



Job Aid | Disenroll a Member from One Care

One Care is a comprehensive health plan that covers all of the services reimbursable under Medicare and MassHealth through a One Care organization and its network of providers.

This job aid describes how to do the following.

- Search for a member record.
- Enter the disenrollment reason.
- Submit the request.

► Access Enroll/Disenroll One Care Members

From the MassHealth POSC home page:

1. Click **Manage Members**.
2. Click **Enrollment**.
3. Click **Enroll/Disenroll One Care Members**.

MassHealth Provider Online Service Center (POSC)

- Home Services
- Provider Search
- Manage Batch Files
- Manage Service Authorizations
- Manage Correspondence and Reporting
- ↓ **Manage Members**
- Eligibility
- ↓ **Enrollment**
- Enroll/Disenroll PACE Members
- Enroll/Disenroll SCO Members
- **Enroll/Disenroll One Care Members**
- Long Term Care
- Manage Claims and Payments
- Manage Provider Information
- Administer Account
- Reference Publications
- News & Updates
- Related Links

The Provider Online Service Center provides the tools to effectively manage your business with MassHealth electronically. Use these services to view data, manage your profile information, and submit and retrieve transactions.

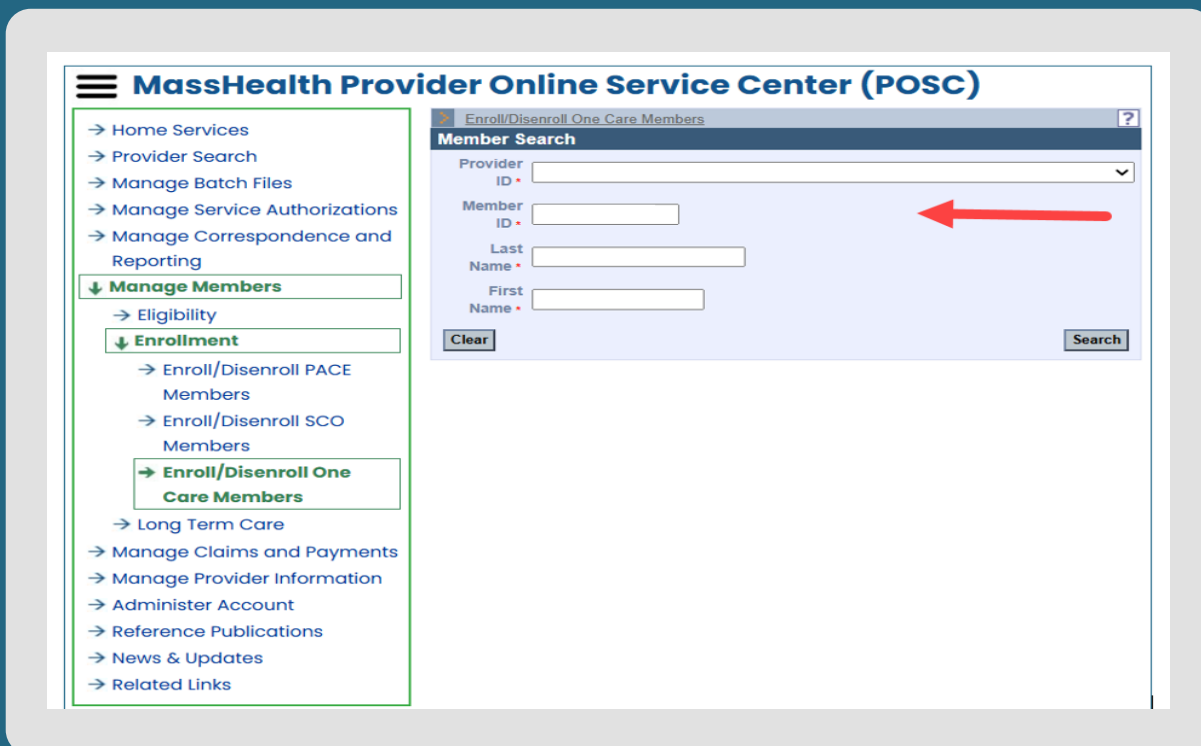
Enrollment Panel

► Search for Member Record

On the **Member Search** panel:

4. Verify your health plan's provider ID defaults in the **Provider ID** field.
5. Enter the **Member ID**.
6. Enter the MassHealth member's **Last Name**. (The last name must be spelled exactly as it appears on the MassHealth member's ID card.)
7. Enter the MassHealth member's **First Name**. (The first name must be spelled exactly as it appears on the MassHealth member's ID card.)
8. Click **Search** to locate the member's information.

Note: If the member is currently a valid member of One Care, the **Disenrollment** panel will display.



