

NOTICE:

Health Choice Generations Annual Model of Care Training

Special Needs Plans

Annual Model of Care Training External Frequently Asked Questions

Overview

A SNP is a type of Medicare Advantage plan providing targeted care, improved care coordination and continuity of care to members with special needs. SNPs operate under the MOC structure to identify and help meet the unique health care needs of each SNP member.

Health Choice Generation's 2017 Annual MOC training is available for registration <https://iasishealthcare.webex.com/iasishealthcare/onstage/g.php?MTID=eb706f7f1d5c2477a20f86bafb830904c> at:

- Special Needs Plan (SNP) Model of Care (MOC) training is required initially and annually by the Centers for Medicare & Medicaid Services (CMS) for care providers who treat members in SNPs.
- A SNP is a type of Medicare Advantage plan that provides targeted care, improved care coordination and continuity of care to members with special needs.
- You are considered to be a SNP care provider if you treat members who are enrolled in a SNP, even if you treat just one SNP member.
- One clinical or non-clinical staff member of each practice, clinic or medical group may take the training and communicate the information within the practice.

Upon completion of registration, you will be immediately redirected to the training. [Make sure that you have the appropriate players to view UCF (Universal Communications Format) rich media files in the event – a link to test your computer is available when you register].

Training will be available to view until December 31, 2017.

IF YOU EXPERIENCE ISSUES. PLEASE EMAIL: HCH_ProviderEducation@iasishealthcare.com



Frequently Asked Questions and Answers

General Information

Q1. How do I know whether I'm a SNP care provider?

A. Since the member's health status can change, it means they may stop meeting the criteria to be in a SNP. The most accurate way to know whether you treat a SNP member is if you accept Medicare or Medicaid assignment, then you're likely to treat a SNP member.

Q2. Which care providers aren't required to complete the annual MOC training?

A. If you ONLY see Health Choice of Arizona Medicaid members, then you don't have to complete the MOC training.

Q3. Do I need to complete specific SNP MOC training for every insurer with whom I have entered a contract?

A. Yes, CMS requires that you complete SNP MOC training for every insurer with whom you have a contract.

Member-specific Information

Q4. Do members enrolled in a SNP present a special health care ID card?

A. Yes. SNP members do have a special health care ID card. They will present the card issued to them as a Health Choice Generation's member.

Q5. If I only treat one SNP member, do I have to complete the SNP MOC Training?

A. Yes. Even if you treat just one SNP member, CMS requires you to complete annual MOC training.

Q6. Do care providers who treat members in SNPs require special credentialing?

A. No. The credentialing process required by Health Choice Generation's covers SNPs.

Browser Requirements and Training Acknowledgement

Q7. Are there special requirements to access the online training?

- A. We recommend using Internet Explorer 10. If you have an earlier version and have problems accessing the training online, please email us at HCH_ProviderEducation@iasishealthcare.com
- B. Make sure that you have the appropriate players to view UCF (Universal Communications Format) rich media files in the event – a link to test your computer is available when you register



C. **We're Here to Help:** If you have questions, please contact the SNP HCG MOC Training team at: HCH_ProviderEducation@iasishealthcare.com

Q8. Will I receive an acknowledgement that I have completed the training?

A. No. When you register to take the training, your registration information is your verification that you've completed it.

