting your medical services and drugs through our plan

If you leave <plan name>, it may take time before your membership ends and your new Medicare and Medicaid coverage begins. See page <page number> [plans may insert reference, as applicable] for more information. During this time, you will keep getting your health care and drugs through our plan.

* **You should use our network pharmacies to get your prescriptions filled.** Usually, your prescription drugs are covered only if they are filled at a network pharmacy[insert if applicable:including through our mail-order pharmacy services].
* If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged. This will happen even if your new health coverage begins before you are discharged.

# Your membership will end in certain situations

These are the cases when <plan name> must end your membership in the plan:

* If there is a break in your Medicare Part A and Part B coverage.
* If you no longer qualify for Medicaid. Our plan is for people who qualify for both Medicare and Medicaid.
* [Insert if applicable: If you do not pay the amount needed for you to qualify for benefits (medical spend down).]
* If you move out of our service area.
* If you are away from our service area for more than six months. [Plans with visitor/traveler benefits should revise this bullet to indicate when members must be disenrolled from the plan.]
* If you move or take a long trip, you need to call Member Services to find out if the place you are moving or traveling to is in our plan’s service area.
* [Plans with visitor/traveler benefits, insert: See Chapter 4 [plans may insert reference, as applicable] for information on getting care when you are away from the service area through our plan’s visitor/traveler benefits.]
* If you go to jail or prison for a criminal offense.
* If you lie about or withhold information about other insurance you have for prescription drugs.
* If you are not a United States citizen or are not lawfully present in the United States.

You must be a United States citizen or lawfully present in the United States to be a member of our plan. The Centers for Medicare & Medicaid Services will notify us if you aren’t eligible to remain a member on this basis. We must disenroll you if you don’t meet this requirement.

We can make you leave our plan for the following reasons only if we get permission from Medicare and Medicaid first:

* If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan.
* If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan.
* If you let someone else use your Member ID Card to get medical care.
* If we end your membership because of this reason, Medicare may have your case investigated by the Inspector General.

# We *cannot* ask you to leave our plan for any reason related to your health

If you feel that you are being asked to leave our plan for a health-related reason, you should call Medicareat 1‑800‑MEDICARE (1‑800‑633‑4227). TTY users should call 1‑877‑486‑2048. You may call 24 hours a day, seven days a week. You should also call Medicaid. [Plans should insert Medicaid contact information.]

# You have the right to make a complaint if we end your membership in our plan

If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also see Chapter 9 [plans may insert reference, as applicable] for information about how to make a complaint.

# Where can you get more information about ending your plan membership?

If you have questions or would like more information on when we can end your membership, you can call Member Services at <toll-free number>.