

IX. CHANGING YOUR MCO

When Can I Change My MCO?

1. During the first 90 days of Enrollment

You can request to change your MCO one time during the first 90 days the first time you are in an MCO as long as you are not hospitalized at the time of the request.

You can also make this request if you are automatically assigned to an MCO.

2. Once A Year, on the Anniversary of Your Enrollment

Every year around the time you first signed up with MedStar Family Choice, you will be mailed a notice from the State asking if you would like to change your MCO. You may choose to stay with MedStar Family Choice or you may decide to select another MCO near where you live. You do not need to have a reason for this yearly change.

3. When There is an Approved Reason to Change MCOs

You may change your MCO and join another MCO near where you live for any of the following reasons at any time:

- If you move to another county where we do not offer care
- If you become homeless and find that there is another MCO closer to where you live or have shelter, and changing to that MCO would make getting to appointments easier
- If you or any member of your family has a doctor in a different MCO and the adult member wishes to keep all family members together in the same MCO
- If a child is placed in foster care and the foster care children or the family members receive care by a doctor in a different MCO than the child being placed, the child being placed can switch to the foster family's MCO
- You desire to continue to receive care from your primary care provider (PCP) and the MCO terminated the PCP's contract for one

of the following reasons:

- For reasons other than quality of care;
- The provider and the MCO cannot agree on a contract for certain financial reasons; or,
- Your MCO has been purchased by another MCO.

Reasons the State Will Disenroll You From an MCO

The state will remove you (disenroll you) from an MCO if you:

- Are placed in a long-term care facility for more than 30 days straight;
- Are admitted into an intermediate facility for mentally retarded persons;
- Are approved for the Rare and Expensive Case Management Program;
- Are no longer qualified for State benefits;
- Are no longer qualified to be in an MCO because you are now in another State program that does not enroll its members in MCOs;
- Are in an MCO that no longer has a contract to provide care in the State of Maryland; or,
- Should not have been enrolled in an MCO.

How Do I Disenroll from the MCO?

If you decide to change your MCO, you should contact the state's enrollment broker at: 800-977-7388.

You will be asked to give the following information:

- If you have a special medical history
- The reason why you wish to change
- If you are moving, to what county and city will you be moving