

Special Needs Plan Model of Care Training Overview



The Centers for Medicare & Medicaid Services (CMS) requires all special needs plans (SNPs) to provide initial and annual Model of Care (MOC) training to network providers contracted to see SNP members and out-of-network providers seen by SNP members routinely. **UnitedHealthcare's MOC training is available online, and this overview provides more information about what it is, who needs to complete it and how you can access it before the Dec. 31 deadline.**

MOC Training Overview

An MOC is a document reviewed and approved by CMS, which describes the structure and processes and systems used by a SNP to coordinate care for members with special needs. It must include these four domains:

- SNP population description
- Care coordination elements
- Care provider overview
- Quality measurement and performance goals

CMS requires all SNPs to provide MOC training. Care management processes vary across insurers and CMS doesn't offer centralized SNP MOC training. This means you may be asked to complete multiple trainings.

Training Requirements

CMS requires MOC training if you're an individual contracted to see SNP members or an out-of-network licensed independent practitioner (LIP) who routinely treats and/or provides services to UnitedHealthcare SNP members. There's one exception – if you **only** see UnitedHealthcare commercial members, you don't have to complete the training.

Every year, the deadline for training completion is Dec. 31.

How to Access the Training

Our MOC training is available as a pre-recorded session on UHC On Air, and it takes about 10 minutes to complete. Please follow these instructions to access it:

- Go to **UHCprovider.com/training** > 2019 Special Needs Model of Care Training for Providers. Then, select the link to complete the training (“To complete the training, click **HERE**”).
- Sign in with your Optum ID.
- If you don't have an Optum ID, you can register for one by going to **UHCprovider.com** and selecting “New User” in the top right corner. Then, follow the prompts. Please allow 24-48 hours for access. If you have trouble with registration, please contact your security administrator.

We're Here to Help

If you have questions about the training, please contact the UnitedHealthcare SNP MOC training team:

- **Email:** snp_moc_providertaining@uhc.com
- **Phone:** 877-842-3210
- **Fax:** 855-281-1299

If you have questions about using UHC On Air, please email uhconair@uhc.com. Thank you.