



Disenrollment Letter

InnovAge PACE/LIFE understands that you wish to leave, which is called “disenroll” from our program. We are sorry that you are leaving and hope that all goes well for you. The following is a guide to help you through the disenrollment process so that it is as smooth as possible. It is important that you contact your social worker at the InnovAge center where you attend so that she or he may help you through this process.

Please remember that you can disenroll from InnovAge at any time; however, InnovAge continues to provide all covered services until your official disenrollment date. **You cannot be enrolled in InnovAge for part of a month and enrolled into original Medicare/Medicaid for part of that same month.** It is always the first of the month when new coverage becomes official and the last day of the month when old coverage ends. You must have a new Medicare Part D plan in place by the first day of the month your new coverage begins in order to continue prescription medication coverage.

Getting back into the regular Medicare and Medicaid service system:

Medicare: (If you are eligible for Medicare) When you disenroll from the InnovAge program, you continue to be enrolled in original Medicare. It is important that you select a Medicare Part D plan before your effective date of disenrollment from InnovAge. The Part D plan you select will ensure your medications (prescriptions) are covered on the 1st day of the month following your disenrollment from InnovAge. Please confirm your disenrollment date with your social worker and provide that date to your new Medicare Part D plan, so they don't start coverage while you are still in our program. If you had an HMO previous to joining InnovAge PACE and are planning to return there, you will need to call the plan to be re-enrolled. For help finding a doctor and a Part D plan, you may call 1-800-Medicare (TTY: 1-877-486-2048) or use www.medicare.gov.

Medicaid (If you are eligible for Medicaid): It may take 45-90 days to get back into the Medicaid system. This depends on many things; what county you live in, what Medicaid benefits you are eligible for, your current financial state, or if you are moving to another county. Because you are leaving the InnovAge program, the social worker will refer you to the agency for Medicaid in your county who can assist you with case management, care planning and referrals for other resources as needed.

If you are moving into a new county, you will need to reapply for Medicaid in the new county. Please let the InnovAge Medicaid Department know, and they will assist you in getting the transfer paperwork completed.

If you have trouble getting back into Medicaid after you leave InnovAge, you may call InnovAge at 1-877-443-3502 or (TTY available toll-free: dial 711 and request a connection to InnovAge at 877-443-3502) and ask for the Medicaid Supervisor so you can receive advice on what to do. You may also go to www.medicaid.gov and review the

information by state or call 1-877-267-2323 and listen for options regarding limited income or Medicaid; TTY number 1-866-226-1819.

Picking a new doctor / medications / oxygen:

Once you have decided to disenroll from the InnovAge program, you will need to pick a new primary care doctor. You will need to make an appointment as soon as possible to ensure that you have no lapse in medications. If you need help with this, ask your social worker before you leave the program. InnovAge will offer medications as needed and not more than a 30 day supply. If you are on oxygen, InnovAge will make arrangements to transfer the payment to straight Medicare or Medicaid.

Equipment/supplies:

InnovAge will work with you on equipment by providing you a list of equipment that InnovAge has loaned to you with appropriate vendors you can use after disenrollment. InnovAge equipment needs to be returned within 30 days of disenrollment unless special arrangements are made. This includes removable home adaptations such as ramps and stair glides/lifts. It is important for you to plan for these items to be replaced as soon as possible with your new provider. If you need special arrangements with equipment, let your social worker know before you leave the program.

Discharge Plan:

The InnovAge team will put together a discharge plan and assist you as needed. The following are a few questions you may need to answer to make sure that you have everything you need.

- Who will be my new insurance company, if other than original Medicare?
- Who will be my prescription medication company (Part D)?
- Will I need to find a new place to live?
- Who will be my new primary care doctor?
- Who will call to set up my first visit with my new primary care doctor?
- Will my appointment be before my medications run out?
- How will I get to my doctor appointments?
- Do I need care from any specialist doctors?
- Who will call to set up my first visit with my new specialist doctors?
- If I use oxygen, who will be my new oxygen company?
- Who will call to set up my oxygen?
- Who will give me assistance with bathing or medication set up, if needed?
- Will I need a walker, wheelchair or a ramp up to my home?
- Where will I get them and who will call to set it up?
- Will I need a hospital bed or any other special equipment?
- Where will I get them and who will call to set it up?
- Who will do my grocery shopping or provide housekeeping for me?
- Who will set these things up?
- How will I get my incontinence supplies?
- What other questions do I need to answer?

If you have any questions at all, please call your InnovAge social worker before you leave. We want your change from InnovAge to go well.