



FAQ 2024 Model of Care (MOC) Provider Training for Dual Eligible Special Needs Plan (D-SNP) providers

In compliance with Department of Health Care Services (DHCS) and Centers for Medicare and Medicaid Services (CMS), Blue Shield of California providers who care for D-SNP members must complete Blue Shield’s annual D-SNP Model of Care training requirement. This FAQ is designed to help answer providers’ questions about this training requirement.

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Training Announcement

Blue Shield of California (Blue Shield) emails the initial annual Model of Care training announcement to contracted D-SNP providers and provider groups at the beginning of the year. A fax will be sent to providers who do not have an email address on file. Providers may access the training materials any time on the [Dual Special Needs Plan Model of Care](#) page on Provider Connection.

What is Model of Care (MOC)?

Model of Care (MOC) is a quality improvement tool required by the Centers for Medicare & Medicaid (CMS) to ensure that the unique needs of each member enrolled in a Medicare Special Needs Plan (SNP) are identified and addressed.

What is a Dual Eligible Special Needs Plan (D-SNP)?

A D-SNP is a special type of plan that provides health benefits for people who are “dual eligible,” meaning they qualify for health coverage through both Medicare and Medicaid (in California known as Medi-Cal). At Blue Shield, D-SNP plans are in the Medicare line of business. Typically, “dual eligibles” are older adults with low incomes and people with disabilities. These members tend to have multiple chronic conditions and other social care needs. D-SNP plans are regulated by CMS and California Department of Health Care Services (DHCS), who recognize the complex needs of dual-eligibles, including the importance of more coordinated, integrated care.

D-SNP plan characteristics:

- No charge for premiums or co-pays. The 20% coinsurance listed for covered services is paid for by the member’s full Medi-Cal coverage.
- Healthcare coordination and management assistance
- Supplemental benefits beyond what is covered by Medicare or Medi-Cal
- Requires a Model of Care (MOC) approved by National Committee for Quality Assurance (NCQA) and CMS

In which counties does Blue Shield of California offer D-SNP plans?

Blue Shield of California operates HMO D-SNP plans in seven counties:

- Los Angeles, San Diego (H2819-001)
- Merced, San Joaquin, Stanislaus (H2819-002)
- Orange, San Bernardino (H2819-003)

Which providers must complete the Blue Shield MOC training?

For Plan Year 2024, the MOC training requirement applies to providers who facilitate and/or provide care to Blue Shield members enrolled in Medicare Advantage Dual Special Needs Plans (D-SNPs).

Providers required to complete the Blue Shield MOC training include, but are not limited to:

- Adult medicine PCPs with MD or DO degrees
- Cardiologists
- Mental health providers (See list below)
- Orthopedic surgeons
- Nephrologists
- Neurologists
- Oncologists
- Pulmonologists
- Endocrinologists

Which behavioral health and mental health providers are required to complete the training?

At this time, Medicare covers mental health services and visits with these types of health professionals¹, who are required to complete the training:

- Psychiatrists or other doctors (MD or DO)
- Clinical psychologists (PhD or PsyD)
- Clinical social workers (LCSW)
- Clinical nurse specialists (CNS)
- Nurse practitioners (NP)
- Physician assistants (PA)
- Licensed Marriage and Family Therapists (LMFTs) – Added starting 1/1/24.

Why is MOC training required?

As provided under section [1859\(f\)\(7\) of the Social Security Act](#), every SNP must have a Model of Care (MOC) approved by the NCQA. The MOC provides the basic framework under which the SNP will meet the needs of each of its enrollees.

When and how often is Blue Shield MOC training required?

Providers must complete and attest to the training:

- Within 10 working days from their Blue Shield contract effective date, and
- Within 30 days of receiving the annual notice from BlueShield every *subsequent* calendar year.

If a provider has completed the MOC for another insurer, does it fulfill Blue Shield's requirement?

No. Contracted and non-contracted providers facilitating and/or providing Medicare benefits for any Blue Shield D-SNP Member must complete the Blue Shield MOC training per CMS guidelines. CMS does not offer a centralized site to complete training for all Insurers.

What is the training and how is it delivered?

The Blue Shield of California 2024 Dual-Eligible Special Needs Plan Model of Care provider training is a 10-minute interactive, online course that is updated annually.

Annual training notices are sent to providers by fax or email from MOCTraining@blueshieldca.com. Newly contracted providers who care for D-SNP members will also complete the training as part of the onboarding process. Additionally, the online course link, PDF version, and attestation link are posted on the [Dual Special Needs Plan Model of Care](#) page on Provider Connection.

How do providers complete and attest to the training?

Providers complete the [online training and attestation](#). Alternatively, they may download and view the [course PDF](#) and then submit the [online attestation form](#).

If a provider group administrator is attesting on behalf of a group AND is also a clinician, they need to enter their information twice: once in the administrator section and once in the provider section.

¹ <https://www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf> See "Mental Health Care, P. 46.

Group Attestation (for up to 20 providers):

A provider group administrator may distribute the [course PDF](#) to the providers in their group or clinic and then submit the [online attestation form](#) on behalf of up to 20 providers.

Large Group Attestation (for more than 20 providers):

A group admin may download the [Large Group Attestation form](#) to attest on behalf of 20+ providers. The Large Group Attestation is an Excel file with completion instructions. Providers should email the completed form to: MOCTraining@blueshieldca.com. Blue Shield cannot accept PDFs or Excel forms from outside sources.

What provider information is required in the attestation?

The correct medical license number must be included for the provider's attestation to be complete. The following information is required in the attestation:

- Name
- Email address
- Complete medical license number (no spaces or dashes). **If the license number is missing or incorrect in an attestation, it will not be recorded.**
- NPI number (no spaces or dashes)

What should providers do if they have trouble accessing or completing the online MOC course?

1. Close any browsers where the training has been attempted.
2. Copy and paste this link into a different web browser, such as Google Chrome:
https://www.blueshieldca.com/elearning/2024_Dual-Eligible_Special_Needs_Plan_Model_of_Care/story_html5.html
3. If the steps above do not work, press Ctrl + Shift + Delete, clear your cache and cookies, close and restart your web browser, and paste the above link into the browser:
4. If the steps above do not work, download the [course PDF](#) and submit the [online attestation form](#).
5. If the steps above do not work, email MOCTraining@blueshieldca.com with the subject "Need help."

If a provider submits a 2023 attestation in 2024, will that fulfill the requirement for the 2024 MOC?

No. Providers must complete the MOC training and attestation for the current calendar year, as the content is updated annually.

Can providers submit attestations to Blue Shield via fax or email?

No. Attestations must be submitted online using the link provided for tracking purposes. Only completed Large Group Attestation forms provided by Blue Shield in Excel format will be accepted by email. Emailed or faxed PDFs will be rejected.

Will providers receive confirmation of their attestation?

Yes. Immediately upon completing the [online attestation form](#), providers will receive an email with the subject "2024 Model of Care training attestation confirmation." If you cannot locate the confirmation, check your email junk or spam folder.

Please keep the email for your records. Do not send the confirmation to Blue Shield unless requested.

How can groups find training completion status for their providers?

Providers may contact Provider Relations to request training completion status.

How can groups get a list of their D-SNP members?

Groups may contact Provider Relations to request a list of their D-SNP members.

Where can providers find more information about MOC and the training requirement?

Please visit the Model of Care page on Provider Connection:

https://www.blueshieldca.com/bzca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/snp-model-of-care