



## Job Aid: Disenroll a Member from PACE

The Program of All-inclusive Care for the Elderly (PACE) is a comprehensive health program designed to keep frail, older individuals living in the community. PACE serves individuals who are 55 and older, certified to need nursing home care, and able to live safely in the community at the time of enrollment. Enrollment may end at the request of the member or because of death.

This job aid describes how to do the following.

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

### Access Enroll/Disenroll PACE Members

From the **POSC** home page:

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



### 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 PACE, the **Disenrollment** panel will display.

The screenshot shows the Mass.gov Health and Human Services website. The date is April 24, 2024. The navigation bar includes links for HOME, CONSUMERS, PROVIDERS, RESEARCHERS, and GOVERNMENT. A 'Logout' link is also present. The left sidebar shows a 'Collapse Services' button and a list of services under 'Provider Services', including 'Enroll/Disenroll PACE Members'. The main content area is titled 'Enroll/Disenroll PACE Members' and features a 'Member Search' form. The form has input fields for 'Provider ID', 'Member ID', 'Last Name', and 'First Name', along with 'Clear' and 'Search' buttons. The footer includes copyright information for the Commonwealth of Massachusetts and links for Accessibility, Feedback, Site Policies, Contact Us, Help, and Site Map.

## Disenroll Member

On the **Disenrollment** panel:

9. Select the disenrollment reason from the dropdown list.
10. Click **Submit** to submit the disenrollment.

The screenshot shows the Mass.gov Health and Human Services website with the 'Disenrollment' panel active. A dropdown menu is open, displaying a list of reasons for disenrollment, including 'Death', 'Did Not Like Doctor', 'Did Not Meet Clinical Needs Requirements', 'Difficult to Contact Doctor', 'Dissatisfaction with MCO Spec. Care', 'Dissatisfied With Appeal Decision', 'Fair Hearing Appeal Decision', 'Health Care Needs Changed', 'Improperly Enrolled', 'Language Barrier', 'Moved Out of Service Area', 'Poor Handicapped Access', 'Problem Receiving Emergency Care', 'Provider Network Unacceptable', 'Request by MCO', 'Takes Too Long to Get an Appointment', and 'Transportation Problem'. The form also includes fields for 'Provider', 'Member', 'Address', 'Address Line', 'City', 'State', 'Zip Code', 'Program Type', and 'Disenrollment Reason'. There are 'Cancel Service' and 'Submit' buttons at the bottom.

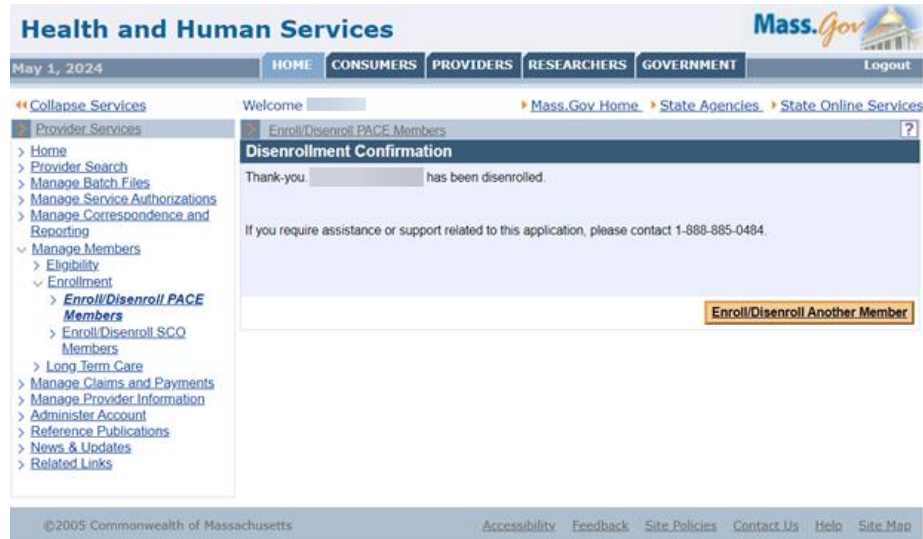
## Disenrollment Confirmation

On the **Disenrollment Confirmation** panel:

11. Verify that the disenrollment has been validated by MMIS.

**Note:** Disenrollment occurs on the last calendar day of the month.

12. Click **Enroll/Disenroll Another Member** if you have additional enrollments or **Home** on the left menu to end the process.



If you experience any issues with enrolling or disenrolling participants, please contact the Integrated Care Team at [enrollmentoperations@mass.gov](mailto:enrollmentoperations@mass.gov).