



CABINET FOR HEALTH AND FAMILY SERVICES
Department for Medicaid Services

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
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Eric C. Friedlander
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Commissioner

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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