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

Introduction

This chapter tells about ways you can end your membership in our plan and your health coverage options after you leave the plan. If you leave our plan, you will still be in the Medicare and Texas Medicaid programs as long as you are eligible. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook.*

[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, "refer to Chapter 9, Section A, page 1." An instruction [plans may insert reference, as applicable] is listed next to each cross reference throughout the handbook.]

[Plans must update the Table of Contents to this document to accurately reflect where the information is found on each page after plan adds plan-customized information to this template.]

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

[Plans in states that continue to implement a continuous Special Enrollment Period for dual eligible members (duals SEP) insert: You can end your membership in <plan name> Medicare-Medicaid Plan at any time during the year by enrolling in another Medicare Advantage Plan, enrolling in another Medicare-Medicaid Plan, or moving to Original Medicare.]

[*Plans in states that implement the* dual-eligible individual and other LIS-eligible individual quarterly *SEP effective 2019, insert:* Most people with Medicare can end their membership only during certain times of the year. Because you have Texas Medicaid, you may be able to end your membership in our plan or switch to a different plan one time during each of the following **Special Enrollment Periods**:

* January to March
* April to June
* July to September

In addition to these three Special Enrollment periods, you may end your membership in our plan during the following periods:

* The **Annual Enrollment Period**, which lasts from October 15 to December 7. If you choose a new plan during this period, your membership in <plan name> will end on December 31 and your membership in the new plan will start on January 1.
* The **Medicare Advantage Open Enrollment Period**, which lasts from January 1 to March 31. If you choose a new plan during this period, your membership in the new plan will start the first day of the next month.

There may be other situations when you are eligible to make a change to your enrollment. For example, when:

* Medicare or Texas has enrolled you into a Medicare-Medicaid Plan,
* Your eligibility for Medicaid or Extra Help has changed,
* You recently moved into, currently are getting care in, or just moved out of a nursing home or a long-term care hospital, **or**
* You have moved out of our service area.]

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 (February 1, in this example). If you leave our plan, you can get information about your:

* Medicare options in the table on page <page number> [plans may insert reference, as applicable].
* Texas Medicaid services on page <page number> [plans may insert reference, as applicable].

You can get more information about when you can end your membership by calling:

* <State administrative services contractor> at <toll-free phone number>, <days and hours of operation>. TTY users should call <TTY number>.
* State Health Insurance Assistance Program (SHIP), <State-specific SHIP name> at <phone number>. [TTY phone number is optional.]
* Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

**NOTE:** If you are in a drug management program, you may not be able to change plans. Refer to Chapter 5 [plans may insert reference, as applicable] for information about drug management programs.

# How to end your membership in our plan

If you decide to end your membership, tell Texas 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 users should call <TTY 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, 7 days a week. TTY users (people who have difficulty hearing or speaking) 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 to join a different Medicare-Medicaid Plan

If you want to keep getting your Medicare and Texas Medicaid benefits together from a single plan, you can join a different Medicare-Medicaid Plan. [*Plans in states that implement the dual-eligible individual and other LIS-eligible individual quarterly SEP effective 2019, insert:* You may end your membership in our plan during certain times of the year, known as Special Enrollment Periods. In certain situations, you may also be eligible to leave the plan at other times of the year. Refer to Section A for more information about **when you can join** **a new 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 users should call <TTY 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.

[*Plans in states that continue to implement a continuous duals SEP insert:* Your coverage with <plan name> will end on the last day of the month that we get your request.]

[*Plans in states that implement the dual-eligible individual and other LIS-eligible quarterly SEP effective 2019, insert:* If you are eligible for a Special Enrollment Period, your coverage with <plan name> will end on the last day of the month that we get your request.Refer to Section A for more information about when you can join a new plan.]

# How to get Medicare and Medicaid services separately

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

## D1. Ways to get your 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.

Option

|  |  |
| --- | --- |
| **1. You can change to:**  **A Medicare health plan, such as a Medicare Advantage plan or a Program 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, 7 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.** [*TTY phone number is optional.*] 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, 7 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.** [TTY phone number is optional*.*] 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 have drug coverage from another source, such as an employer or union. If you have questions about whether you need drug coverage, call the **Health Information Counseling & Advocacy Program of Texas (HICAP)** at **1-800-252-3439**. | **Here is what to do:**  Call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 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.** [*TTY phone number is optional.*] 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. |

## D2. How to get your Medicaid services

Your Texas 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 in our plan to get your Texas 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.

# Keep getting your medical services and drugs through our plan until your membership ends

If you leave <plan name>, it may take time before your membership ends and your new Medicare and Texas Medicaid coverage begins. During this time, keep getting your prescription drugs and health care through our plan.

* Use our network providers to receive medical care.
* **Use our network pharmacies** [insert if applicable:including through our mail-order pharmacy services] **to get your prescriptions filled.**
* **If you are hospitalized on the day that your membership in <plan name> ends, our plan will cover your hospital stay until you are discharged.** This will happen even if your new health coverage begins before you are discharged.

# Other situations when your membership ends

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 Texas Medicaid. Our plan is for people who qualify for both Medicare and Texas 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:* Refer to 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 Texas 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.

# Rules against asking you to leave our plan for any health-related reason

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, 7 days a week. You should also call Texas Medicaid. [Plans should insert Medicaid contact information.]

# Your 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 refer to Chapter 9 [plans may insert reference, as applicable] for information about how to make a complaint.

# How to 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>.