

**STATE OF MICHIGAN**  
**STATE OFFICE OF ADMINISTRATIVE HEARINGS AND RULES**  
**FOR THE DEPARTMENT OF COMMUNITY HEALTH**  
P.O. Box 30763, Lansing, MI 48909  
(877) 833-0870; Fax: (517) 334-9505

IN THE MATTER OF:

██████████  
Appellant  
\_\_\_\_\_ /

**Docket No.** 2009-10152 DISC  
**Case No.** ██████████  
**Load No.** ██████████

**DECISION AND ORDER**

This matter is before the undersigned Administrative Law Judge pursuant to MCL 400.9 and 42 CFR 431.200 *et seq.*, following the Appellant's request for a hearing.

After due notice, a hearing was held on ██████████. ██████████ (Appellant) appeared and testified on her own behalf. Also appearing as a witness for the Appellant was her ██████████.

██████████, represented the Department of Community Health (Department). Also appearing on behalf of the Department was ██████████.

**ISSUE**

Did the Department properly deny the Appellant's request for Disenrollment For Cause from ██████████?

**FINDINGS OF FACT**

Based upon the competent, material, and substantial evidence presented, I find, as material fact:

1. The Appellant is a Medicaid beneficiary, currently enrolled in ██████████, a Medicaid Health Plan (MHP).
2. On ██████████, the Department received a Special Disenrollment For Cause Request from the Appellant.
3. On ██████████, the Appellant was sent notification by the Department that her request was reviewed and denied, as medical information provided was from a physician who works with her health plan or accepts referrals. Furthermore, the

information provided did not describe an access to care/services issue that would allow for a change in health plans outside of the open enrollment period.

4. On ██████████, the Appellant filed her request for hearing with the State Office of Administrative Hearings and Rules for the Department of Community Health.

### **CONCLUSIONS OF LAW**

The Medical Assistance Program is established pursuant to Title XIX of the Social Security Act and is implemented by Title 42 of the Code of Federal Regulations (CFR). It is administered in accordance with state statute, the Social Welfare Act, the Administrative Code, and the State Plan under Title XIX of the Social Security Act Medical Assistance Program.

#### ***42 CRR § 438.56 Disenrollment: Requirements and limitations.***

(a) *Applicability.* The provisions of this section apply to all managed care arrangements whether enrollment is mandatory or voluntary and whether the contract is with an MCO, a PIHP, a PAHP, or a PCCM.

(b) *Disenrollment requested by the MCO, PIHP, PAHP, or PCCM.* All MCO, PIHP, PAHP, and PCCM contracts must—

(1) Specify the reasons for which the MCO, PIHP, PAHP, or PCCM may request disenrollment of an enrollee;

(2) Provide that the MCO, PIHP, PAHP, or PCCM may not request disenrollment because of an adverse change in the enrollee's health status, or because of the enrollee's utilization of medical services, diminished mental capacity, or uncooperative or disruptive behavior resulting from his or her special needs (except when his or her continued enrollment in the MCO, PIHP, PAHP, or PCCM seriously impairs the entity's ability to furnish services to either this particular enrollee or other enrollees); and

(3) Specify the methods by which the MCO, PIHP, PAHP, or PCCM assures the agency that it does not request disenrollment for reasons other than those permitted under the contract.

(c) *Disenrollment requested by the enrollee.* If the State chooses to limit disenrollment, its MCO, PIHP, PAHP, and PCCM contracts must provide that a recipient may request disenrollment as follows:

(1) For cause, at any time.

(2) Without cause, at the following times:

(i) During the 90 days following the date of the recipient's initial enrollment with the MCO, PIHP, PAHP, or PCCM, or the date the State sends the recipient notice of the enrollment, whichever is later.

(ii) At least once every 12 months thereafter.

(iii) Upon automatic reenrollment under paragraph (g) of this section, if the temporary loss of Medicaid eligibility has caused the recipient to miss the annual disenrollment opportunity.

