

# Special Needs Plan Model of Care

## Frequently Asked Questions

### SNP and MOC Overview

#### What is a Special Needs Plan?

A Special Needs Plan (SNP) is a coordinated care plan that offers targeted care, improved care coordination and continuity of care to members with special needs. There's more information about the types of SNPs in the UnitedHealthcare Administrative Guide, Chapter 4, at [UHCprovider.com/guides](https://UHCprovider.com/guides).

#### What is Model of Care?

Model of Care (MOC) describes the structure, processes and care management systems of SNPs that provide coordinated care to members with special needs.

MOCs are reviewed and approved according to Centers for Medicare & Medicaid Services (CMS) guidelines. CMS also requires annual MOC training for care providers delivering care to SNP members.

#### Who qualifies as a SNP care provider?

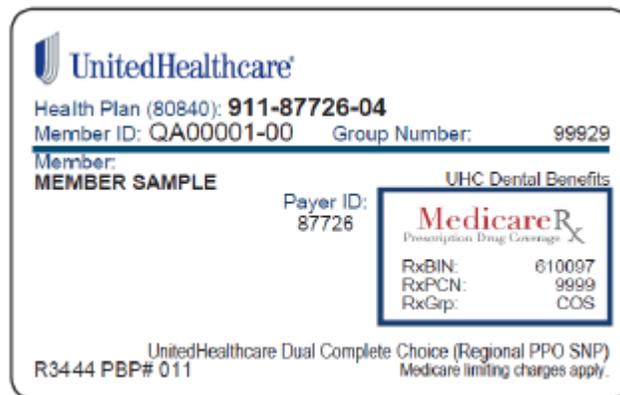
We define a SNP care provider as any licensed, independent practitioner who is in-network for SNPs or an out-of-network, licensed, independent practitioner who treats SNP members routinely.

#### Do care providers need special credentialing in order to treat SNP members?

No.

#### Do members enrolled in a SNP have a special health plan ID card?

No, we don't have a special health plan ID card for UnitedHealthcare SNP members. However, "SNP" will be listed next to the health plan type. Here's an example:



# SNP and MOC Training

## Do care providers have to complete different SNP MOC trainings for different organizations?

Yes. All organizations offering SNPs are required to conduct their own MOC training. The care management process described in the MOC isn't universal and varies across insurers. CMS doesn't offer centralized SNP MOC training, and we don't accept evidence of training from another health plan. This means you may be asked to complete multiple SNP MOC trainings.

## Is training required for a care provider who is participating for UnitedHealthcare Medicaid but not contracted with UnitedHealthcare for Medicare Advantage, and who treats dual-eligible SNP (D-SNP) members?

Yes. CMS requires that all care providers who routinely treat SNP members, including D-SNP members, complete the annual training. Some D-SNPs may include Medicaid benefits and, per CMS regulations, providers seeing those members require training.

## Are there care providers who don't have to complete annual MOC training?

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.

## Where can care providers view the MOC training?

We offer our SNP MOC training as a self-paced course, available on [UHCprovider.com/training](https://UHCprovider.com/training). It takes about 10 minutes to complete. Please follow these instructions to access the training:

- Go to [UHCprovider.com/training](https://UHCprovider.com/training) > 2020 Special Needs Model of Care Training for Providers. Then, select the link to complete the training (“To complete the training, click HERE”).

## Will care providers receive an acknowledgement when they complete the training?

No, we do not verify care provider completion of the course.

## Does each care provider operating under one tax ID number have to complete the training?

No. One clinical or non-clinical staff member can review the training. They must share the information with all network care providers in a group or organization and out-of-network care providers who routinely provide services to SNP members.

## Is MOC training only required for network Medicare care providers?

No. You're considered a SNP care provider if you see UnitedHealthcare plan members who have benefits under a Medicare Advantage SNP, such as UnitedHealthcare Dual Complete®. The training is for both UnitedHealthcare network care providers, as well as out-of-network care providers who see SNP members routinely.

## Does UnitedHealthcare identify and notify care providers of the required training?

Yes. We include training information in the [UnitedHealthcare Administration Guide](#) and at [UHCprovider.com/news](https://www.uhcprovider.com/news). We may also provide training using other methods. Please note that we don't share member lists with care providers.

## Do care providers only have to complete the training once for each SNP to satisfy CMS requirements?

No. All SNPs are responsible for offering an initial **and** an annual MOC training for care providers.

## How does CMS measure compliance with MOC training?

During an audit, CMS will ask us for documentation that we offered training materials to both network and out-of-network care providers.

## What's the deadline for completing the SNP MOC training?

We ask that you complete the training by **Dec. 31** of each year. We won't accept attestations after Dec. 31. Please check [UHCprovider.com/news](https://www.uhcprovider.com/news) for training notifications and dates.

## We're Here to Help

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

- **Email:** [snp\\_moc\\_providertraining@uhc.com](mailto:snp_moc_providertraining@uhc.com)
- **Phone:** 877-842-3210
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