



## FAQ 2025 Model of Care (MOC) Provider Training Course 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 course.

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## Training Course Announcement

Blue Shield of California (Blue Shield) emails the initial annual Model of Care training course announcement to contracted D-SNP practitioners and provider groups at the beginning of the year. A fax may be sent to providers who do not have an email address on file. Providers may access the training 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 that may appear for Medicare covered services is paid for by the member’s full Medi-Cal coverage and should not be charged to the member.
- 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 practitioners must complete the Blue Shield MOC training course?

For Plan Year 2025, the MOC training requirement applies to practitioners who facilitate and/or provide care to Blue Shield members enrolled in D-SNP plans.

Practitioners 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 practitioners (See list below)
- Orthopedic surgeons
- Nephrologists
- Neurologists
- Oncologists
- Pulmonologists
- Endocrinologists

## Which behavioral health and mental health practitioners are required to complete the course?

Medicare covers mental health services and visits with these types of health professionals, who are required to complete the training course:

- 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)

## 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?

Practitioners must complete the training course:

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

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

No. Contracted and non-contracted practitioners 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 the course delivered?

The Blue Shield of California 2025 Dual-Eligible Special Needs Plan Model of Care training is an interactive online course that is updated annually and takes approximately 10 minutes to complete. Practitioners will complete the course online via Blue Shield's Provider Learning Center. Alternatively, a Group Attestation may be submitted to Blue Shield as proof of completion.

Blue Shield sends annual training notices to practitioners and provider groups by email. If there is no email on file the training notice may be faxed. Newly contracted practitioners who care for D-SNP members will also complete the training as part of their onboarding process.

## How do practitioners complete the course?

To access and complete the 2025 course, each practitioner will follow these steps:

1. Log in to the Blue Shield [Provider Learning Center](#) using their Practitioner NPI.
2. Locate the **Dual-Eligible Special Needs Plan Model of Care** course.
3. Click **Start** to view and complete the course.
4. The Provider Learning Center will automatically track and store course completion information. To download a printable certificate of course completion, click **Badges** in the left navigation. Then locate the course in the list of Badges and click the **PDF** link on the right to download the certificate.

## Is there a Group Attestation option?

Yes. If a provider group serves D-SNP members and is comprised of ten (10) or more practitioners,

the group administrator may choose to attest by doing the following:

1. [Download the course PDF](#) and distribute it to the group's practitioners.
2. [Download the Group Attestation](#) form and follow the instructions in the file.

### What information is required on the Group Attestation?

The following information is required for each practitioner on the Group Attestation form:

- Practitioner name
- Email address
- Practitioner NPI number (no letters, spaces, or dashes) **If the Practitioner NPI number is missing or incorrect in an attestation, it will not be recorded.**
- Training completion date

If a provider group administrator is attesting on behalf of a group AND themselves, their information is required in both the administrator section and the practitioner section.

### Can attestations be submitted to Blue Shield via fax or email?

Only Blue Shield's [Group Attestation](#) form in Excel format will be accepted. Email Group Attestations to [MOCTraining@blueshieldca.com](mailto:MOCTraining@blueshieldca.com). Faxes and PDFs will be rejected.

### How can providers obtain confirmation of their course completion?

Provider Learning Center will automatically track and store course completion information. To download a printable certificate of course completion, a practitioner may:

1. Log in to [Provider Learning Center](#).
2. Click **Badges** in the left navigation. Then locate the course in the list of Badges and click the **PDF** link on the right to download the certificate.

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

Groups may contact their Provider Relations representative 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](#).

For help with questions about course content, email Blue Shield Provider Education at [provider\\_education@blueshieldca.com](mailto:provider_education@blueshieldca.com).

### What should practitioners do if they have trouble accessing or completing the MOC course?

- For help establishing a Provider Learning Center username and log in, call Blue Shield Provider Customer Service from 6 a.m. to 6:30 p.m. Monday through Friday at (800) 541-6652, or chat live with customer service on the Provider Connection website – log in is required.
- For help working in the Provider Learning Center, email [blueshieldca@adobe.com](mailto:blueshieldca@adobe.com).