(iv) When the State imposes the intermediate sanction specified in §438.702(a)(

The Department's CMHP/Medicaid Health Plan contract disenrollment provisions must comply with the above-cited applicable Federal regulations for Health Plan contracts created under the authority of the Medical Assistance program. Specifically, 42 CFR 434.27 provides:

Sec. 434.27 Termination of enrollment.

(a) All HMO and PHP contracts must specify—

- (1) The reasons for which the HMO or PHP may terminate a recipient's enrollment;
- (2) That the HMO or PHP will not terminate enrollment because of an adverse change in the recipient's health; and
- (3) The methods by which the HMO or PHP will assure the agency that terminations are consistent with the reasons permitted under the contract and are not due to an adverse change in the recipient's health.

The Michigan Department of Community Health, pursuant to the provisions of the Social Security Act Medical Assistance Program, contracts with Health Plan of Michigan to provide State Medicaid Plan services to enrolled beneficiaries. The Department's contract with Health Plan of Michigan provides, in pertinent part, as follows:

**Disenrollment Requests Initiated by the Contractor.**

The Contractor may initiate special disenrollment requests to DCH based on Enrollee actions inconsistent with the Contractor membership—for example, if there is fraud, abuse of the Contractor, or intentional misconduct, or if in the opinion of the attending PCP, the Beneficiary's behavior makes it medically infeasible to safely or prudently render Covered Services to the enrollee. Special disenrollment requests are divided into three categories:

- Violent/life threatening situations involving physical acts of violence; physical or verbal threats of violence made against the Contractor providers, staff or the public at the Contractor locations; or stalking situations.
- Fraud/misrepresentation involving alteration or theft of prescriptions misrepresentation of Contractor membership, or unauthorized use of CHCP benefits.
- Other noncompliance situations involving the failure to follow treatment plan; repeated use of non- Contractor providers: Contractor provider refusal to see the Enrollee, repeated emergency room use and other situations that impede care.

#### **Disenrollment for Cause Initiated by Enrollee**

The enrollee may request a disenrollment for cause from a Contractor's plan at any time during the enrollment period. Reasons cited in a request for disenrollment for cause may include poor quality care or lack of access to necessary specialty services covered under the Contract. Beneficiaries must demonstrate that adequate care is not available by providers within the Contractor's provider network. Further criteria, as necessary, will be developed by DCH. Enrollees who are granted a disenrollment for cause will be required to change enrollment to another Contractor when another Contractor is available.

The Appellant testified she experiences mental health problems and undue stress by having to deal with a Medicaid Health Plan. She also described her medical conditions, and indicated this justifies her desire to be treated by a single physician at a single location. The Appellant otherwise presented no evidence that she meets criteria for dis-enrollment from a Medicaid Health Plan outside of the open enrollment period, and/or that plan providers are incapable of providing for her medical needs.

Based on a preponderance of the medical evidence presented, I conclude the Department has properly denied the Appellant's Special Dis-enrollment for Cause request.

[REDACTED]  
Docket No. 2009-10152 DISC  
Decision and Order

**DECISION AND ORDER**

Based on the above findings of fact and conclusions of law, I decide that the Department has followed established policy in denying the Appellant's for cause request to disenroll from [REDACTED] at this time.

**IT IS THEREFORE ORDERED** that:

The Department's decision is AFFIRMED.

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Stephen B. Goldstein  
Administrative Law Judge  
for Janet Olszewski, Director  
Michigan Department of Community Health

CC: [REDACTED]

Date Mailed: 3/16/2009

**\*\*\* NOTICE \*\*\***

The State Office of Administrative Hearings and Rules may order a rehearing on either its own motion or at the request of a party within 30 days of the mailing date of this Decision and Order. The State Office of Administrative Hearings and Rules will not order a rehearing on the Department's motion where the final decision or rehearing cannot be implemented within 90 days of the filing of the original request. The Appellant may appeal the Decision and Order to Circuit Court within 30 days of the receipt of the Decision and Order or, if a timely request for rehearing was made, within 30 days of the receipt of the rehearing decision.

[REDACTED]