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August 15, 2007

MEMORANDUM

QUEST MEMO  
ENR-0702

TO: QUEST Health Plans  
FROM: *LB* for Lois Lee, Acting Med-QUEST Division Administrator  
SUBJECT: PLAN-TO-PLAN CHANGE

This memorandum is regarding plan-to-plan changes for the month of August.

For the month of August, health plans are allowed to negotiate a plan-to-plan change that will be effective before the first of the following month.

1. If there is a continuity of care issue, even though it is not an emergency, the new plan may negotiate with the current plan to transfer the member.
2. If both plans agree, the member may be enrolled in the new plan the next business day after CSB receives the plans' written confirmation.
3. Please fax the form to the Customer Service Branch at 692-7224. The plan change should be entered by the following business day.
4. As of September 1, 2007, the next day eligibility process will be discontinued and the first of the following month change shall be reinstated.

If you have any questions, please call Ms. Sherry Balistreri at 692-8129