
Quick Reference Guide

Overview

The Centers for Medicare & Medicaid Services (CMS) requires all contracted Medicare Providers and staff receive basic training about the Dual-Eligible Special Needs Plans (D-SNPs) Model of Care. The D-SNPs Model of Care is the plan for delivering coordinated care and care management to special needs Members. D-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 D-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 D-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 MDwise remains compliant with CMS Regulatory Requirements for Model of Care training, receipt of your completed Attestation Form is due to MDwise by the date listed on your Attestation Form (12/15/2021).

How can Providers access the MDwise MOC training?

The Medicare Model of Care Provider training materials are located on the MDwise Medicare website at www.mdwise.org/medicare

- You will then be on the Medicare home page.
- Click on For Providers then scroll to the 2021 Model of Care Provider Training: Click on the hyperlink to access the annual training.
- Once training is complete, exit and then click on the “Attestation Form.”
- Sign as appropriate then scan/email back to MDwise at preenrollment@mdwise.org

Frequently Asked Questions

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

- No - You are required to complete the annual D-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 MDwise, 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 and non-contracted providers who have been identified as directly or indirectly facilitating and/or providing Medicare benefits for any MDwise D-SNP Members.

How is the Model of Care training conducted?

- Computer based online 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 MDwise.

If you have any additional questions, please contact Medicare Customer Services at 833-358-2140 or 317-822-7401. You can also contact the Provider Relations Line at 317-822-7300 ext. 5800 or your assigned MDwise Provider Services Representative.