



Job Aid: Disenroll a Member from Senior Care Options (SCO)

Senior Care Options (SCO) is a comprehensive health plan that covers all of the services reimbursable under Medicare and MassHealth through a senior 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 SCO Members

From the MassHealth **Provider Online Service Center (POSC)** home page:

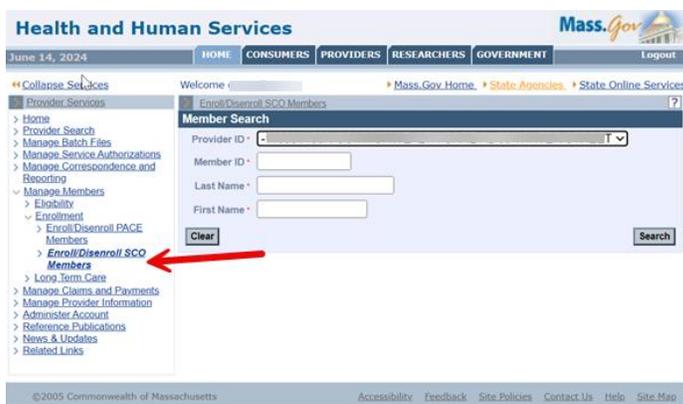
1. Click **Manage Members**.



2. Click **Enrollment**.



3. Click **Enroll/Disenroll SCO 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 SCO, the **Disenrollment** panel will display.



Disenroll Member

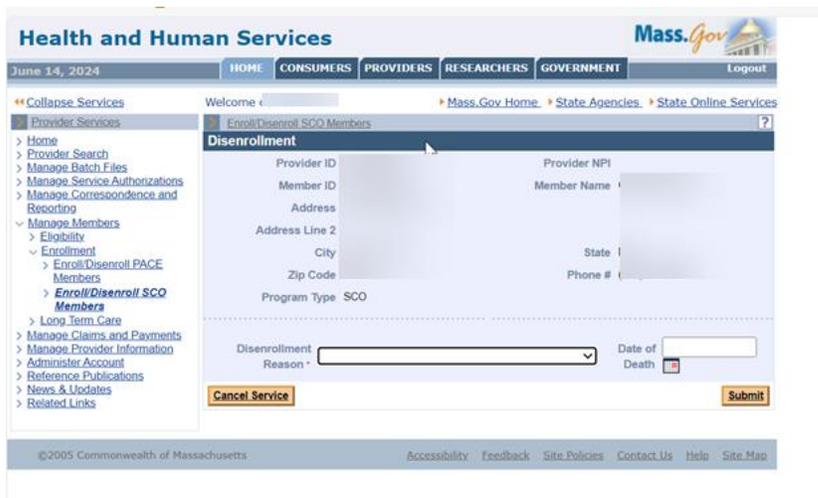
On the **Disenrollment** panel:

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



A screenshot of a web application interface showing a dropdown menu for selecting a disenrollment reason. The menu is open, displaying a list of reasons such as "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", "Takes Too Long to Get an Appointment", and "Transportation Problem". Below the list is a "Disenrollment Reason" dropdown field with a downward arrow. A "Cancel Service" button is visible at the bottom left of the panel.

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



A screenshot of the "Health and Human Services" website showing the "Disenrollment" panel. The page header includes "Mass.gov" and navigation tabs for "HOME", "CONSUMERS", "PROVIDERS", "RESEARCHERS", and "GOVERNMENT". The "Disenrollment" panel contains a form with fields for "Provider ID", "Member ID", "Address", "City", "Zip Code", "Program Type" (set to "SCO"), "Provider NPI", "Member Name", "State", and "Phone #". Below these fields is a "Disenrollment Reason" dropdown menu and a "Date of Death" field. "Cancel Service" and "Submit" buttons are located at the bottom of the form. The footer of the page includes copyright information for 2005 Commonwealth of Massachusetts and links for "Accessibility", "Feedback", "Site Policies", "Contact Us", "Help", and "Site Map".

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 **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.