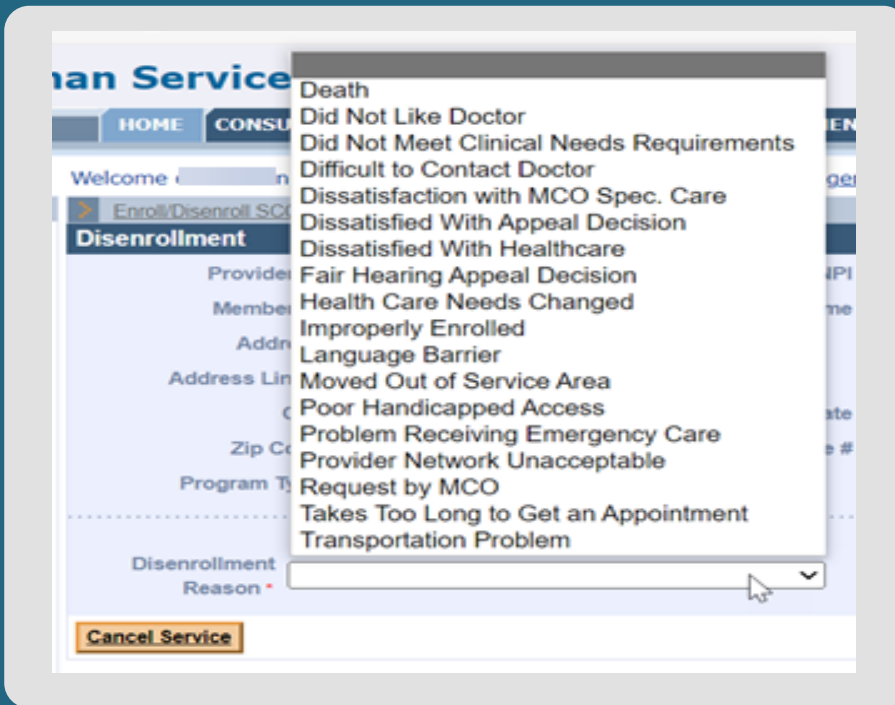
The screenshot displays the 'MassHealth Provider Online Service Center (POSC)' interface. On the left is a navigation menu with categories like 'Home Services', 'Provider Search', 'Manage Batch Files', 'Manage Service Authorizations', 'Manage Correspondence and Reporting', 'Manage Members', 'Eligibility', 'Enrollment', and 'Long Term Care'. The 'Enrollment' section is expanded, showing 'Enroll/Disenroll PACE Members', 'Enroll/Disenroll SCO Members', and 'Enroll/Disenroll One Care Members'. The main content area is titled 'Member Search' and includes a breadcrumb 'Enroll/Disenroll One Care Members'. The search form has fields for 'Provider ID', 'Member ID', 'Last Name', and 'First Name'. A red arrow points to the 'Member ID' field. There are 'Clear' and 'Search' buttons at the bottom of the form.

**Member
Search
Panel**

► Disenroll Member

On the **Disenrollment** panel:

9. Select the **Disenrollment Reason** from the dropdown list.



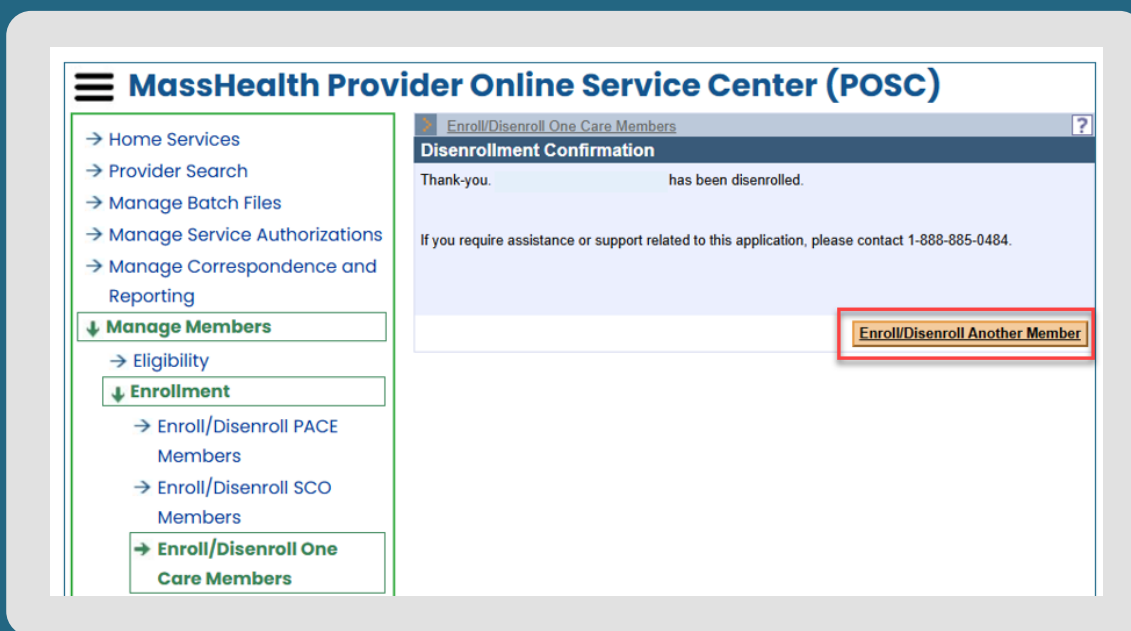
Disenrollment Panel

10. Click **Submit** to submit the disenrollment.

► Disenrollment Confirmation

On the **Disenrollment Confirmation** panel:

11. Verify that the disenrollment has been validated by MMIS.
Note: The member will be disenrolled as of the last calendar day of the month. The provider will receive a confirmation via the 834 batch file transaction.
12. Click **Enroll/Disenroll Another Member** if you have additional enrollments, or click **Home** on the left menu to end the process.



Disenrollment Confirmation Panel

► If you experience any issues with enrolling or disenrolling participants, please contact the Integrated Care Team at enrollmentoperations@mass.gov.