Feb. 4, 2019

**PHP Initiated Disenrollment Form and Process Flow**

**Section VII.M.1.f.iii.5**

This document includes the process and request form for PHP Initiated Disenrollment Requests in accordance with Section VII.M.1.f.iii.3 (Page 97) of the PHP RFP, “To initiate a disenrollment request, the PHP must contact the Enrollment Broker and provide the information required to support its request for disenrollment.”

Process Flow



**PHP Request for Disenrollment of a Member**

Fax Request to: (833)-898-9655

Section A

|  |  |
| --- | --- |
| PHP: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Member Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  ID#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  DOB: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Section B

|  |
| --- |
| The PHP may only submit requests for Member disenrollment if the following occurs:   1. The Member’s behavior seriously hinders the PHP’s ability to care for the member or other Members of the PHP; and 2. The PHP has documented efforts to resolve the Member’s issues that form the basis of the request for the disenrollment of the Member. |
| Use this space to provide your explanation for this request and attach any supporting documentation that you would like to include: |
|  |

Authorized Signature/Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Section C: **AGENCY USE ONLY**

|  |  |
| --- | --- |
| Transmitted to Department: | Date: |
| Decider: | Date: |
| Approval  Effective Date: | Denial |
| Returned to Enrollment Broker: | Date: |
| Department Comments: | |

**Instructions Page**

**PHP complete Sections A & B –** Fax Request to: (833)-898-9655

**Section A** – Fill out all information completely.

**Section B** – Incomplete or insufficient information will result in a denied decision.

* Explanation for request and supporting documentation must be submitted that specifies, explains, and supports why disenrollment should be approved. This must include steps that were taken to resolve the issue prior to the request, including dates.
* Explanation must support that the request is:

In accordance with 42 C.F.R. §§ 438.56(b)(2)-(3), the PHP is prohibited from requesting  
disenrollment of a Member because of an adverse change in the Member’s health status,  
utilization of medical services, diminished mental capacity, or uncooperative or disruptive  
behavior resulting from the Member’s special needs.

**Section C –** Completed by State

Version

|  |  |  |
| --- | --- | --- |
| Date | Section Updated | Change |
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