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TITLE:

Involuntary Disenrollment

PURPOSE:

To outline the process to disenroll or remove a member from the plan without his/her approval.

PROCEDURE:

1. Involuntary Disenrollment
  - A. FCA may submit involuntary disenrollment requests to the Agency Revised 9/1/06: or its Choice Counselor/Enrollment Broker, as specified by the agency for the following reasons:
    1. Fraudulent use of the Member ID card. **Revised 9/1/09: In such cases FCA shall report the event to MPI.**
    2. Moved out of Reform plan service area
    3. Member Death
    4. Member ineligible for plan enrollment
    5. For a Member whose behavior is disruptive, unruly, abusive or uncooperative to the extent that his or her Enrollment in First Coast Advantage, seriously impairs the organization's ability to furnish services to either the Member or other Members. These occurrences are reported by Network Providers to First Coast Advantage. There shall be coordination of efforts to include the Program Manager, Case Manager, and/or Member Services.
      - a. This Section does not apply to Members with mental health diagnoses if the Member's behavior is attributable to the mental illness.
      - b. FCA will provide documentation to the Member explaining the one (1) verbal warning and one (1) written warning of the full implications of his/her actions. Revised by 6/8/06: The provider and/or First Coast Advantage shall show that attempts were made to educate the Member regarding his/her rights and responsibilities, assistance which would enable the Member to comply was offered through case management, and it has been determined that the Member's behavior is not related to the Member's medical or behavioral condition.
      - c. All requests will be reviewed by First Coast Advantage prior to submission to the Agency for review on a case-by-case basis and subject to the sole discretion of the Agency.



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- d. Any request not approved by the Agency is final and not subject to dispute or appeal.
  - e. Disenrollment shall not be requested of an Member due to:
    - 1. Health diagnosis
    - 2. Adverse changes in an Member's health status
    - 3. Utilization of medical services
    - 4. Diminished mental capacity
    - 5. Pre-existing medical condition
    - 6. Revised 01/01/08: Uncooperative or disruptive behavior resulting from the Member's special needs
    - 7. Attempt to exercise rights under First Coast Advantage's Grievance System
    - 8. Request of one (1) PCP to have a Member assigned to a different Provider out of the First Coast Advantage network

- B. The Disenrollment request shall be submitted at such a date as would not cause the disenrollment to be effective later than forty-five (45) Calendar Days after the receipt of the reason for involuntary disenrollment.
- C. Involuntary disenrollment documents shall be maintained in an identifiable Member record Revised 6/8/06: within Member Service system.
- D. Information shall be verified for accuracy.
- E. If an ineligible Member has been enrolled, the Member will be notified of the disenrollment from FCA with a form letter. The Member will be disenrolled in the next Contract month, or earlier if necessary.
- F. Until the Member is disenrolled, First Coast Advantage shall be responsible for the provision of services to that Member.

**2. Revised 9/1/09: Disenrollment Notice**

- a. Each month the health plan shall review its X12-834 enrollment files to determine which members were disenrolled due to moving outside the service area.
- b. FCA shall notify members who will be involuntary disenrolled due to the reasons above of the following at least two months before the anticipated effective date of the involuntary disenrollment.
- c. The template for such notice must be submitted to and approved by BMHC before use and contain the following information:
  - 1. The reason for involuntary disenrollment.
  - 2. The telephone number of the choice counselor/enrollment broker
  - 3. Transition information