

MEM – Mass Disenrollment Procedures

Purpose:

This procedure explains the process of how to process a Managed Care Organization (MCO) mass disenrollment in the event of an MCO's withdrawal from the program, conclusion of their contract with the Department, or termination of their contract by the Department of Human Services.

Identification of Roles:

Operations Manager (OM)
Account Manager (AM)

Performance Standards:

No performance standard in place, however Member Services makes every attempt to ensure these are done immediately.

Path of Business Procedure:

Step 1: Provider Services sends an e-mail Operations Manager (OM) and Account Manager (AM). The e-mail will state the Managed Care Organization (MCO) has disenrolled with managed care.

Step 2: Log into the Medicaid Management Information System (MMIS).

- a. See system manual for how to login into MMIS
- b. Once logged into the system, type screen 16 on the main page of MMIS.

Step 3: On the Managed Care Subsystem 16 Functions screen, type number 2 and press enter.

Step 4: On the Managed Care Recipient Mass Disenrollment and Transfers [By Provider (MCO)] screen, type in the provider (MCO) number that you are disenrolling from in the Current field and press enter.

Step 5: The 'New' field will be left blank. CORE will tentatively assign and redistribute members evenly among the remaining MCOs.

Step 6: Once you have pressed enter, the MCO's name, address, and phone number will appear on the screen. Review the information to be sure you have selected the correct MCO.

Step 7: Press F10 and the disenrollment will be complete. A message will appear at the bottom of the screen advising the process is complete if everything was done correctly.

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

MMIS

Attachments:

None