



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.

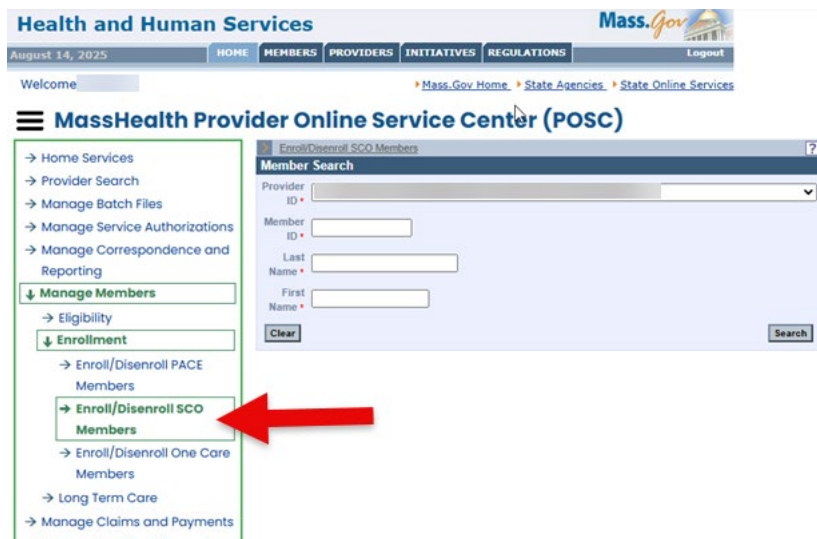
This job aid describes how to do the following.

- 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.

The screenshot shows the MassHealth Provider Online Service Center (POSC) interface. On the left is a navigation menu with the following items: Home Services, Provider Search, Manage Batch Files, Manage Service Authorizations, Manage Correspondence and Reporting, Manage Members (highlighted), Eligibility, Enrollment, Enroll/Disenroll PACE Members, Enroll/Disenroll SCO Members (highlighted), Enroll/Disenroll One Care Members, Long Term Care, and Manage Claims and Payments. The main content area displays the 'Member Search' panel, which includes a dropdown for 'Provider ID', and text input fields for 'Member ID', 'Last Name', and 'First Name'. There are 'Clear' and 'Search' buttons at the bottom of the search form. A red arrow points to the 'Search' button.

Disenroll Member

On the **Disenrollment** panel:

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

Welcome [Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

MassHealth Provider Online Service Center (POSC)

- 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
 - Long Term Care
 - Manage Claims and Payments
 - Manage Provider Information
 - Administer Account
 - Reference Publications
 - News & Updates
 - Related Links

Disenrollment
Provider ID Provider NPI
Member ID Member Name
Address
Address Line 2
City State
Zip Code Phone #
Program Type **SCO**

Disenrollment Reason * Date of Death

Cancel Service

- Involuntary - Death (IC Plan Only)
- Involuntary - Does not meet program requirements (IC plan Only)
- Involuntary - Incarceration (IC Plan Only)
- Involuntary - Loss of Medicare Eligibility (IC Plan Only)
- Involuntary - Loss or downgrade Medicaid Eligibility (IC Plan Only)
- Loss or downgrade of MassHealth
- Permanently Moved out of State (IC Plan Only)
- Voluntary - Enrolling in Original Medicare and Part D plan
- Voluntary - Enrolling in different MassHealth Integrated Care Plan (PACE, SCO, or One Care) (IC Plan Only)
- Voluntary - Enrolling in different Medicare Advantage plan (IC Plan Only)
- Voluntary - Not satisfied (IC Plan Only)

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

Welcome [Mass.Gov Home](#) [State Agencies](#) [State Online Services](#)

MassHealth Provider Online Service Center (POSC)

- 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
 - Long Term Care
 - Manage Claims and Payments
 - Manage Provider Information
 - Administer Account
 - Reference Publications
 - News & Updates
 - Related Links

Disenrollment
Provider ID Provider NPI
Member ID Member Name
Address
Address Line 2
City State
Zip Code Phone #
Program Type **SCO**

Disenrollment Reason * Date of Death

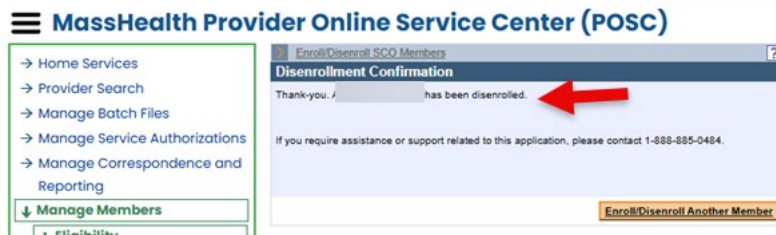
Cancel Service

Disenrollment Confirmation

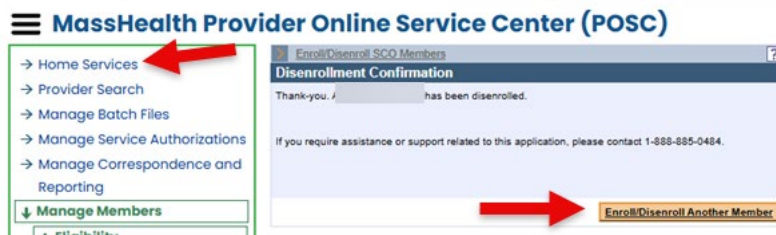
On the **Disenrollment Confirmation** panel:

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 Services** 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.