***Qualified Health Home Lead Requested Disenrollment – Involuntary***

Qualified Health Home Leads (Lead) and HCA must follow this procedure when processing Lead requested involuntarybeneficiary disenrollments.

***Involuntary Disenrollment***

The health, welfare, and safety of Care Coordinators is very important. Occasionally, a beneficiary may be involuntarily disenrolled from the Health Home program for concerns such as:

|  |  |
| --- | --- |
| Beneficiary issues:   * Inappropriate behaviors * Illegal/criminal activity * Verbal/physical threats | Environmental hazards:   * + Methamphetamine laboratories   + Dangerous animals   + Poor sanitation or unsafe home structure |

Involuntary Disenrollment from the Health Home program is not considered as an Opt-Out. The beneficiary may be re-enrolled into the Health Home program in less than one year, if the beneficiary or environmental concerns that led to the Involuntary Disenrollment are appropriately resolved, and the beneficiary meets the Health Home eligibility criteria.

***Disenrollment Process:***

**Care Coordination Organization Process:** A request for involuntary disenrollment may be submitted when the beneficiary refuses to resolve the issues or stop the adverse behavior(s). Prior to requesting that a beneficiary be involuntarily disenrolled, the Health Home Care Coordinator must document all actions, consultations, and statements made.

* Discuss the case with supervisor and consider bringing together a multidisciplinary team to help determine next steps.
* Make a referral to Children’s Protective Services (CPS), Adult Protective Services (APS) or local law enforcement as applicable.
* As appropriate discuss safety issues and the potential for disenrollment with the beneficiary.
* Notify the Lead of actions taken and their results.

**Lead Process:**  The Lead must determine:

1. If the beneficiary may be reassigned to a different CCO/Health Home Care Coordinator, or
2. If the Lead will request HCA to disenroll the beneficiary from the Health Home program.

* The Lead must:
  + Ensure all actions taken by the Health Home Care Coordinator are properly documented.
  + Send disenrollment request with back-up documentation, via secure email, to the HCA Health Home mailbox for review.
  + If approved, mail the Involuntary Disenrollment letter to the beneficiary at least 10 (ten) business days prior to disenrollment date.
  + If no response is received, complete the HCA Disenrollment Registry and submit to HCA.

**HCA Process:** Upon receipt of the disenrollment request from the Lead, the beneficiary’s Health Home segment will be ended and Health Home enrollment terminated.

* + If the beneficiary meets the Health Home eligibility criteria they may be re-enrolled after one year.