

Stopping Benefits

Voluntary Disenrollment

Bluestem PACE hopes you will be pleased with Bluestem PACE's care. However, you may start the disenrollment process from Bluestem PACE without cause at any time if you are unhappy. If you wish to leave the program, you should talk about it with your Social Worker and you will sign a "Participant Disenrollment Notice" that says you no longer want to receive services through Bluestem PACE. **Note to Medicare Beneficiaries:** You cannot disenroll from Bluestem PACE at the Social Security Office.

Bluestem PACE requests a minimum 30 days' notice about your plan to disenroll from the program. This allows time to set up other services for you in the community and to make sure you have medical coverage outside of Bluestem PACE. **You must continue to use Bluestem PACE services until your disenrollment is finalized, including paying any monthly charges. The Bluestem PACE Interdisciplinary Team will continue to authorize and coordinate all of your medical services, such as PCP visits, in-patient hospital stays, medications, and home health care.**

The disenrollment date will be midnight of the last day of the month following the 30 day notice period. Some disenrollments may be able to happen more quickly and some may take longer, depending on the timeline for getting services and supports set up and what is agreed upon between you and the IDT.

If you are a Medicaid and/or Medicare beneficiary, your Bluestem PACE Social Worker will use the most expedient process available to transfer you to other Medicaid/Medicare programs and will also coordinate your disenrollment date between Medicaid and Medicare, if applicable. If you were not on Medicare/Medicaid before enrolling in Bluestem PACE, special conditions for continued benefits might apply.

In the event of a disenrollment or disenrollment request that occurs prior to the end of month, a full monthly payment (if you have an obligation) will still be required. Bluestem PACE cannot, in any event, pro-rate your monthly bill.

Important Note on Accidental Disenrollments: If you enroll in any other Medicare or Medicaid prepayment plan such as Medicaid's Home and Community Based Services (HCBS) program or a Medicare HMO (Medicare Advantage plan) or optional benefit such as hospice, you will be voluntarily disenrolled from Bluestem PACE. Those who enroll in Medicare Part D prescription plans outside of Bluestem PACE will also be voluntarily disenrolled. If you accidentally disenroll for one of these reasons, Bluestem PACE can assist you to reenroll in Bluestem PACE.

Involuntary Disenrollment

Bluestem PACE may initiate an involuntary disenrollment if certain criteria are met. All involuntary disenrollments must be approved by the Kansas Department for Aging and Disability Services (KDADS).

An involuntary disenrollment can be initiated for the following reasons:

- If payments due to Bluestem PACE are not made after the 30 day grace period (see section, Monthly Charge). You must either pay or work out a payment plan;
 - This could include if you are no longer financially eligible for Medicaid. If you lose Medicaid, you do have the option to convert to private pay to avoid disenrollment;
- If your behavior is jeopardizing your health and safety or the health and safety of others;
- If you threaten or commit an act of physical violence against a Bluestem PACE participant, staff, or contractor;

- **If you consistently do not comply with the Plan of Care and/or the Enrollment Agreement.** Examples of “non-compliant behavior” include not adhering to medical advice and not keeping your appointments with Bluestem PACE;
- If you move out of Bluestem PACE's service area without first voluntarily disenrolling from the program;
- If you are out of the Bluestem PACE service area for more than 30 consecutive days, unless you've worked out arrangements with the Bluestem IDT;
- If you are no longer eligible for a nursing facility level of care;
- If Bluestem PACE closes because the PACE program agreement was not renewed or was cancelled by the State of Kansas and the federal government's Center for Medicare and Medicaid Services.

Returning to Bluestem PACE

If disenrolled, you may get back into the program. You must reapply and meet the eligibility requirements. If you were disenrolled for failure to pay, then you may re-enroll if you pay your previously unpaid bill.