Special Needs Plan Model of Care Training Overview

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 who routinely see SNP members. This overview provides more information about UnitedHealthcare's MOC training, 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, describing the structure, processes and systems used by an SNP to coordinate care for members with special needs. It must include these four elements:

- 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.

There's more information about the types of SNPs in the UnitedHealthcare Administrative Guide, Chapter 4, at UHCprovider.com/guides.

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.

Accessing the training

Our SNP MOC training is available as a self-paced course on UHCprovider.com/training, and it takes about 10 minutes to complete.

- Go to UHCprovider.com/training > Special Needs Model of Care Training for Providers. Then, select the link to complete the training ("To complete the training, click HERE").

We're here to help

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

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

Thank you.

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