

## 2012 Regional Technical Assistance Job Aids



### Wednesday, August 8, 2012

# Enrollment



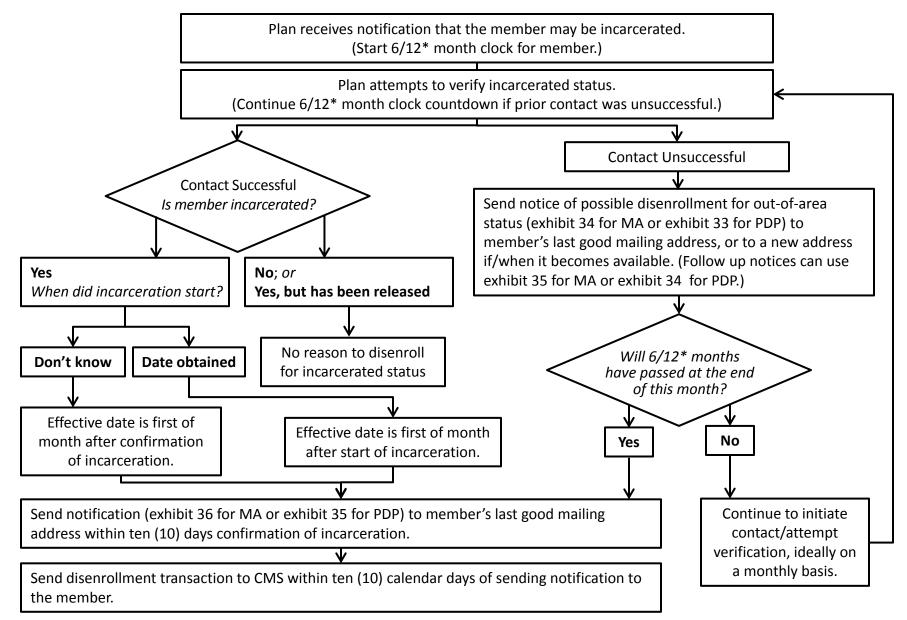
#### Flow Chart for Out of Area Due to Move

Member/Representative contacts plan to say that s/he is moving/has moved out Plan receives notification that the member may have moved out of the service area. (Start 6/12\* month clock for member.) of the plan's service area. *Is the move temporary* Plan attempts to or permanent? contact the member. (Continue 6/12\* month clock countdown if prior contact Temporary Permanent was unsuccessful. Is the duration of the move Is the move in the future areater than or less than six or past? months? Contact Successful Contact Unsuccessful. Has the member moved? Yes Past Future > 6/12\* < 6/12\* Does the member want the No months months chanae to be retroactive? Clarify reason for notification of possible move. Submit RAC if necessary. No reason to Disenroll No If not already done, send notice of possible disenrollment disenroll for outmember for a Yes for out-of-area status (exhibit 34 for MA or exhibit 33 for of-area status prospective Disenroll member PDP) to member's last good mailing address, or to a new effective date. for the first of the address if/when it becomes available. (Follow up notices •First of month Advise member of month following the can use exhibit 35 for MA or exhibit 34 for PDP.) following move disenrollment in date of the move. for future •If date is outside of 6/12\* months. move MAR<sub>x</sub> CCM Will 6/12\* months •First of processing capability, have passed at the end following submit to RPC with of this month? month for past supporting move documentation. Yes Within first ten days of the month, send notice (exhibit 36 for MA, exhibit 35 for PDP) to No •Send notification (exhibit 36 for MA or exhibit 35 for PDP) within member's last best mailing address. Continue to ten (10) days of notification/confirmation. Send disenrollment transaction to CMS within 10 initiate contact, •Send disenrollment transaction to CMS within ten (10) calendar calendar days of sending notification to the ideally on a days of notification of permanent move. member. monthly basis.

\* MA plans must determine out of area within six (6) months. Part D plans must determine out of area within twelve (12) months.



### Flow Chart for Out of Area Due to Incarceration



\* MA plans must determine out of area within six (6) months. Part D plans must determine out of area within twelve (12) months.

