

## **Eddy SeniorCare Voluntary Disenrollment Policy Abridged for the Web**

---

Eddy SeniorCare ensures that a PACE participant may initiate voluntarily disenrollment from the program at any time.

### **Procedures:**

1. A PACE participant may initiate disenrollment at any time. To initiate disenrollment, the participant or designated representative discusses the reasons to disenroll with the social worker. The social worker should then bring these concerns to the Interdisciplinary Team (IDT) and attempt service recovery if possible, but if the participant or designated representative wishes to disenroll, the social worker assists them in processing the Voluntary Disenrollment Form.
2. The effective date of disenrollment and termination from Eddy SeniorCare is determined by the date of notification. For Medicaid and/or Medicare eligible enrollees, when notice is received on or before two business days prior to the Maximus MLTC drop down dates, disenrollment will be effective the last day of the month effective at 11:59 pm. If notification is received after two days prior to the Maximus MLTC drop down date, then disenrollment will be effective at 11:59 pm on the last day of the second subsequent month. For Medicare only eligible enrollees, disenrollment may take place on the last of each month effective at 11:59 pm.

**Example:** For individuals with Medicaid and Medicare, if notice is received October 1, benefits would terminate effective at 11:59 pm on October 31". If, however, notice was received after the two business days prior to the Maximus drop down date, benefits would terminate on November 31st at 11:59 pm.

3. Until the date enrollment is terminated, the participant must continue to use services from Eddy SeniorCare and remain liable for any fee, if applicable, until termination of benefits becomes effective. Eddy SeniorCare must continue to furnish all needed services.
4. A participant's intention to voluntarily disenroll is brought to the interdisciplinary team through morning meeting. This communication of intent enables the participant's full inter-disciplinary team (his/her physician, case manager RN, physical and occupational therapist, dietitian, homecare and social worker) to begin the discharge planning process to ensure a safe discharge.

Pending the type of disenrollment, elements of a safe discharge plan may include:

1. Establish a community PCP appointment.
  2. Provide participant with list of medications and recent medical information.
  3. Establish new Part D and another insurance plan.
  4. Referral to community agencies as appropriate (ex. VNS, MOW, APS, etc.).
  5. Establish and provide prescriptions needed for medications and DME.
  6. Notification of family, as appropriate.
  7. Notification of DSS, Maximus and ESC finance department
5. If a participant chooses disenrollment, and the Eddy SeniorCare interdisciplinary team believes they will continue to be at substantial risk regarding their health and safety, a referral will be made to the Albany County Adult Protective Services or Schenectady County Long Term Care Unit.
6. Eddy SeniorCare may not disenroll any participant based upon declining health status.

Abridged for Web November, 2018