

NewMMIS Job Aid: Disenroll a Member from Program for All Inclusive Care for the Elderly (PACE)

The PACE program is a comprehensive health program that is designed to keep frail, older individuals living in the community. PACE serves individuals who are 55 or 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:

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

Access Enroll/Disenroll PACE Members

From the MassHealth Provider Online Service Center home page:

1. Click **Manage Members**.
2. Click **Enrollment**.
3. Click **Enroll/Disenroll PACE Members**. The **Member Search** panel is displayed.

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**.
7. Enter the MassHealth member's **First Name**.
8. Click **Search** to locate the member's information.

Note: If the member is currently a valid member of PACE, the **Disenrollment** panel is displayed.

Disenroll Member

On the **Disenrollment** panel:

9. Select the disenrollment reason from the drop-down list.
10. Click **Submit** to submit the disenrollment. The **Disenrollment Confirmation** panel is displayed.

Disenrollment Confirmation

On the **Disenrollment Confirmation** panel:

11. Verify the disenrollment has been validated by NewMMIS.

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

12. Click **Enroll/Disenroll Another Member** if you have additional disenrollments or click **Close** to end the process.