

EOHHS Member Transition Plan Template

MCO Name	
Date of Submission to EOHHS	

V1-20200901

INSTRUCTIONS FOR COMPLETING:
 MCOs are required to submit to EOHHS a member transition plan to address changes in network composition as soon as possible but no later than fifteen (15) calendar days after the date of notification of provider termination.
 MCOs must complete all columns in the template. For Column B, please describe in detail what type of member outreach was conducted i.e. # of call attempts made on x # of days.

Member Transition Plan

Date of Member Notification of Provider Termination/Network Change	Member Outreach Conducted <i>(please describe)</i>	Comparable In-Network Provider Available?	Member Offered Alternative In-Network Provider?	Offer to schedule an appointment?	Member Offered Plan Change Process if requested?	Member Offered Appeals and Grievance rights?
