



## THP SCO Voluntary Disenrollment

Tufts Health Plan Senior Care Options members may end their plan membership at any time. This is considered **voluntary** (member's choice) **disenrollment**. There are also limited situations where a member does not choose to leave the plan but the plan is required to end their membership. This is called **involuntary** (not the member's choice) **disenrollment**. The best example of involuntary disenrollment would be if a member permanently lost Masshealth (Medicaid) eligibility.

Below is a table which provides the ways in which a SCO member can voluntary disenroll from the plan. Please note that the voluntary disenrollment options vary depending on the type of THP SCO membership; **SCO Dual** (dually eligible) or **SCO Medi** (Medicaid-only):

If the member is on a...	
SCO Dual plan <small>Print</small>	They may disenroll by: <ul style="list-style-type: none"> <li>• Enrolling in another plan;</li> <li>• Calling <b>Medicare</b>; or</li> <li>• Providing a signed written notice to <b>THP SCO</b></li> </ul>
SCO Medi plan <small>Print</small>	They may disenroll by: <ul style="list-style-type: none"> <li>• Enrolling in another plan;</li> <li>or</li> <li>• Providing a signed written notice to <b>THP SCO</b></li> </ul>

**SCO disenrollment through THP SCO** ✕

The member must provide a signed written notice stating their intention to disenroll and the reason for disenrollment. The letter must be received by the last business day of the month to take effect the first of the following month.

**Important:**

By mail:

Tufts Health Plan Senior Care Options  
 Attn:Enrollment  
 705 Mount Auburn Street-Mail Stop 69  
 Watertown, MA 02472-9180

By fax: 617-972-9413

Feel free to direct members to the Customer Relations number on the back of their ID for any voluntary disenrollment request.