



Termination of Coverage

You have rights and responsibilities if you leave Simply Healthcare Plans.

Disenrollment Periods

If you are enrolled in **Simply More (HMO) or Simply Level (HMO SNP)** you may end your membership in our plan only during certain times of the year known as enrollment periods.

If you are enrolled in **Simply Advantage (HMO SNP), Simply Complete (HMO SNP), Simply Care (HMO SNP) or Simply Comfort (HMO SNP)** you may end your membership at any time. Please contact Member Services at the number listed on this page with any questions.

All members have the opportunity to leave the plan during the Annual Enrollment Period (**October 15 - December 7 each year**) and during the Annual Disenrollment Period (**January 1 - February 14 each year**). You may be eligible to leave the plan at other times of the year if you move out of the plan's service area, you have Medicaid, you are eligible for Extra Help, or you live in a facility such as a nursing home.

If you have questions about enrollment periods please contact Member Services at 1-877-577-0115 (TTY 711). From October 1 to February 14 we are open 7 days a week from 8 a.m. – 8 p.m., Eastern. From February 15th to September 30th, we are open Monday through Friday, 8 a.m. – 8 p.m.

Disenrollment Process

- You can write a letter to us and send it to Simply Healthcare Plans, Enrollment Department, 9250 W. Flagler Street, Suite 600, Miami Fl. 33174-3460 or to our fax number at 1-877-577-9042. Be sure to sign and date your letter.
- You can call 1-800-MEDICARE (1-800-633-4227). (TTY Users should call 1-877-486-2048.) You can call 24 hours a day, 7 days a week.
- We then will send you a letter that tells you when your membership will end. This is your disenrollment date - the day that you officially leave Simply Healthcare Plans. In most cases, your disenrollment date will be the first day of the month that comes after the month we receive your request to leave. While you are waiting for your membership to end, you are still a member of Simply Healthcare Plans and must continue to get your health care as usual through Simply Healthcare Plans.

Medicare Choices upon Disenrollment

If you leave Simply Healthcare Plans, you may be eligible to join another Medicare Advantage plan or other Medicare Health Plan. You also can choose Original Medicare. If you choose Original Medicare, you must choose a Prescription Drug Plan if you wish to continue to have Medicare prescription drug coverage.

If you change to Original Medicare you may consider a Medigap policy to supplement your Original Medicare coverage. For Medigap advice, you should contact SHINE (1-800-963-5337/TTY 1-800-955-8771). You also may have a guaranteed issue right if you move out of our service area or if we stop providing Medicare benefits. SHINE can tell you about other situations in which you may have guaranteed issue rights. You will automatically be enrolled in Original Medicare when you leave Simply Healthcare Plans if you do not enroll in another Medicare plan.

Potential for Contract Termination

Simply Healthcare Plans has a contract with the Centers for Medicare and Medicaid Services (CMS), the government agency that runs Medicare. This contract renews each year. All Medicare Advantage Plans agree to stay in the program for a full year at a time. Each year, the plans decide whether to continue for another year. Even if a Medicare Advantage Plan leaves the program, you will not lose Medicare coverage. If a plan decides not to continue, it must send you a letter at least 90 days before your coverage will end. The letter will explain your options for Medicare coverage in your area.