

<b>HEALTH PLAN OF SAN JOAQUIN</b>			
<b>Subject: Voluntary Disenrollment</b>			
<b>Department: CS</b>			<b>Policy #: CS 11</b>
<b>Applies to: Medi-Cal</b>			<b>Scope: CS</b>
<b>Effective Date:</b> 2/96	<b>Revised Date:</b> 2/01/07	<b>Approved by:</b>  <i>Signature on file</i> (Title of Sr. Exec.responsible)	

**POLICY**

Members may disenroll from HPSJ at any time, for any reason, by submitting their requests for disenrollment to Health Care Options (HCO). HPSJ is responsible for attempting to resolve any problems and educate the Members on how HPSJ works in an effort to retain the Member. However, HPSJ does not interfere with the Member’s request to disenroll.

**PROCEDURE**

- A. A member and/or HPSJ may request disenrollment from the plan:
  1. For any reason and the request is not made during any restricted disenrollment period for that member;
  2. If the member was incorrectly enrolled in HPSJ by the enrollment contractor, and HPSJ was not the member’s plan choice as indicated on the enrollment request form,.
  3. Due to a Plan merger or reorganization, pursuant to Welfare & Institutions Code Sections 13303.1 and 14303.2
  4. For good cause, as defined below, when the request if made during any restricted disenrollment period for the member:
    - The member requires services that are excluded under the terms of the contract between DHS and HPSJ, and which can be obtained only if the member is disenrolled from the plan. These excluded services include:

- Long Term Care ((UM39 – Long Term Care Facility Referrals)
  - Major Organ Transplants (except for kidney transplants) – (UM35 – Major Organ Transplant Cases)
  - Medi-Cal Home and Community Based Services Waiver Programs – (UM37 – Medi-Cal Waiver Programs)
- The member is an American Indian, is a member of an American Indian household, or chooses to receive health care services through an Indian Health Service facility and has written acceptance from an Indian Health Service facility for care on a fee-for-service basis.
- B.** Requests for disenrollment through HPSJ Member Services are handled in the following manner:
1. The MSR explains that the Member may disenroll and requests information concerning the reason for disenrollment to track and trend for quality issues. The Member is not required to provide any justification. However, if a reason is given, HPSJ may be able to resolve the situation by explaining how membership with HPSJ works, facilitating appointments, resolving services issues, etc.
  2. The MSR explains how a disenrollment form may be obtained and how the disenrollment process works, as follows:
    - The MSR provides the phone number and/or address/directions to the HCO Office.
      - The Member must send either a letter or a disenrollment form to HCO.
    - Enrollment/Disenrollment forms are available in the Member Services Department, and will be mailed to a Member within three (3) working days of receiving a telephone or written request for the form.
    - Disenrollment does not become effective for 15 to 45 days, depending on when the notification is given to HCO by the Member. The Member remains active on HPSJ until the effective date of disenrollment.

3. The MSR documents the call in the Customer Contact Log, to include the reason for the call, the attempts made to resolve the issue, and the resolution of the call.
4. Final disenrollment decisions are handled entirely by DHS.
5. Disenrollment is effective on the 1st day of the 2nd month following receipt by DHS of all documentation necessary to process the disenrollment, provided disenrollment was requested at least 30 calendar days prior to that date.

**REFERENCE**

- A. DHS Contract, Exhibit A, Attachment 16, #3
- B. Title 22, Sections 53887, 53891

Created by/Date	Revised by/Date	Revised by/Date	Revised by/Date	Revised by/Date	Revised by/Date
2/96	Nraymond 2/1/07				