RPM Disenrollment Process

Beneficiary reviewed for disenrollment criteria Complete **SECTIONS A & B**

Goals met?

— YES → Graduation Certificate sent to beneficiary → **ACO Client?**
- ACO Client? — YES → Gift Card → Complete Disenrollment Assessments **SECTION C**
- ACO Client? — NO → Complete Disenrollment Assessments **SECTION C**

Goals met? — NO → Complete Disenrollment Assessments **SECTION C**

Complete Disenrollment Assessments **SECTION C** → Equipment Returned → Confirm Continuation of Care Management Services

Confirm Continuation of Care Management Services — YES → Update Provider → Post D/C enrollment calls Weekly x2 to evaluate continued adherence to self-management → Post D/C Enrollment Calls Bi-weekly x2 → Post D/C Enrollment Call (last call within 30 days) → D/C from CM/CCM program

Confirm Continuation of Care Management Services — NO → Update Provider → D/C from CM/CCM program