

SmartHealth RX PDP Disenrollment Information

Voluntary Disenrollment

You may voluntarily disenroll from SmartHealth RX PDP only during the Annual Coordinated Election Period (AEP) or during a Special Enrollment Period (SEP). The Annual Coordinated Election Period (AEP) occurs between October 15 through December 7 of every year. There is one AEP enrollment/disenrollment choice available for use during this period. A disenrollment election cannot be changed after the end of the AEP.

Special Enrollment Periods (SEPs) include the following situations:

- You no longer reside in Smart Health RX's service area;
- You are eligible for both Medicare and Medicaid;
- You can demonstrate to CMS that SmartHealth RX PDP has violated a material provision of its contract under Part D;
- CMS terminated Smart Health's contract or SmartHealth RX PDP has notified you of the impending termination/discontinuation of Smart Health RX;
- Your enrollment or non-enrollment in Part D is erroneous due to an action, inaction or error by a Federal Employee;
- You meet other exception conditions as specified by CMS.

You may disenroll by:

1. Giving or faxing a signed written notice to Smart Health RX, or through your employer group/union group where applicable;
2. Calling 1-800-Medicare.

Required Voluntary Disenrollment

SmartHealth RX PDP must disenroll you if:

- You have a change in residence making you ineligible to be an enrollee of SmartHealth RX PDP
- You lose entitlement to Medicare
- You die

- The SmartHealth RX PDP contract is terminated, or SmartHealth RX PDP discontinues offering a Prescription Drug Plan in any portion of the area where the prescription drug plan had previously been available
- You materially misrepresent information to SmartHealth RX PDP regarding reimbursement for third-party coverage.

Involuntary Disenrollment

SmartHealth RX PDP may disenroll you if:

- Premiums are not paid on a timely basis;
- You engage in disruptive behavior;
- You provide fraudulent information on an enrollment request, or if you permit abuse of an enrollment card in Smart Health RX.

Questions:

Please call SmartHealth RX PDP at 1-888-787-2390 (TTY/TDD: 1-877-834-6918) if you have any questions. We are open:

November 15, 2010 through March 1, 2011: Monday through Sunday, 8 a.m. – 8 p.m.

March 2, 2011 through October 14, 2011: Monday through Friday, 8 a.m. – 8 p.m.

October 15, 2011 through December 31, 2011: Monday through Sunday, 8 a.m. – 8 p.m.