

# Dual-Eligible Special Needs Plan Model of Care

## Provider training overview

The Centers for Medicare and Medicaid Services (CMS) requires all special needs plans (SNPs), like **Priority**Medicare D-SNP, to provide Model of Care training to providers who routinely see members.

### Model of Care (MOC) training overview

Our MOC is a quality improvement tool and integral approach for ensuring that the unique needs of each beneficiary enrolled in **Priority**Medicare D-SNP are identified and addressed. The MOC is reviewed and approved by CMS. It describes the processes and systems we use to coordinate care for our members, and includes:

- A description of the plan population
- An overview of care providers
- Elements of care coordination
- Quality measurement and performance goals

CMS also requires all SNPs to provide MOC training. Because systems and process can vary across insurers, CMS does not offer centralized SNP MOC training. This means if you see patients from more than one SNP, you may be asked to complete multiple trainings.

### Training requirements

CMS requires MOC training if you're a provider who sees **Priority**Medicare D-SNP members.

**Priority**Medicare D-SNP shares the same network as our other Priority Health Medicare Advantage plans, so if you're a Priority Health Medicare provider should complete this training.

### How to access the training

**Priority**Medicare D-SNP MOC training is available as an on-demand webinar on our website. It takes approximately 15 minutes to complete. To access the training, follow these instructions:

- Visit [priorityhealth.com/provider](https://priorityhealth.com/provider) and click on the **Provider Manual** tile
- Click on the **plans and benefits** tile and select **Medicare Advantage plans**
- Select **PriorityMedicare D-SNP**

Alternatively, if you are a provider who is associated with an Accountable Care Network or other physician organization, your group may provide **Priority**Medicare D-SNP MOC training to you. If you are unsure of how you should be completing MOC training, please contact your designated Priority Health provider performance specialist.

### If you have questions

Please contact your designated provider performance specialist or Priority Health provider services at:

- [provider.services@priorityhealth.com](mailto:provider.services@priorityhealth.com)
- 800.942.4765