

PROVIDER BULLETIN

PROVIDER INFORMATION



July 2, 2018

Minnesota Senior Health Options (MSHO) Model of Care Training Requirements

What is the Special Needs Plan-Model of Care (SNP-MOC)?

SecureBluesm is Blue Plus' Minnesota Senior Health Options (MSHO) plan, a Fully Integrated Dual Eligible Special Needs Plan (SNP) in which Medicare and Medicaid benefits and services are integrated into one benefit package. The SecureBlue Model of Care (SNP-MOC) is the Blue Plus plan for delivering coordinated care to SecureBlue members. The Centers for Medicare & Medicaid Services (CMS) requires all Special Needs Plans to have a MOC. The SNP-MOC documents the staff, systems, procedures, and improvement activities Blue Plus utilizes to simplify access to healthcare and reduce fragmentation of care delivery for SecureBlue members. The SNP-MOC ensures that Blue Plus, in partnership with its contracted providers and care coordination delegates, meets the unique needs of the frail and vulnerable SecureBlue population.

Who is required to complete SNP-MOC training?

CMS requires all providers and appropriate staff to complete Model of Care training upon initial employment and annually thereafter. Providers and appropriate staff required to complete the training include anyone who may participate in a SecureBlue member's Interdisciplinary Care Team, be responsible for implementation of the member's Collaborative Care Plan or manage planned or unplanned transitions of care.

At a minimum, the Interdisciplinary Care Team includes the member and/or their authorized caregiver, the Care Coordinator, and the Primary Care Physician. Based on the member's clinical and social needs, the Interdisciplinary Care Team may also include specialists, physician assistants, a psychiatrist or other behavioral health specialists, physical therapists, community health workers, nurses, local or social service case managers, and Blue Plus Health Coaches. CMS does not provide a definition for "routine basis." You should ensure that all providers and staff who are delivering care that is part of the patient's treatment plan are completing this training. The Collaborative Care Plan addresses the member's medical, functional, cognitive, psychosocial, and mental health needs identified in the Minnesota Long Term Care Consultation health risk assessment tool.

How to Complete SNP-MOC Training

Blue Plus has made this training available in a brief and easy to understand presentation in order to help providers meet this requirement in the most efficient manner possible. The SecureBlue SNP-MOC training is available online as a PowerPoint presentation at: <https://carecoordination.bluecrossmn.com/training/>.

As described in the Blue Plus Manual, providers must document and maintain MOC training completion records and provide such records to Blue Plus upon request to validate that the training has been completed. At a minimum, your training completion record must include the provider's or staff person's name, their department or title, and the date the training was completed.

Continued

Compliance with SNP-MOC Training Requirements

Blue Plus is committed to maintaining strong, collaborative partnerships with our providers to ensure they have easy access to the information and tools necessary to provide the highest quality, evidence-based care. We therefore work with our provider partners to validate that mandated and regulated activities such as Model of Care Training occur and assist providers in identifying and overcoming any barriers to training completion. Your Blue Plus Provider Service Agreement reflects these commitments. Because compliance is critical, if a provider fails to complete the CMS required training and remains noncompliant, they may be required to develop a Corrective Action Plan or be subject to other remediation activities.

Questions?

We are here to assist you in overcoming any barriers to training completion. If you have questions or require assistance, please send an email to medicare.compliance.training@bluecrossmn.com.