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.

NewMMIS Job Aid: Disenroll a Member from Program for All

Inclusive Care for the Elderly (PACE)

MassHealth Provider Online Service Center 1 of 1 Revised: July 28, 2010

v2.2

Provider Online Service Center - Submit a Referral

MassHealth Provider Online Service Center Submit a Referral 1/1