

Disenrollment from Ascension Living HOPE

Voluntary Disenrollment

We hope you will be pleased with HOPE's care. However, you may leave the program 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. You will need to sign a "Participant Disenrollment Notice" that says you will no longer receive services through HOPE. You will be able to continue your previous Medicaid/Medicare benefits. HOPE will use the most expedient process allowed for by Medicare and Medicaid procedures to ensure that your disenrollment date is coordinated between Medicare and Medicaid. If you were not on Medicaid/Medicare before enrolling in HOPE, special conditions for continued benefits might apply.

You must use HOPE services until the disenrollment is complete. You must pay any monthly charge until the disenrollment is complete. **HOPE will be responsible for coordinating your Medicare benefits until the end of the month in which you disenrolled. During this disenrollment period Medicare services must be authorized and coordinated by the HOPE IDT. Examples of Medicare services that must be approved and coordinated by the IDT are PCP visits, in-patient hospital stays, and home health care. The HOPE social worker will coordinate your Medicaid benefits with Kansas Department for Children and Families (DCF) and the Kansas Department for Aging and Disability Services (KDADS).**

We encourage you to begin making arrangements for alternative services as soon as possible so that you will have services in place. Your social worker will be happy to assist you with securing services. Below is a list of the services that will need to be in place by your disenrollment:

Home Care Services: You will need to contact the Kansas Aging and Disability Resource Center (ADRC) at 1-855-200-ADRC (2372) in regards to Home and Community Based Services (HCBS). You can also find information about ADRC services on their website: www.ksadrc.org.

Primary Care Physician: You will need to secure a new primary care physician and schedule an appointment as soon as possible so that the new physician can

write prescriptions. You will also need to select a pharmacy. We will provide prescriptions for you until your appointment with the new physician if needed.

Medicare Part D Prescription Drug Plan: You will need to select a Medicare Part D prescription drug plan so you will have coverage for prescriptions. If you need assistance with selecting a Medicare Part D plan you can contact the Senior Health Insurance Counseling for Kansas (SHICK) program at 800-860-5260 and they can assist you with finding the appropriate Medicare Part D plan. The Central Plains Area Agency on Aging also has SHICK counselors available and you can contact them at 316-660-7298. You can also find information about Medicare Part D programs on the website, medicare.gov. Some of the Medicare Part D programs may have enrollment cut off dates each month so I encourage you to start inquiring about programs as soon as possible to find out when you will need to sign up for a particular program so that it will be effective as soon as possible.

Home Equipment: Medical equipment that has been provided to you by HOPE will need to be returned to HOPE upon disenrollment from the program and HOPE will allow for a reasonable transition time for you to obtain these items from other sources, but all equipment must be returned to HOPE within 30 days of your disenrollment. It is recommended that you contact a durable medical equipment company such as Kimzey-Eilert, Broadway Home Medical, Ascension Living Home Medical, for example, or another company of your choice to inquire about obtaining replacement equipment. There are also some community agencies that may be able to provide equipment, such as Independent Living Resource Center 316-942-6300, Medical Equipment Loan Closet 316-744-9291 and The Medical Loan Closet of Wichita 316-516-2199.

We will be glad to assist you in the process of obtaining alternative services that will need to be in place following your disenrollment from HOPE. Our social workers are available to meet with you at the day center at your convenience to review information or to assist you with making arrangements or phone calls in regard to future services.

By enrolling in HOPE you will be disenrolled from any other Medicaid or Medicare prepayment plan (for example, Medicaid's Home and Community Based Services program, or a Medicare HMO) or optional benefit. If you enroll in any

other Medicaid or Medicare prepayment plan (for example, Medicaid's Home and Community Based Services program, or a Medicare HMO) or optional benefit, including the Hospice benefit, after enrolling in HOPE, you will be voluntarily disenrolled from HOPE.

If you are a Medicare beneficiary and are enrolled in HOPE you cannot disenroll from HOPE at the Social Security Office.

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. HOPE will not, in any event, pro-rate your monthly bill.

Involuntary Disenrollment

HOPE can stop your benefits by giving you notice. Your benefits could be stopped by HOPE:

- if you move out of HOPE's service area;
- **if there is repeated non-compliance with your Plan of Care.** "Non-compliant behavior" includes repeated non-compliance with medical advice and repeated failure to keep appointments. Involuntary disenrollments for non-compliance must be approved by the Kansas Department for Aging and Disability Services (KDADS);
- if unable to agree with IDT and/or caregivers for an appropriate Plan of Care (Refer to Plan of Care section). It is the expectation of HOPE that the participant and caregiver/family work collaboratively with the IDT toward mutually agreed-upon goals. In the event that suitable accommodations or an agreement regarding the Plan of Care cannot be made, IDT may seek assistance from the Ethics Committee and KDADS.
- if you are no longer eligible for Medicaid because you are now receiving more money than when you enrolled or you gave false information about money (assets) you had upon enrolling. You do have the option to convert to private pay to avoid disenrollment;

- if payments due to HOPE are not made after the thirty (30) day grace period (see section, Monthly Charge). You must pay or work out a payment plan;
- if you are out of the HOPE service area (Sedgwick County) for more than thirty (30) days, unless approved by the IDT;
- **if you are no longer eligible for a nursing facility level of care;**
- **if your behavior jeopardizes your health or safety;**
- **if your behavior jeopardizes the health or safety of others;**
- if HOPE 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.
- if HOPE loses its state license or HOPE is unable to offer healthcare services because it loses its contracts with outside providers.

Returning to Ascension Living HOPE

If you choose to leave HOPE ("disenroll voluntarily"), you may get back into the program. You must reapply and meet the eligibility requirements. If you do not pay your bill you may be disenrolled from the program. You may re-enroll if you pay your previously unpaid bill.