

# Provider Guide



## Model of Care training

UCare provides annual training on UCare's Model of Care for Dual Eligible Special Needs Plans (D-SNP) and Institutional Special Needs Plans (I-SNP). The Model of Care training gives an overview of the plan's population, network and UCare's approach to supporting members.

UCare's SNP members face a host of unique challenges and barriers to access the care they need. UCare's Special Needs Plans are designed with a unique set of benefits and services to help reduce barriers and assist members in managing their care.

UCare and the Centers for Medicare & Medicaid Services (CMS) **require** that all providers who work with UCare's Minnesota Senior Health Options (MSHO), UCare Connect + Medicare, UCare Advocate Choice and UCare Advocate Plus members complete Model of Care training and submit a completed Model of Care Attestation form, which can be found on the [UCare Model of Care Training for Providers page](#).

Providers have three options to complete the training:

- Access a recorded training on our [website](#)
- Register for a scheduled live WebEx event using the calendar links on the [UCare Model of Care Training for Providers page](#)
- Email [MOCAtestation@ucare.org](mailto:MOCAtestation@ucare.org) to request in-person or virtual training

**Group Attestation:** One authorized individual may attest for the entire agency. To attest for a group, the authorized individual should use the Group Attestation form found in the Quick Links section of the [UCare Model of Care Training for Providers page](#) and include the First Name/Last Name/Credentials of all in attendance.

If you have questions about MOC training, contact us at [MOCAtestation@ucare.org](mailto:MOCAtestation@ucare.org)

## Frequently Asked Questions

### **I have completed the Model of Care training for another insurer, do I need to complete UCare's?**

- Yes, you are required to complete the annual Model of Care training for every insurer with whom you have a contract. CMS does not have a centralized process. UCare is required to offer the Model of Care training and to document that the care providers have completed it.

### **Who must complete the Model of Care training?**

- CMS requires that **all** providers who are serving or will serve I-SNP, and/or D-SNP members complete Model of Care training within 90 days of initially contracting with UCare and annually thereafter.

### **How is the Model of Care training conducted?**

- Model of Care training is available online, via virtual presentations and/or may be scheduled individually.

### **Do I need to complete an Attestation Form?**

- Yes, UCare uses the [Attestation Form](#) as proof of completion for MOC training.

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

- If it is an individual provider, yes.
- If it is a group training, one Attestation Form can be submitted by the individual with the authority to sign on behalf of the group. o If attesting for a group, please list all providers who attended the Model of Care Training when directed on the electronic form.