

# Rights and Responsibilities Upon Disenrollment

## **As a member of Clarion Health (HMO), you have these responsibilities:**

If you choose to disenroll from Clarion Health (HMO), there are only certain times during the year, or certain situations, when you may voluntarily end your membership in the plan. The process for voluntarily ending your membership varies, depending on what type of new coverage you are choosing.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

You may end your membership in our plan only during certain times of the year, known as enrollment periods. All members can leave the plan during the Annual Enrollment Period and during the Medicare Advantage Open Enrollment Period. In certain situations, members of Clarion Health (HMO) may be eligible to end their membership at other times of the year. These are known as a Special Enrollment Periods.

## **Who is eligible for a Special Enrollment Period?**

If any of the following situations apply to you, you may be eligible to end your membership during a Special Enrollment Period. These are just examples; for the full list, you can contact the plan, call Medicare, or visit the Medicare website (<https://www.medicare.gov>).

- + Usually, when you have moved
- + If you have Medicaid
- + If you are eligible for “Extra Help” with paying for your Medicare prescriptions
- + If we violate our contract with you
- + If you are getting care in an institution, such as a nursing home or long-term care (LTC) hospital

## When are Special Enrollment Periods?

The enrollment periods vary, depending on your situation. To find out if you are eligible for a Special Enrollment Period, please call Medicare at **1-800-MEDICARE (1-800-633-4227)**, 24 hours a day, 7 days a week. TTY users, call **1-877-486-2048**. If you are eligible to end your membership because of a special situation, you can choose to change both your Medicare health coverage and prescription drug coverage. This means you can choose any of the following types of plans:

- + Another Medicare health plan (you can choose a plan that covers prescription drugs or one that does not cover prescription drugs)
- + Original Medicare with a separate Medicare prescription drug plan
- + Original Medicare without a separate Medicare prescription drug plan



If you have any questions or would like more information on when you can end your membership, you can call us, or you can find the information in the ***Medicare & You 2020 handbook***. Your ***Evidence of Coverage*** has more information in ***Chapter 10, Ending your membership***.