

Disenrollment Information

Voluntary Disenrollment

You may voluntarily disenroll from Smart Health RX only during the Annual Coordinated Election Period (AEP) or during a Special Enrollment Period (SEP) The Annual Coordinated Election Period (AEP) occurs between November 15 through December 31 of every year. (For 2006 the Annual Coordinated Election Period begins on November 15 and continues through May 15, 2006.) There is one AEP enrollment /disenrollment choice available for use during this period. Once the enrollment/disenrollment is effective, you may not make another change until the next Annual Coordinated Election Period.

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 Smart Health RX has violated a material provision of its contract under Part D;
- CMS terminated Smart Health's contract or Smart Health RX 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

Smart Health RX must disenroll you if:

- You have a change in residence making you ineligible to be an enrollee of Smart Health RX
- You lose entitlement to Medicare
- You die
- The Smart Health RX contract is terminated, or Smart Health RX 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 Smart Health RX regarding reimbursement for third-party coverage.

Involuntary Disenrollment

Smart Health RX 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 Smart Health RX at 1-888-989-9905 (TTY/TDD: 1-877-813-1470)
Monday through Friday 8am to 5pm ET.