Rights Upon Disenrollment

At **Vista Community Clinic PACE (VCC PACE)**, you may voluntarily disenroll from the program without cause at any time.

If you decide to disenroll, we encourage you to provide as much advance notice as possible. This allows your VCC PACE Social Worker and Interdisciplinary Team (IDT) to assist you with transition and discharge planning and help coordinate your care after you leave the program.

Voluntary Disenrollment

If you choose to disenroll from VCC PACE, you will be asked to complete and sign a voluntary disenrollment form. VCC PACE will submit the disenrollment request to the California Department of Health Care Services (DHCS) in accordance with applicable requirements.

Your disenrollment will become effective according to the applicable Medicare, Medi-Cal, and PACE disenrollment requirements. VCC PACE will provide you with information about your effective disenrollment date.

Until your disenrollment becomes effective:

- You must continue to use VCC PACE providers and services, except when you are receiving emergency services or other services that are permitted outside the VCC PACE network.
- You remain responsible for any applicable premiums or other amounts for which you are responsible under your enrollment agreement.
- VCC PACE will continue to provide all necessary and approved services in accordance with your plan of care and applicable PACE requirements.

After your disenrollment becomes effective, VCC PACE will no longer be responsible for providing or arranging covered PACE services, except as otherwise required by applicable law or regulation.

If you are receiving treatment or are hospitalized when your disenrollment becomes effective, VCC PACE will coordinate the transition of your care in accordance with applicable requirements.

Transition and Discharge Planning

Your VCC PACE Social Worker and Interdisciplinary Team can assist you with planning for your transition from PACE.

We encourage you to discuss your decision to disenroll with your Social Worker as early as possible so that appropriate arrangements can be made for your ongoing health care and support services.

You may also ask VCC PACE staff to explain what may happen to your Medicare and Medi-Cal coverage after you leave PACE.

For questions about disenrollment or assistance with your transition from VCC PACE, please contact:

VCC PACE
425 E Colorado St., Suite 100/110
Glendale, CA 91205

Phone: 818-237-3400
Toll-Free: 1-877-822-7223 (1-877-VCC-PACE)
TTY: 711
Fax: 818-237-3419
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