Dual Eligible Special Needs Plan (D-SNP) Model of Care

Frequently asked questions

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Overview

The **Priority**Medicare D-SNP Model of Care (MOC) is our approach for delivering integrated care and coordination that meets the unique needs of our dual-eligible special needs population.

The Centers for Medicare and Medicaid Services (CMS) requires all providers who routinely see **Priority**Medicare D-SNP patients to receive initial and annual training on our MOC. Annual training is due on December 31st each year.

Key Takeaways

- CMS requires all providers to complete initial and annual training on the **Priority**Medicare D-SNP MOC.

- Our MOC describes the processes and systems we use to coordinate care for members.

- There are four components to a MOC: description of D-SNP population, elements of care coordination, overview of provider network and quality measurements and performance improvement.

Frequently asked questions – **Priority**Medicare D-SNP

Q: What is a Special Needs Plan (SNP)?

A: A SNP is a coordinated care plan that offers targeted care, improved care coordination and continuity of care to members who have special health care needs.

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

A: A D-SNP is a type of SNP, specifically designed to care for members who:

- Are eligible for and enrolled in Medicare Parts A and B; and

- Are eligible for Full Medicaid Benefits Dual Eligible (FBDE) based on standards established by the state of Michigan and federal requirements; and

- Live permanently within the plan's service area, and;

- Are 21 years of age or older

PriorityMedicare D-SNP is Priority Health's D-SNP. It's designed to meet the unique needs of the dual eligible population in Michigan. The plan's service area includes all 68 counties in the Lower Peninsula.

Q: What is a Model of Care (MOC)?

A: Our MOC is a quality improvement tool and integral approach for ensuring that the unique needs of each beneficiary enrolled in **Priority**Medicare D-SNP are identified and addressed. The MOC is reviewed and approved by CMS. It describes the processes and systems we use to coordinate care for our members, and includes:

- A description of the **Priority**Medicare D-SNP population

- Elements of care coordination

- An overview of care providers

- Quality measurement and performance goals

Q: Who is a PriorityMedicare D-SNP care provider?

A: A **Priority**Medicare D-SNP care provider is any provider who is in the Priority Health Medicare network and routinely treats **Priority**Medicare D-SNP patients.

Q: Do members enrolled in PriorityMedicare D-SNP have a special health plan ID card?

A: **Priority**Medicare D-SNP members will receive a Priority Health member ID card, just like other Priority Health Medicare Advantage members. Their plan type will be listed on the card as "**Priority**Medicare D-SNP (HMO)".

Frequently asked questions – Model of Care training

Q: Who needs to complete MOC training?

A: If you are a provider who regularly treats PriorityMedicare D-SNP members, you must complete MOC training.

Q: Are there providers who don't have to complete annual MOC training?

A: Yes. If you only see Priority Health commercial plan members, or do not see **Priority**Medicare D-SNP members, you do not need to complete the training.

Q: How to access the training

A: **Priority**Medicare D-SNPs MOC training is available as an on-demand webinar on our website. It takes approximately 15 minutes to complete. To access the training, follow these instructions:

- Visit *priorityhealth.com/provider* and click on the **Provider Manual** tile
- Click on the *plans and benefits* tile and select **Medicare Advantage plans**
- Select **PriorityMedicare D-SNP**

Alternatively, if you are a provider who is associated with an Accountable Care Network or other physician organization, your group may provide **Priority**Medicare D-SNP MOC training to you. If you are unsure of how you should be completing MOC training, please contact your designated Priority Health provider performance specialist.

Q: Are there technical requirements for accessing the training via webinar?

A: For the best experience, we recommend accessing the training using your Google Chrome browser. We also recommend turning off any pop-up blockers prior to viewing the training.

Q: Does Priority Health identify and notify care providers of the required training?

A: Yes. We include training information in the Priority Health provider manual, in our Provider Network news digests and in our Virtual Office Advisories. We may also use claims data to remind providers who see **Priority**Medicare D-SNP patients of the training requirement.

Q: How often do care providers complete the training to satisfy CMS requirements?

A: MOC provider training must be conducted on an initial and annual basis.

Q: What is the deadline for completing D-SNP MOC training?

A: The deadline for completing training is Dec. 31 each year.

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If you have additional questions

Please contact your designated provider performance specialist or Priority Health provider services at:

- *provider.services@priorityhealth.com*

- 800.942.4765