



## CMS Required Model of Care Training for SNP Plans

### Frequently Asked Questions

#### **What is a SNP Plan?**

Special Needs Plans (SNP) are any type of Medicare Advantage (MA) Coordinated Care Plan (CCP) for special needs individuals. Minnesota Senior Care Plus (MSC+) and Minnesota Senior Health Options (MSHO) are two examples of SNPs that offer integrated Medicare and Medicaid benefits for subscribers 65 and older, who are both Medicaid and Medicare eligible. Both HealthPartners and UCare have sold SNP plans for several years, however, provider training is a new requirement. When treating patients who hold a SNP administered by ChiroCare, no other new or unique operational requirements exist.

#### **What is a Model of Care?**

Model of Care (MOC) describes the management, procedures, and operational systems that a health plan has in place to provide access to services, coordination of care and the structure needed to best provide services and care for the MSHO population. A Model of Care is required by CMS for all SNPs.

#### **Why do we have to take training?**

CMS requires that training be conducted on an annual basis.

#### **Why do I have to take multiple trainings?**

Since each plan's MOC can vary, it is important that training is specific to each plan's product.

#### **Do all doctors AND staff need to complete the training?**

Yes, MOC training is required for employed and contracted personnel who work with patients of SNPs. The training is designed to ensure staff has knowledge of the unique patient population and the Model of Care.

#### **Do newly hired employees need to complete the training?**

The organization must conduct initial and annual MOC training for its employed and contracted staff.

#### **How often do I need to complete the training?**

CMS requires that Model of Care training be completed annually.

#### **How will you know if I completed the training?**

Providers must document and maintain training completion records and provide that documentation upon request as validation the required training has been completed.



**What if I complete the training past the Dec. 31<sup>st</sup> deadline?**

Training should be completed as soon as possible and corrective actions put in place to ensure future training is completed within the required timelines.

**What happens if I don't complete training at all?**

Provider must take action when the required MOC training has not been completed or has been found to be deficient. Failure to demonstrate completion of training upon request could affect future participation in the network and/or corrective actions in the event of a CMS audit.

**I have a question about the training, who can I talk to?**

Each training document will contain information regarding how to obtain additional information directly from the plan.