

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 accessing 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, and Institutional Special Needs Plan's (ISNP) 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 MOCAttestation@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 individuals in attendance. The authorized attester should complete all sections of the attestation when completing the form on behalf of an agency.

If you have questions about MOC training, contact us at MOCAttestation@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.
- UCare is aware that this is a pain point for MN providers who contract with multiple health plans. Options are being explored to see if there is a way to do this more efficiently in MN.

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
- This contractual requirement can be found in UCare's [Provider Manual](#)

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 attesting to completing the training, 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
 - If attesting for a group, please list all providers who attended the Model of Care Training when directed on the electronic form