

Disenrollment Rights and Responsibilities

Generally, there are only certain times throughout the year where you may end your membership with Virginia Premier. If you wish to leave Virginia Premier please call Member Services at 1-877-739-1370 (TTY: 711) to help with this request. From October 1 to February 14, we are open daily from 8:00 am to 8:00 pm, 7 days a week, excluding certain holidays. On weekends and certain holidays from February 15 to September 30, your call will be handled by our automated phone system.

Upon your disenrollment from the plan, Virginia Premier will:

- Provide you with an acknowledgement and confirmation of disenrollment notice.
- Provide you with a denial of or rejection by CMS of disenrollment, if applicable.
- Inform you about Medigap rights during a special enrollment period.
- Provide advance notice in the event you are involuntarily disenrolled and explain reasons for disenrollment.

Member Responsibilities

You must make a written request for disenrollment prior to the 1st of the month in which disenrollment is intended.

You can only disenroll during qualifying election periods such as the Annual Election Period (October 15 - December 7), or if you qualify for a Special Election period (SEP). The Medicare Advantage Disenrollment Period (MADP), from January 1 to February 14th allows you to return to Original Medicare. You would then be eligible for a SEP and may request enrollment in a PDP.

Disenrolling during the Annual Election Period

There are a few ways that you can disenroll during the Annual Election Period:

- By joining another Medicare Prescription Drug Plan. You will be automatically disenrolled from our plan when your new coverage begins on January 1.
- By joining another Medicare Advantage Plan. You will be automatically disenrolled from our plan when your new coverage begins on January 1.
- If you wish to simply disenroll and not join another Medicare health or drug plan, you can contact Member Services. You may also call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048. Your enrollment in Original Medicare will begin on January 1.

If you disenroll from a Medicare prescription drug plan and go without creditable prescription drug coverage (coverage that is at least as good as Medicare drug coverage), you may have to pay a penalty if you join later.

Member Notifications

You will be advised that upon disenrollment from Medicare Advantage with a Part D plan, that unless you obtain another Part D plan, or otherwise elect another type of creditable prescription drug coverage, that you may be subject to a Late Enrollment Penalty should a lapse in coverage occur for 63 or more days.

You will be reminded that if you do not enroll in another Medicare Advantage Plan or Medicare Advantage Plan with Prescription Drug coverage, that you will be enrolled in Original Medicare.