



BENEFICIARIES' AND PLAN'S RIGHTS AND RESPONSIBILITIES UPON DISENROLLMENT

HealthSun Health Plans will provide the member with a written notice informing them of the effective date of disenrollment within ten (10) calendar days of receipt of the request to disenroll. The notice will include an explanation of the lock-in restrictions for the period during which the member was enrolled in HealthSun Health Plans, and the effective date of disenrollment.

Beginning on the effective date of the member's disenrollment, HealthSun Health Plans will not cover any health care the member receives. Beginning on the effective date of the member's disenrollment, the member can see a doctor through the original Medicare Plan, unless the member has enrolled in another Medicare Advantage Plan. Please be patient.

If the member's doctor(s) need to send claims to Medicare, the member may want to let the doctor(s) know that the member has disenrolled from HealthSun Health Plan and it may take a few weeks for Medicare to update their records.

For further information on disenrollment rights and responsibility please contact our Member Services Department at (877) 336- 2069 or TTY (877) 206-0500. Our hours of operation are 8am to 8pm. During October 1st through March 31st we are available seven days a week from 8am to 8pm (we are closed on Thanksgiving and Christmas Day). From April 1st through September 30th we are open Monday through Friday 8am to 8pm (our office will be closed on federal holidays).