How to Change your Managed Care Organization (MCO) for Cause

Federal regulations allow Medicaid members to change their 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 window to change. Examples “for cause” include:

- Moved outside of the MCO’s service area
- The MCO does not cover a needed service
- Poor quality of care
- Lack of access to services or providers

1. **Contact your MCO.** You may call or send a written request to the MCO. The MCO phone number and address is on your Medicaid ID card.

2. **The following information should be provided to the MCO:**
   - 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 the change**
   - Please include the name of your primary care physician and the hospital you use.

3. **If the MCO does not approve your request you may contact either by fax or mail:**

   Cabinet for Health and Family Services Department for Medicaid Services
   Division of Provider and Member Services 275 East Main Street, 6E-C
   Frankfort KY 40621
   Fax: (502) 564-3852

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

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