



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 MassHealth Provider Online Service Center (POSC) interface. At the top, there is a navigation bar with the date "September 23, 2025" and menu items: HOME, MEMBERS, PROVIDERS, INITIATIVES, REGULATIONS, and Logout. Below the navigation bar is a breadcrumb trail: Mass.Gov Home > State Agencies > State Online Services. The main heading is "MassHealth Provider Online Service Center (POSC)".

On the left side, there is a sidebar menu with the following items:

- Home Services
- Provider Search
- Manage Batch Files
- Manage Service Authorizations
- Manage Correspondence and Reporting
- ↓ Manage Members
 - ↓ Eligibility
 - Verify Member Eligibility
 - Inquire Eligibility Request
 - ↓ Enrollment
 - **Enroll/Disenroll PACE Members**
 - Enroll/Disenroll SCO Members
 - Enroll/Disenroll One Care Members

The main content area displays the "Enroll/Disenroll PACE Members" form. The form is titled "Disenrollment" and contains the following fields:

- Provider ID
- Member ID
- Address
- Address Line 2
- City
- Zip Code
- Program Type: PACE
- Provider NPI
- Member Name
- State
- Phone #
- Disenrollment Reason (dropdown menu)
- Date of Death (calendar icon)

At the bottom of the form, there are two buttons: "Cancel Service" and "Submit".

Disenroll Member

On the **Disenrollment** panel:

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

The screenshot displays the MassHealth Provider Online Service Center interface. The main navigation menu on the left includes sections for 'Manage Members', 'Eligibility', and 'Enrollment'. The 'Disenrollment' panel is active, showing a dropdown menu with the following options: Death, Did Not Like Doctor, Did Not Meet Clinical Needs Requirements, Difficult to Contact Doctor, Dissatisfaction with MCO Spec. Care, Dissatisfied With Appeal Decision, Dissatisfied With Healthcare, 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, and Take Too Long to Get an Appointment. The dropdown menu is currently open, and the 'Submit' button is visible at the bottom right of the panel.

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.

The screenshot displays the MassHealth Provider Online Service Center (POSC) interface. At the top, there is a header for "Health and Human Services" with the "Mass.gov" logo. Below this is a navigation bar with tabs for "HOME", "MEMBERS", "PROVIDERS", "INITIATIVES", and "REGULATIONS", along with a "Logout" link. The date "September 23, 2025" is shown on the left, and a "Welcome" message is on the right. A breadcrumb trail includes "Mass.Gov Home", "State Agencies", and "State Online Services".

The main content area is titled "MassHealth Provider Online Service Center (POSC)". On the left, a sidebar menu is visible, containing several options: "Home Services", "Provider Search", "Manage Batch Files", "Manage Service Authorizations", "Manage Correspondence and Reporting", "Manage Members", "Eligibility" (with sub-options "Verify Member Eligibility" and "Inquire Eligibility Request"), and "Enrollment" (with sub-option "Enroll/Disenroll PACE Members").

The main content area shows a "Disenrollment Confirmation" message. The message text reads: "Thank-you. [redacted] has been disenrolled. If you require assistance or support related to this application, please contact 1-888-885-0484." At the bottom right of the message area, there is a button labeled "Enroll/Disenroll Another Member".

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