<Date>

<Name>

<Address>

<City>, <State> <ZIP>

<Name>:

You won’t be enrolled in <plan name>.

Your enrollment has been cancelled. It may take up to 45 days for your records to be updated.

**What do I need to do?**

* **Tell your doctors** that if they need to submit claims for your health services and prescription drugs, there may be a slight delay in updating your records.
* **Contact your previous plan** to confirm your enrollment if you don’t get an acknowledgement letter from them within 2 weeks of getting this letter. If you were enrolled in another Medicare health or prescription drug plan before you enrolled in <plan name>, you should automatically be enrolled back into that plan.
* **Keep this letter** because your previous plan may ask for a copy of it for their records.

**What if I have questions?**

You can call:

* Member Services at <toll-free phone and TTY numbers>, <days and hours of operation>.
* California Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222, <days and hours of operation>. Call <TTY number> if you use TTY.
* Cal MediConnect Ombudsman at 1-855-501-3077, <days and hours of operation>. Call <TTY number> if you use TTY.

[*Plans must include all applicable disclaimers as required in the State-specific Marketing Guidance.*]

[*Plans are subject to the notice requirements under Section 1557 of the Affordable Care Act. For more information, refer to* [*www.hhs.gov/civil-rights/for-individuals/section-1557*](https://www.hhs.gov/civil-rights/for-individuals/section-1557)*.*]

You can get this document for free in other formats, such as large print, braille, or audio. Call [*insert Member Services toll-free phone and TTY numbers, days and hours of operation*]. The call is free.