

How to Disenroll from a TEAMStar Medicare Part D Plan

Can I disenroll from a TEAMStar PDP plan?

As a Medicare beneficiary and TEAMStar plan member, you have the right to request disenrollment from your Medicare Part D prescription drug plan. When you voluntarily choose to disenroll from your plan, and your request is approved, you are choosing to discontinue your Medicare prescription drug coverage, and your plan will no longer cover any prescription drugs you receive.

Do I have to disenroll from my current Part D plan to enroll in a different plan?

No. You can switch to a new Medicare drug plan simply by joining another prescription drug plan during the Annual Enrollment Period (AEP) or during a Special Enrollment Period (SEP) if you qualify. You don't need to cancel or disenroll from your old Medicare drug plan, as your old coverage will end when your new prescription drug plan begins.

What if I want to disenroll from my current Medicare Part D prescription drug plan, but don't want to enroll in another plan?

If you disenroll from a Medicare Part D prescription drug plan and wait to join another Medicare prescription drug plan at a later time—and do not have creditable coverage (coverage as good as Medicare coverage)—a Late Enrollment Penalty (LEP) may apply. To learn more about Medicare's Late Enrollment Penalty, call Medicare at 1-800-MEDICARE (1-800-633-4227). TTY users call 1-877-486-2048, 24 hours a day, 7 days a week.

How do I disenroll from my TEAMStar prescription drug plan?

There are three ways to voluntarily disenroll from a TEAMStar Medicare Part D prescription drug plan:

1. **Call TEAMStar:**

Call Customer Care toll-free at 1-866-524-4173, 24 hours a day, 7 days a week, TTY users call 1-866-524-4174, to inform us of your intention to disenroll. To formally disenroll from a TEAMStar plan, you will be required to submit your disenrollment in writing. After filing your request to disenroll, TEAMStar will inform you (in writing) of the date your coverage ends.

While you are waiting for your membership to end, you are still a member of the plan. To use your plan benefit, you must continue to get your prescription drugs through a TEAMStar network pharmacy and abide by all plan rules until you are officially disenrolled.

Note: If you do not receive a letter from us informing you of your disenrollment date, call and ask for the date your coverage will end. Call Customer Care toll-free at 1-866-524-4173, 24 hours a day, 7 days a week. TTY users call 1-866-524-4174.

2. Call 1-800-MEDICARE (1-800-633-4227):

TTY users call 1-877-486-2048, 24 hours a day, 7 days a week.

3. Enroll in another plan while I'm still enrolled in a TEAMStar plan:

If you are already enrolled in a Medicare prescription drug plan such as a TEAMStar plan, you will effectively be disenrolled if you enroll in another Medicare prescription drug plan or Medicare Advantage plan that includes a prescription drug benefit during the Annual Enrollment Period (AEP) or a Special Enrollment Period (SEP).

Medicare Enrollment Reminder

If you choose to join a Medicare Advantage Plan that offers health care coverage with a prescription drug benefit, you must obtain your Medicare prescription drug coverage through that Medicare Advantage Plan. If you then decide to enroll in a stand-alone Medicare prescription drug plan, you will be automatically disenrolled from your Medicare Advantage Plan and will be returned to Original Medicare (Part A and Part B). Your stand-alone drug plan enrollment will remain valid.

What if I receive Extra Help from Medicare?

If you receive Extra Help from Medicare, you may disenroll from your Medicare Part D prescription drug plan and enroll in another Medicare prescription drug plan once per month.

Can I be involuntarily disenrolled from my TEAMStar plan?

Although TEAMStar will never disenroll you or ask you to disenroll from our plan due to health-related reasons, there are certain circumstances that will result in your involuntary disenrollment from a TEAMStar plan, including:

- You do not stay continuously enrolled in Medicare Part A or B (or both).
 - You move out of the service area or are away from the plan's service area for more than 12 months. *(Note: If you plan to move or take a long trip, we encourage you to call Customer Care and ask if the place you are moving or traveling to is in the TEAMStar plan service area.)*
- You knowingly falsify or withhold information about other parties that provide reimbursement for your prescription drug coverage.

- You continuously behave in a way that is disruptive and makes it difficult for us to provide care for you and other members of our plan. (We cannot make you leave our plan for this reason unless we get permission from Medicare first.)
- You do not pay your plan's monthly premiums; you may be notified in writing that you have a grace period during which you can pay the plan premiums before your membership ends.
- Medicare terminates its contract with TEAMStar, or TEAMStar terminates its contract with Medicare or no longer offers prescription drug coverage.

If you are involuntarily disenrolled from your TEAMStar plan, you have the right to ask us to reconsider this decision by filing a Grievance with us. If you have any questions about disenrolling from our plan, please call TEAMStar Customer Care toll-free at 1-866-524-4173, 24 hours a day, 7 days a week. TTY users call 1-866-524-4174