


|   |  |
|---|--|
|  | <b>Title:</b> 4.40 Voluntary Disenrollment                                     |
| <b>Effective Date:</b> 8/18/2020  | <b>Ref:</b> 42 CFR 460.50; 460.52; 460.160; 460.164; 460.166; 460.168; 460.172 |
| <b>Approved By:</b> Andi McDonough  | <b>Department:</b> Pace Operations   |


**PURPOSE:**

Rocky Mountain Health Care Services PACE Program voluntary disenrollments are based on policies and procedures that are fair, nondiscriminatory, and are not based on a participant's increased needs or use of services.

**POLICY:**

I. Voluntary Disenrollments

- a. A RM PACE participant may voluntarily disenroll from the program without cause at any time. For example, a participant who elects another Medicare or Medicaid prepayment plan or optional benefit, including the hospice benefit, after enrolling as a RM PACE participant is considered a voluntary disenrollment. The State Administering Agency (SAA) does not review a voluntary disenrollment before it is effective; however, RM PACE must make documentation available for review upon request.
- b. A participant's voluntary disenrollment is effective on the first day of the month following the date the Rocky Mountain PACE receives the participant's notice of voluntary disenrollment. RM PACE participants attempting to disenroll are required to continue to use RM PACE providers and remain liable for any premiums until enrollment is terminated.
- c. As appropriate, RM PACE will involve the PACE Ombudsman when reviewing a possible voluntary disenrollment. Early involvement may help to prevent disenrollment.
- d. RM PACE must conduct an exit survey for each RM PACE participant who voluntarily disenrolls from the program and provide an aggregate of all responses per center to the SAA annually, or upon request. If a participant chooses not to complete the exit survey or refuses to sign voluntary disenrollment paperwork, RM PACE must document the refusal on the respective paperwork and in the participant's medical record.
  - i. In addition, RM PACE staff conducting exit survey will explain the right to file a grievance and provide the necessary steps if applicable.
  - j. RM PACE will ensure that its employees or contractors do not engage in any practice that would reasonably be expected to have the effect of steering or encouraging disenrollment of participants due to a change in health status.
  - k. RM PACE will use the information on voluntary disenrollments in the PACE organization's internal quality improvement program.


|   |  |
|---|--|
|  | <b>Title:</b> 4.40 Voluntary Disenrollment                                     |
| <b>Effective Date:</b> 8/18/2020  | <b>Ref:</b> 42 CFR 460.50; 460.52; 460.160; 460.164; 460.166; 460.168; 460.172 |
| <b>Approved By:</b> Andi McDonough  | <b>Department:</b> Pace Operations   |

**RELATED FORMS, POLICIES & PROCEDURES:**

Exit Interview  
 Involuntary Disenrollment

**DOCUMENT HISTORY:**

| Date Reviewed: | Reviewed By:   | Notes:  |
|----------------|--|---|
| 01/02/2013     | UK   | Revised, no notes   |
| 5/01/2014      | K Abbott   | No revisions  |
| 1/14/2014      | G Westby, QA   | Revised section #4. Added documentation requirements and QA depts role in process.  |
| 09/28/2015     | A Cuizon, Dir Rehab and SS                           | Correction to 2 <sup>nd</sup> bullet point to not a participant MAY NOT be dis-enrolled   |
| 11/27/2017     | J. Finn<br><br>G. Westby                             | 30-day supply of medication changed to 30-day prescription.<br><br>Removed language indicating that Q&C dept is involved in SAA submission. |
| 12/20/2017     | J. Finn, D. Hiser, V. Anders, A. Sisneros, D. Schoch | Policy updated reviewed to reflect current language and 42.CFR 460.164 2016 edition. Policy language changed to reflect current practice.   |
| 1/22/2019      | A. McDonough   | Added language regarding Term/Non-renewal of contract due to CMS/SAA. Merged Involuntary and Voluntary Disenrollments.                      |
| 4/9/2019       | A. McDonough, D Hiser, K. Lopez, C. McConnell        | Separated policy from protocol.   |
| 12/30/2019     | S Galceran, C. Carvell, A McDonough                  | Renamed to add Termination Plan and added reference to 460.50 and 460.52. No other changes.   |
| 8/18/2020      | Jacqueline Schlarb, RN, Misty Constancio QA          | Updated to regs, separated Voluntary/Involuntary  |

|   |  |
|---|--|
|  | <b>Title:</b> 4.40 Voluntary Disenrollment                                     |
| <b>Effective Date:</b> 8/18/2020  | <b>Ref:</b> 42 CFR 460.50; 460.52; 460.160; 460.164; 460.166; 460.168; 460.172 |
| <b>Approved By:</b> Andi McDonough  | <b>Department:</b> Pace Operations   |