



Policy or Procedure Name	Effective Date:	Reference No.	Version No.	Page
MCO-Initiated Disenrollment		CE.7	2.0	1 of 4

Version	Prepared by: (Name)	Title	Approver	Date
1.0	Sasha Rumburg	Policies and Procedures Lead	Deb Sorden	10/6/11
2.0	Kathy Wright	Program Manager	Nicola Carter - DHH	8/26/13

Revision History

Version	Date	Description of Change
1.0	10/6/11	Initial Release
2.0	8/26/13	Added additional disenrollment reasons; removed reference to CCN Website; added steps for receiving requests via fax; added how DHH notifies MAXIMUS of the decision; added MAXIMUS notifies the plan of the decision.

POLICY

This policy describes the processes through which Bayou Health Managed Care Organization (MCO) -initiated disenrollments occur.

MCOs may request a consumer be disenrolled from their network at any time. MCO-initiated disenrollments may be requested for a number of reasons. These include:

- Member placed in long-term care nursing facility
- Member placed in Institutional Care Facility (ICF)/Developmentally Disabled (DD) Facility
- Member became eligible for Home and Community-Based Services (HCBS) Waiver
- Member died
- Member has demonstrated a pattern of disruptive, unruly, abusive, or uncooperative behavior
- Member is incarcerated
- Member moved out of state

For certain disenrollment reasons, MCOs must submit additional documentation prior to processing the disenrollment. These include:



Policy or Procedure Name	Effective Date:	Reference No.	Version No.	Page
MCO-Initiated Disenrollment		CE.7	2.0	2 of 4

- For members who have demonstrated fraudulent or abusive misuse of Medicaid Privileges, the MCO must send a narrative with information regarding the date of referral to the Medicaid Program Integrity’s Fraud Hotline.
- For members who have demonstrated a pattern of disruptive, unruly, abusive, or uncooperative behavior, the MCO must send a narrative with information regarding measures taken by the MCO to correct the member’s behavior prior to submitting the request for disenrollment

MCO-initiated disenrollment requests follow the normal enrollment processing timelines and can be requested either retroactively or for the end of the current month.

Consumers who have been disenrolled at an MCO’s request for reasons of misuse/fraud or unruly behavior are not permitted to enroll with that MCO in the future. When the consumer reaches his/her open enrollment period, this MCO will not be available as an enrollment option.

PROCEDURE/WORK INSTRUCTIONS

1.0 MCOs may request disenrollment of a member either by mail or fax (1-888-858-3875) using the MCO Request for Member Disenrollment Form.

2.0 Disenrollment Requests by Mail

For MCO-initiated disenrollment requests submitted by mail, the MAXIMUS Mail Clerk receives these requests with the daily mail and images the materials.

- 2.1 Once this process is completed, a Task is created in MAXeb and routed to an Agent for processing.
- 2.2 An Agent links the document to the appropriate case record and documents the notes.
- 2.3 The Agent sends an email to the Supervisor/Program Manager, including the member name and case number, stating that an MCO-initiated



Policy or Procedure Name	Effective Date:	Reference No.	Version No.	Page
MCO-Initiated Disenrollment		CE.7	2.0	3 of 4

disenrollment request has been received.

- 2.4 The Supervisor/Program Manager places a copy of the MCO-initiated disenrollment request in the DHH shared folder on Sharepoint.
- 2.5 The Supervisor/Program Manager informs DHH via email that a request has been uploaded on Sharepoint.

3.0 Disenrollment Requests by Fax

For MCO-initiated disenrollment request submitted by fax, the MAXIMUS Mail Clerk releases the image in MAXeb.

- 3.1 Once this process is completed, a Task is created in MAXeb and routed to an Agent for processing.
- 3.2 The Agent links the document to the appropriate case record and documents the notes.
- 3.3 The Agent sends an email to the Supervisor/Program Manager, including the member name and case number, stating that an MCO-initiated disenrollment request has been received.
- 3.4 The Supervisor/Program Manager places a copy of the MCO-initiated disenrollment request in the DHH shared folder on Sharepoint.
- 3.5 The Supervisor/Program Manager informs DHH via email that a request has been uploaded on Sharepoint.

4.0 DHH notifies MAXIMUS via email of the decision.

5.0 MAXIMUS notifies the requesting Health Plan of the decision.

FORMS



Policy or Procedure Name	Effective Date:	Reference No.	Version No.	Page
MCO-Initiated Disenrollment		CE.7	2.0	4 of 4

Manual Assignment Monthly Plan Selection Schedule

RELATED POLICIES AND PROCEDURES/RESOURCES

Policies and Procedures:
Appeals/Fair Hearings
Incoming Mail/Imaging
MCO Enrollment
MCO Transfers
Materials and Forms Requests

Knowledge Center Articles:
Disenrollments
Documentation Requirements