

How to Change Your Managed Care Organization (MCO)

Federal regulations allow members to change their Managed Care Organization (MCO) through a process called “Disenrollment for Cause”. This process is for members who want to change their current MCO and are not within their 90 day timeline to change. If you have questions or need help with the process, contact Member Services at (800) 635-2570 from 8 a.m. - 5 p.m. ET Monday – Friday.

1. **Before you request “Disenrollment for Cause”, please contact your current MCO and discuss your issue(s).**
2. If you still are not satisfied with the MCO , **you must write a letter signed by you or your designee** requesting Disenrollment for Cause and **must** include the following:
 - First and last name, Social Security Number (SSN) and/or KY Medicaid ID number of all household members that are requesting disenrollment
 - Your current address/phone number
 - The reason you are requesting disenrollment including a summary of the contact you had with the current MCO in order to resolve your issue and their response to your issue.
 - ***Please include the name of your primary care physician and the hospital you use.***
 - Please provide a listing of your current prescription medication.
 - ***Please include the name of the MCO you wish to be enrolled in.***
 - ***A SIGNATURE IS REQUIRED ON THE LETTER***

You may either fax or mail the request to:

Cabinet for Health and Family Services
Department for Medicaid Services
Division of Program Quality and Outcomes
275 East Main Street, 6C-C
Frankfort, KY 40621
Fax: (502) 564-0223

Please be advised this process may take up to 90 days.