



## Model of Care (MOC) Training Quick Reference Guide

### Overview

The Centers for Medicare & Medicaid Services (CMS) requires all contracted medical providers and staff who directly or indirectly provide Medicare Part C or D benefits for an Allwell from Absolute Total Care HMO SNP member, to receive basic training about the Special Needs Plans (SNPs) Model of Care (MOC). The SNPs MOC is the plan for delivering coordinated care and care management to special needs members. SNPs are responsible for conducting their own MOC training, which means you may be asked to complete multiple trainings by different health plans. CMS requires us to show evidence of the availability of MOC training materials communicated to providers.

### What is MOC training?

According to CMS, “The MOC provides the basic framework under which the SNP will meet the needs of each of its enrollees. The MOC is a vital quality improvement tool and integral component for ensuring that the unique needs of each enrollee are identified by the SNP and addressed through the plan's care management practices.”

This training will identify how you, as a provider of care, will support the SNPs MOC while understanding CMS requirements for managing those members.

In order to ensure compliance with CMS regulatory requirements for MOC training, Allwell from Absolute Total Care requires completion of MOC training within 90 days of contracting and annually thereafter.

### How can providers access Allwell from Absolute Total Care’s MOC training?

The MOC provider training materials can be found online at [absolutetotalcare.com](http://absolutetotalcare.com):

- Select “For Providers” tab on the homepage
- Select “Provider Resources” from the menu on the left side of the webpage
- Select “Provider Training” from the menu on the left side of the webpage
- Choose “Model of Care Provider Training” from the menu on the left side of the webpage
- Click on the hyperlink “Medicare: 2020 Model of Care Training” to open the training
- Complete the Attestation Form, “Provider Model of Care Training Confirmation”
  - Online: Once training is completed, fill out the required fields of the online attestation form and click “Submit.”
  - Mail: A copy of the Provider Training Attestation Form may be completed in lieu of the online attestation and may be sent to:

Allwell from Absolute Total Care  
Provider Relations  
1441 Main St., Suite 900  
Columbia, SC 29201
  - Email: Send completed Provider Training Attestation Form to [ATC\\_Attestations@centene.com](mailto:ATC_Attestations@centene.com).

## **Frequently Asked Questions**

### **I have completed MOC training for another insurer. Does that count?**

- CMS requires insurers, like Allwell from Absolute Total Care, to offer the MOC training and document that the care providers have completed it. Allwell from Absolute Total Care will accept proof of MOC training from other health plans, given content is generally consistent with ours.

### **Who must complete the MOC training?**

- All contracted providers who directly or indirectly facilitate and/or provide Medicare Part C or D benefits for any Allwell from Absolute Total Care HMO SNP member.

### **How is the MOC training conducted?**

- Computer-based or face-to-face training.

### **Must all Attestation Forms be completed individually?**

- If it is an individual provider, yes.
- If it is a group training, one Provider Training Attestation Form should be submitted by the individual with authority to sign on behalf of the group. An attendance log must be kept on file and be made available to Allwell from Absolute Total Care upon request.
- Providers are obligated to retain copies of their attestations for ten years.
- Please note that when you complete the Provider Training Attestation Form, include all of the TINs and NPIs that you are representing.

If you have any additional questions, please contact your local Allwell from Absolute Total Care Provider Services Representative or call Provider Services at 1-855-766-1497.