

## **Rights Upon Disenrollment**

Your benefits from Mount Sinai Eldercare can be stopped if you choose to cancel your enrollment in the program. If you decide to cancel these benefits, you have done so “voluntarily.” If you no longer meet the requirements of enrollment, you will lose the benefits “involuntarily.”

**Voluntarily Disenrollment** will be effective on the first day of the month following the date Mount Sinai Eldercare receives the participant’s notice of voluntary disenrollment.

**Involuntary Disenrollment** will be effective the first day of the next month that begins 30 days after the day Mount Sinai Eldercare send you a written notice of the disenrollment.

Mount Sinai Eldercare will work with Medicare (CMS) and Medicaid (AHCA) to help facilitate the participant’s transition and reinstatement in other Medicare and Medicaid programs for which the participant is eligible. This coordination will include making appropriate referrals and ensuring medical records are made available to new providers within 30 days.

Until enrollment is terminated, Mount Sinai Eldercare participants are required to continue to use Mount Sinai Eldercare provider services and remain liable for any premiums. Mount Sinai Eldercare shall continue to provide all approved services until the date of disenrollment. Mount Sinai Eldercare will not be liable for non-approved services with the exception of emergency services.

Document based on Mount Sinai Eldercare policies “Voluntary Disenrollment” and “Involuntary Disenrollment”: covering regulations 42 CFR Part 460.162, Part 460.164, Part 460.166, Part 460.168, 460.170 and 460.172.