NewMMIS 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:

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

Access Enroll/Disenroll SCO Members

From the MassHealth Provider Online Service Center home page:

1. Click **Manage Members**.

2. Click **Enrollment**.

3. Click **Enroll/Disenroll SCO 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 SCO, 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: 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 disenrollments or click **Close** to end the process.