[*If the plan uses the Member’s Medicaid ID# as its Member’s Plan ID#, replace the two fields* Member ID *and* Beneficiary ID *with one field,* Member/Beneficiary ID.]

<Date> Member ID: <Member’s Plan ID#>

Beneficiary ID: <Member’s Medicaid ID#>

<Name>

<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 and has also received an 834 from MDHHS confirming the disenrollment*:

Your <plan name> coverage is ending.

You asked us to disenroll you from <plan name>. You will 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 did not ask to leave <plan name> and want to stay in <plan name>, call Michigan ENROLLS toll-free at 1-800-975-7630. Call 1-888-263-5897 if you use TTY. Office hours are Monday through Friday, 8 AM to 7 PM.]

[***For Exhibit 16****, insert if individual chose to voluntarily disenroll (State/MAXIMUS submits a TC 51 disenrollment transaction with a DRC 11-Voluntary Disenrollment and has also received an 834 from MDHHS confirming the disenrollment:*

**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 will no longer be in <plan name> as of <**date**>**.**]

If you have moved, you must tell Social Security and the Michigan Department of Health and Human Services.

If you have moved and have not 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. Call 1-800-325-0778 if you use TTY.

Also, if you have not told your Department of Health and Human Services Specialist your new address, you can do one of the following:

1. **Update your address online** at <https://www.mibridges.michigan.gov/access/> or

1. **Contact your Michigan Department of Health and Human Services Specialist** with your new address. If you need your Specialist’s contact information, please call Michigan ENROLLS toll-free at 1-800-975-7630. Call 1-888-263-5897 if you use TTY. Office hours are Monday through Friday, 8 AM to 7 PM.

You can also find your local Department of Health and Human Services office address and phone number at: <https://www.mdhs.michigan.gov/CompositeDirPub/CountyCompositeDirectory.aspx>.]

[*For Exhibit 16, insert if individual chose to voluntarily disenroll (State/MAXIMUS submits a TC 51 disenrollment transaction with a DRC 11-Voluntary Disenrollment and has also received an 834 from MDHHS confirming the disenrollment):*

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 Michigan 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 do not select a new prescription drug plan, Medicare will enroll you in one. If you do not 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), 24 hours a day, 7 days a week. Call 1-877-486-2048 if you use TTY. You can also visit the Medicare home page at <http://www.medicare.gov>.

If you have not selected a Medicare Advantage Plan, you will be covered under Original Medicare (also known as Medicare Fee-for-Service).

You will get your Medicare health services through Original Medicare if you do not 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 get health care services.

* For questions about Medicare Advantage plans in your area, call Medicare toll-free at 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. Call 1-877-486-2048. You can also visit the Medicare home page at <http://www.medicare.gov>.
* For general questions about your Medicare enrollment options, you can also call the Michigan Medicare/Medicaid Assistance Program (MMAP) at 1-800-803-7174. Persons with hearing and speech disabilities may call 711. They are open Monday through Friday, 8 AM to 5 PM. The call is free.

You will still get Michigan Medicaid Fee-for-Service as long as you are eligible for it.  
If you are still eligible for Michigan Medicaid, you can see any provider who accepts Michigan Medicaid starting <date>. If you do not know if you are still eligible for Michigan Medicaid, call Michigan ENROLLS toll-free at 1-800-975-7630. Call 1-888-263-5897 if you use TTY. Office hours are Monday through Friday, 8 AM to 7 PM.

If you are getting personal care services in your home, authorization for these services will end on <disenrollment effective date>.

* If you are still eligible for Medicaid and would like to get personal care services through the Michigan Medicaid Home Help Program, contact your local Michigan Department of Health and Human Services (MDHHS) county office to apply for Home Help.

* If you do not apply, your personal caregiver will not be paid for services delivered after <disenrollment effective date>.
* You may also find your local MDHHS county office by going to <http://www.michigan.gov/homehelp> or calling MDHHS at 1-855-275-6424, Monday through Friday, 8 AM to 5:00 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.

[*Plans are subject to the notice requirements under Section 1557 of the Affordable Care Act. For more information, refer to* [*https://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/TDD numbers, days and hours of operation*]. The call is free.]