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## Quick Reference Guide

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### Overview

The Centers for Medicare & Medicaid Services (CMS) requires all contracted medical Providers and staff receive basic training about the Special Needs Plans (SNPs) Model of Care. The SNPs Model of Care is the plan for delivering coordinated care and care management to special needs Members. SNPs are responsible for conducting their own MOC training, which means you may be asked to complete multiple trainings by different health plans. CMS requires us to show evidence of the availability of MOC training materials communicated to Providers.

### What is Model of Care training?

According to CMS: “The MOC provides the basic framework under which the SNP will meet the needs of each of its enrollees. The MOC is a vital quality improvement tool and integral component for ensuring that the unique needs of each enrollee are identified by the SNP and addressed through the plan's care management practices”.

This training will identify how you, as a Provider of care, will support the Special Needs Plan Model of Care, while understanding CMS requirements for managing those Members.

In order to ensure Molina Healthcare remains compliant with CMS Regulatory Requirements for Model of Care training, receipt of your completed Attestation Form is due to Molina Healthcare by the date listed on your Attestation Form.

### How can Providers access Molina Healthcare’s MOC training?

The Model of Care Provider training materials can be found on Molina Healthcare’s website at [www.MolinaHealthcare.com](http://www.MolinaHealthcare.com).

At the top of the home page, select your State: Use the drop down arrow and click on your applicable State

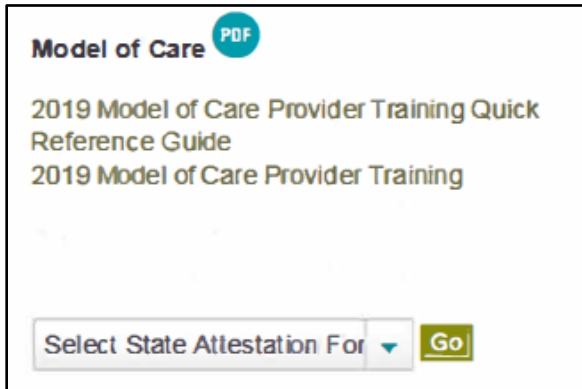
Find the “Health Care Professionals” button: select “Medicare” or “Dual Options” as applicable.

### Medicare Providers

- You will be redirected to the Medicare Providers home page.
- Select Your State: Use the drop down arrow, then click on your applicable State.
- Select Your Plan: Use the drop down arrow, then click on “Medicare”
- Click “Submit”
- Scroll to the bottom of the web page to the “Model of Care” section.

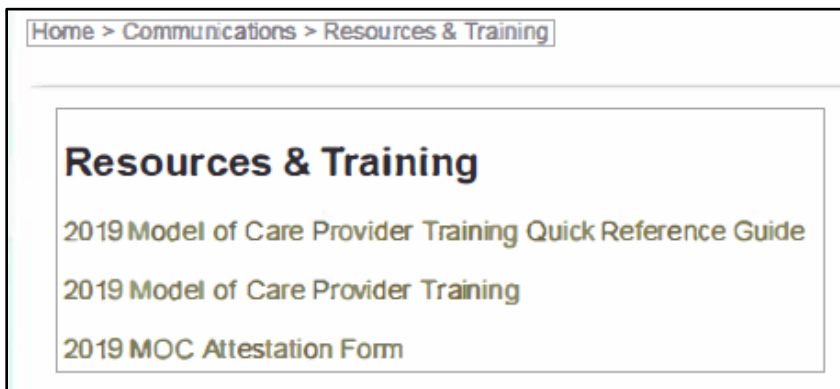
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- 2019 Model of Care Provider Training: Click on the hyperlink to access the annual training document.
- Attestation Form: From the drop down arrow, select your applicable State Attestation Form, then click “Go” to access the form.



## Dual Options Providers

- You will be redirected to the state-applicable Dual Options Providers home page.
- Find the “Communications” button: select “Resources & Training”



## Frequently Asked Questions

### I have completed Model of Care Training for another Insurer, does that count?

- No - You are required to complete the annual SNP Model of Care Training for every Insurer with whom you have a contract. CMS does not offer a centralized site to complete training for all Insurers. CMS requires Insurers, like Molina Healthcare, to offer the Model of Care training and document that the care Providers have completed it.

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### **Who must complete the Model of Care training?**

- All contracted Providers who have been identified as directly or indirectly facilitating and/or providing Medicare Part C or D benefits for any Molina Healthcare SNP Members.

### **How is the Model of Care training conducted?**

- Computer based or face-to-face training.

### **Must all Attestation Forms be completed individually?**

- If it is an individual Provider, yes.
- If it is a group training, one Attestation Form should be submitted by the individual with authority to sign on behalf of the group, an attendance log (required) must be included.
- The Attestation Form includes instructions on how to submit your completed form to Molina Healthcare.

If you have any additional questions, please contact your local Molina Healthcare Provider Services Representative.