

DISENROLLMENT PROCEDURES

Voluntary Disenrollments:

1. The Social Worker will:
 - a. Meet with the participant and/or responsible party to discuss the reason for disenrollment and to explain the disenrollment process.
 - b. Give information to the participant and/or responsible party outlining what will happen and the steps that need to be taken before and after program disenrollment.
 - c. Assist the participant and/or responsible party in completing the Voluntary Disenrollment Agreement, specifying the date of disenrollment and the reason for disenrollment. Inform the participant and/or responsible party of the right to file a grievance.
 - d. Provide a Disenrollment Satisfaction Survey to the participant and/or responsible party. The participant and/or responsible party can return the completed satisfaction survey to the Quality and Compliance Department via the feedback box in the day center or via a self addressed stamped envelope.
 - e. Provide information and referral services in order to assist the participant and/or responsible party in applying for needed services in the fee-for-service system.
 - f. Offer the participant a visit with a provider prior to the disenrollment date and document.
 - g. Provide the participant and/or responsible party the Voluntary Disenrollment Letter and a copy of the Voluntary Disenrollment Agreement.

Involuntary Disenrollments:

- 1) The Social Worker will:
 - a) Meet with the participant to review why the participant is in jeopardy of involuntary disenrollment from Rocky Mountain PACE.
 - 1) The discussion will include a description of the situation causing the need for involuntary disenrollment and an explanation of what the participant must do to be in compliance with program requirements.

- 2) Ensure that the participant's rights are protected and provide contact information for the PACE Ombudsman, and information on appeal rights.
- b) Note in the Electronic Health Record (EHR) all issues and attempts to remedy the situation.
 - 1) 1) Keep the manager and Interdisciplinary Team (IDT) members (as needed) informed of all attempts to remedy the situation prior to reaching the decision to involuntarily
 - 2) disenroll the participant.
 - 3) Provide information and referral services in order to assist the participant and caregivers in applying for needed services in the fee-for-service system.
- 2) After submitting Involuntary Disenrollment documents to the State Administering Agency for review and final determination:
 - a. If the SAA overturns the recommendation:
 - 1) The participant will remain a Rocky Mountain PACE participant.
 - b. If the SAA upholds the disenrollment, the following procedures will be implemented:
 - 1) A letter will be sent to the participant and/or responsible party informing them of the involuntary disenrollment with the date the disenrollment will become effective. The letter will also contain information on how to appeal the decision.
 - 2) The Rocky Mountain PACE Involuntary Disenrollment Form will be completed by the participant, assisted by the social worker
 - 3) The Accounting Department and the Quality and Compliance Department will be notified.