

MEMBER RIGHTS

Right to Disenroll

Disenroll means a member chooses not to be a registered member with NHP.



If you need help with the information in this document, including written/ oral translation; or in a different format like large print or as an audio file, we can help you at no cost. Call NHP at 800-541-6870 or State Relay 711 for callers with speech or hearing disabilities.



Disenrolling without having a reason during these times:

- During the 90 days after the enrollment date
- At least once every 12 months after the first 90 days
- If a member lost eligibility, upon renewal they missed the chance to disenroll in the 12-month period
- If there are sanctions on NHP

Disenrolling for certain reasons at any time:

- Member has moved out of NHP service area.
- Member received poor quality of care.
- There is lack of access to providers or services needed.
- Member needs more than one service to be performed at one time and not all services are offered by NHP.
- The service is not covered based on a moral or religious reason.
- A member's provider leaves NHP network, impacting long term services and support care.

HOW TO DISENROLL

- Call the Member Contact Center at 800-221-3943 or State Relay at 711
- Send a written request to Health Care, Policy and Financing (HCPF) or one of their agents
- Call NHP at 888-502-4189 if you need any help. This is a free call.