

Members Are Responsible For Disenrollment Notification

April 29, 2020

It's great when you help a member find a plan that he/she believes will better meet their healthcare needs. However, **if** that change involves a move between a Medicare Supplement (Med Supp) plan and a Medicare Advantage (MA) plan, make sure the member knows they have to contact the plan to dis-enroll from their previous plan. If a member switches from a Medicare Advantage (MA) Plan to another MA Plan, they are automatically disenrolled from their previous MA plan. **This is not the case when a Med Supp plan is involved.**

The member is responsible for **initiating a disenrollment in writing** in the following circumstances, regardless of whether their old plan was through Anthem Blue Cross and Blue Shield or through another carrier:

- If the member moves from a Med Supp plan to an MA plan; or
- If they move from an MA plan to a Med Supp plan.

Medicare does not allow a person to be enrolled in both a Medicare Supplement plan AND a Medicare Advantage plan at the same time.

A best practice is to remind your clients moving from one plan to another to be sure they disenroll in writing from their old plans. You could avoid a sales allegation in the process!

If you have any questions, please reach out to Medicare Agent Services at medicareagentsupport@anthem.com or call 1-800-633-4368.

Y0114_20_122455_I_C 04/28/2020

This article applies to:

- Wisconsin, Virginia, Ohio, Nevada, New Hampshire, Missouri, Maine, Kentucky, Indiana, Connecticut, Colorado, and Georgia
- Senior and Medicare