

# PROVIDER BULLETIN

## PROVIDER INFORMATION



May 1, 2020

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

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

The Centers for Medicare & Medicaid Services (CMS) requires all Special Needs Plans to have a Model of Care (MOC). SecureBlue<sup>sm</sup> 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 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." **Providers 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 through the BCBSMN Learning and Development website supported by Availity.

- *Providers using Availity*, log in to the Availity portal. Click Payer Spaces | BlueCross BlueShield of Minnesota. Click Resources | Access BCBSMN Learning and Development. Providers will be directed to the Catalog. Search **Blue Plus SecureBlue Special Needs Plan Model of Care – On-Demand**, then click Enroll OR select "Minnesota Health Care Programs" under the Category dropdown to find the training.
- *Providers not using Availity*, use the link <https://bcbsmn.availitylearningcenter.com> to create an account. To create a new account, select Sign Up Now and follow the prompts. Use your email address as the username. Providers will be directed to the Dashboard. Click "Get Started" on the rotating banner titled Learn with Blue Cross and Blue Shield of Minnesota | then click on Access the Training Catalog | select Blue Plus SecureBlue Special Needs Plan Model of Care– On-Demand, then click Enroll.

As described in the Blue Plus Manual, providers should document and maintain MOC training completion records and provide such records to Blue Plus upon request to validate that the training has been completed. (A certificate can be printed after completion of the training). At a minimum, the training completion record must include the provider's or staff person's name, their department or title, and the date the training was completed. The Availity website will also track completion of your training.

### **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?**

Blue Plus is able to assist providers in overcoming any barriers to training completion. Questions can be sent in an email to [medicare.compliance.training@bluecrossmn.com](mailto:medicare.compliance.training@bluecrossmn.com).