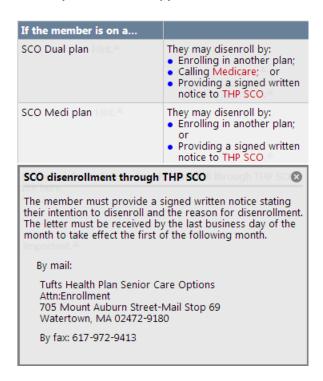


THP SCO Voluntary Disenrollment

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):



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