

Exhibit 14/16: Model Notice to Confirm Voluntary Disenrollment from the member and Following Receipt of Transaction Reply Report (TRR)

Referenced in §40.1.3

<date>

<Name>

<Address>

<City>, <State> <ZIP>

<Name>:

Your <plan> coverage is ending

We received a request to disenroll you from Cal MediConnect. You will no longer be in Cal MediConnect as of <date>. While you continue to get your services through Medi-Cal and Medicare, it may take up to 45 days to restore your records. Please tell your doctor(s) that if they need to submit claims for your health services and prescription drugs, there may be a slight delay.

If you think there was a mistake

If you did not ask to leave Cal MediConnect and want to stay in your current plan, call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077. You can join Cal MediConnect at any time.

You will be covered by original Medicare starting <date>

You will get your Medicare services through original Medicare if you do not enroll in a Medicare Advantage health plan. When you see a doctor through original Medicare, you should use your red, white, and blue Medicare card to receive health care services.

If you have questions about Medicare Advantage health plans in your area or to enroll in a Medicare health plan, call 1-800-MEDICARE (1-800-633- 4227), 24 hours a day, 7 days a week or visit www.medicare.gov. TTY users should call 1-877- 486-2048.

IMPORTANT: You need to choose a Medicare prescription drug plan

When your Cal MediConnect coverage ends, your prescription drug coverage ends too. You can enroll in a Medicare Advantage plan that includes prescription drug coverage or a Medicare prescription drug plan. If you do not select a new prescription drug plan, Medicare will enroll you in one. This is being done to make sure you do not lose prescription drug coverage. If you do not want to join a Medicare prescription drug plan, you must call 1-800-MEDICARE.

If you have questions or would like to join a Medicare Advantage or Medicare prescription drug plans, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week or visit

www.medicare.gov. TTY users should call 1-877-486-2048.

You must have a Medi-Cal health plan

You are required to enroll in a health plan in order to continue to receive your Medi-Cal services, including Long Term Services and Supports (LTSS) that help with on-going personal care needs.

If you have not already chosen a Medi-Cal health plan, call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077. If you do not choose a plan, you will be assigned to a Medi-Cal health plan. You will receive information on Medi-Cal health plans in the mail.

Your health coverage change will happen soon

It may take up to 45 days for this change to be processed. You will continue to be covered by Medicare and Medi-Cal during that time. If your doctors need to send claims, tell them your health coverage is changing, and they should check with your Cal MediConnect plan to confirm you are still enrolled before submitting claims to the plan.

Who should I call if I have questions about the Cal MediConnect plan?

If you have questions, call your plan's Member Services department or visit their website. Their information can be found on your Membership Card.

For help or more information

If you want to talk to a health insurance counselor about these changes and your choices, call the California Health Insurance Counseling & Advocacy Program (HICAP) at 1-800-434-0222.

If you have questions about Medicare, call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048. You can also visit www.Medicare.gov.

If you need help enrolling in a Cal MediConnect or Medi-Cal plan, please call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077.

If you are in a plan and need further help, call the Cal MediConnect Ombudsman at 1-855-501-3077. This number will be operational starting April 1, 2014.

If you need this letter in another language or alternate format, like large print, audio, or Braille; or if you need help understanding this letter, please call Health Care Options at 1-844-580-7272, Monday through Friday from 8:00 am to 5:00 pm. TTY users should call 1-800-430-7077.