

HEALTH PLAN OF SAN JOAQUIN			
Subject: Involuntary Disenrollment (Member Status Change)			
Department: CS			Policy #: CS 12
Applies to: Medi-Cal			Scope: CS
Effective Date: 2/96	Revised Date: 2/01/07	Approved by: <i>Signature on file</i> (Title of Sr. Exec. responsible)	

POLICY

HPSJ may request involuntary disenrollment of Members under specific guidelines set forth by DHS. HPSJ providers may, under specific circumstances, request that HPSJ review a give Member situation for possible disenrollment consideration. Final disenrollment decisions are handled entirely by DHS.

PROCEDURE

- A. Members requesting disenrollment or information about disenrollment must be immediately be referred to Member Services in accordance with *CS 11 – Voluntary Disenrollment*.
- B. Members are no longer eligible for enrollment with HPSJ and are involuntarily disenrolled from HPSJ if the Member:
 1. Moves out of San Joaquin County (geographic service area).
 2. No longer qualifies for Medi-Cal benefits as determined by DHS.
 3. Has changed to a Medi-Cal Aid Code which is not covered under HPSJ.
 4. Has been incarcerated
 5. Is a child in the Foster Care system and moves outside San Joaquin County.
 6. The Member becomes enrolled in one of the following forms of other health coverage:
 - Medicare HMO

- CHAMPUS Prime HMO
 - Kaiser HMO
 - Any other HMO/Prepaid Health Plan in which the enrollee is limited to a prescribed panel of providers for comprehensive service.
- C. If a Member meets any of the above criteria, it is the responsibility of HPSJ to notify DHS to disenroll the Member from HPSJ.
1. Notification to DHS will be handled through the Member Services Department.
 2. A Member Services Representative (MSR) will complete DHS form "Request for Urgent Disenrollment" and fax to DHS/Health Care Options.
- D. Providers that become aware of one of the above situations should direct the Member to contact HPSJ Member Services.
- E. Disenrollment requests relative to the Member's behavior will be processed according to *CS 20 – Plan Initiated Disenrollment*.
- F. Final approval and the determination of the effective date for involuntary disenrollments is made by DHS.
1. Non-expedited disenrollment requests processed before the monthly update to the Medi-Cal Eligibility Data System (MEDS) are effective on the first day of the month following the month in which the request was processed.
 2. Non-expedited disenrollment requests processed after the monthly update to the Medi-Cal Eligibility Data System (MEDS) are effective on the first day of the second month following the month in which the request was processed.
 3. Expedited disenrollment requests are effective on the first day of the month in which the request is processed.

REFERENCE

- A. DHS Contract, Exhibit A, Attachment 16, #3
- B. Title 22, Section 53891

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