**Exhibit 11: Acknowledgement of Request to Cancel your <plan> Medicare Enrollment**

<date>

<Name>

<Address>

<City>, <State> <ZIP>

<Name>:

**You won’t be enrolled in <plan> for your Medicare services.**

Your request to cancel your Medicare enrollment in <plan> was received and is being processed by Medicare. It may take up to 45 days for your Medicare records to be updated. Tell your doctors that if they need to submit claims for your health services and prescription drugs, there may be a slight delay in updating your records. You will continue to get your Medicaid services from <plan>.

If you were enrolled in another Medicare health or prescription drug plan before you enrolled in

<plan>, you should be automatically enrolled back in that plan. If you don’t get an enrollment acknowledgement letter from your previous plan within 2 weeks of getting this letter, contact them to confirm your enrollment. They may request a copy of this letter for their records.

**What if I leave <plan> and I don’t want to join a different MyCare Ohio plan for my Medicare services and prescription drugs?**

If you don’t want to receive Medicare services and Medicare Prescription Drug coverage through <plan>, you should call <state/enrollment broker> at <toll-free number>, <days and hours of operation>. TTY users should call <toll-free number>.

If you choose not to get Medicare services from <plan> and you don’t join a Medicare health or prescription drug plan on your own, you’ll be covered under Original Medicare and Medicare may enroll you in a Medicare Prescription Drug Plan.

**Who should I call if I have questions about <plan>?**

If you have questions, call <plan> Member Services at <toll-free phone number> <days and

hours of operation>. TTY user should call <toll-free number>. You can visit <web address>.

**If you have questions about Medicare or the MyCare Ohio program**

If you have questions about **Medicare**, call 1-800-MEDICARE (1-800-633-4227) 24 hours a

day, 7 days a week or visit http://www.medicare.gov. TTY users should call 1-877-486-2048.

If you have questions about the MyCare Ohio program, call the Ohio Medicaid Hotline at (800) 324-8680, 7:00 a.m. - 8:00 p.m. Monday - Friday and 8:00 a.m. - 5:00 p.m. on Saturday. TTY users should call Ohio Relay at 7-1-1 or visit [www.ohiomh.com](http://www.ohiomh.com).

If you have a problem reading or understanding this information, please contact <plan name> <Member Services> for help, at no cost to you. We can explain this information in English or in your primary language. We may have this information printed in some other languages. If you are visually or hearing-impaired, special help can be provided.

*[The next sentence must be in English and all non-English languages that meet the Medicare or State thresholds for translation, whichever is most beneficiary friendly. The non-English disclaimer must be placed below the English version and in the same font size as the English version.]* You can get this information for free in other languages. Call <toll-free number>. The call is free.

This information is available for free in other languages and formats like Braille or

audio CD.