

Annual Model of Care Provider Training Frequently Asked Questions

Overview

The Centers for Medicare & Medicaid Services (CMS) requires all Special Needs Plans (SNPs), including Dual Special Needs Plans (D-SNPs) to provide an annual training on the Model of Care (MOC) for all providers who furnish services to SNP members. [This requirement is outlined in 42 CFR Section 422.101\(f\)\(2\)\(ii\) and Chapter 5 of the CMS Medicare Managed Care Manual.](#)

What is a MOC?

According to CMS, the Model of Care (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 practice.” The MOC has four domains which include:

- Description of the SNP Population
- Care Coordination
- SNP Provider Network
- MOC Quality Measurement & Performance Improvement

As a SNP provider, the training will help you identify how to further support the needs of our SNP enrollees.

Who needs to take the MOC training?

The training is required for any D-SNP provider who sees members with Blue Cross and Blue Shield of New Mexico's (BCBSNM's) **Blue Cross Medicare Advantage Dual Care Plus (HMO SNP)** insurance. This training is for providers who are in- and out-of-network with BCBSNM for the HMO SNP insurance.

How do I take the training?

The training is computer based. A provider representative will reach out to you and provide you with a personalized link to complete the training. You will need to enter your information into the fields before starting. Make sure you complete the training in full to receive credit.

If you are having trouble accessing the training, please reach out to your BCBSNM Provider Representative.

I have completed the MOC training with another insurer, do I need to take it again?

Yes – you will need to complete this training annually with every Medicare Advantage Organization (MAO) that offers an SNP health plan with which you are contracted. Therefore, you may be asked to complete multiple MOC trainings by different MAOs.

How does CMS assess completion of the MOC provider training?

CMS will ask to review a member file and ask for evidence to show that the plan reached out to the member's care provider(s) about the SNP MOC training.

What's the deadline for completing the training?

We ask that you complete the training within 30 days of receiving your personalized link to the training.

Who can I reach out to if I have questions?

We're here to help! BCBSNM values your participation in our networks and welcomes your input. If you have any questions or concerns, please contact your [Network Services Provider Representative](#).