Model of Care Provider Training

Quick Reference Guide

Overview

Molina Healthcare requires all contracted Medicare and MMP/Duals PCPs and key high volume specialists to receive new provider and annual basic training about our Model of Care (MOC). The Centers for Medicare & Medicaid Services (CMS) requirements are found in the Medicare Managed Care Manual, Chapter 5 – Quality Assessment, 3. SNP Provider Network; C. MOC Training for the Provider Network. Link: – https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/mc86c05.pdf

What is Model of Care training?

MOC provides the basic framework under which Insurers meet the needs of each their enrollees.

The Molina Model of Care is the plan for delivering coordinated care and care management to special needs Members. Insurers are responsible for conducting their own MOC training, which means you may be asked to complete multiple trainings by different health plans. CMS requires Molina to show evidence of the availability of MOC training materials communicated to Providers.

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

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

How can Providers access Molina's MOC training?

The Model of Care Provider training materials can be found on Molina's website at 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.
- Scroll to the bottom of the web page to the "Model of Care" section.

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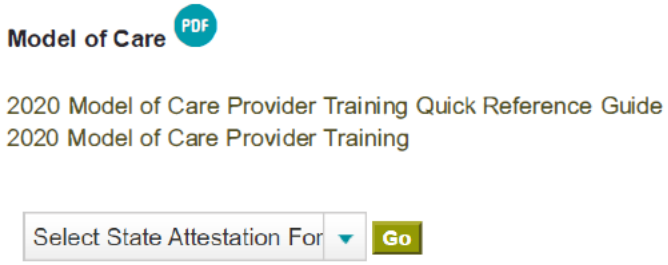
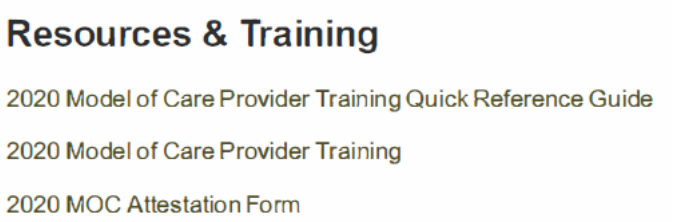
- 2020 Model of Care Provider Training: Click on the hyperlink to access the annual training document.
- Attestation Form: From the drop down arrow, select your applicable State Attestation Form, then click “Go” to access the form.



Dual Options Providers

- You will be redirected to the state-applicable Dual Options Providers home page.
- Find the “Communications” button and 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 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, to offer the Model of Care training and document that the care Providers have completed it.

Who must complete the Model of Care training?

- All contracted Primary Care and key high-volume Specialty Providers who have been identified as directly or indirectly facilitating and/or providing Medicare Part C or D benefits for any Molina Member.

How is the Model of Care training conducted?

- Web-based or face-to-face training.

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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.

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