



Elevate Medicare Choice Model of Care (MOC) Training

The Model of Care (MOC) annual training meets the Centers for Medicare and Medicaid Services (CMS) regulatory requirements of MOC training for the Elevate Medicare Choice [H5608] Plan. It serves as DHMP's plan for delivering coordinated care and case management to special needs members with both Medicare and Medicaid. The MOC is a very important quality improvement tool. It helps ensure that the unique needs of each dual eligible member are identified and addressed and meet DHMP's care management policy, procedures, and operational systems goals. Through distribution of this training, and an attestation, DHMP will ensure all employees and providers who work with DHMP's (HMO SNP) dual eligible members have the specialized training this population requires.

CMS requires all DHMP's (HMO SNP) staff and contracted medical providers to receive basic training about the MOC. This training describes how DHMP, and its contracted providers work together to successfully deliver the MOC program for dual eligible members.

PROVIDER RESPONSIBILITIES INCLUDE:

- » Accepting invitations to attend member's Interdisciplinary Care Team (ICT) meetings whenever possible and actively communicating with DHMP (HMO-SNP) care managers, members of the ICT, the member and their caregiver(s)
- » Maintaining copies of the Interdisciplinary Care Plan (ICP), ICT worksheets and transition of care notifications in the member's medical record, when received
- » Ensuring that STARs measures such as Functional Assessments, Advance Care Planning, Medication Reviews and Pain Assessments are completed and documented in member's medical record

CMS EXPECTATIONS FOR PROVIDER NETWORK

DHMP (HMO-SNP) is responsible for maintaining a specialized provider network that corresponds to member needs. DHMP (HMO-SNP) coordinates care and ensures that providers:

- » Collaborate with the ICT
- » Provide clinical consultation
- » Assist with developing and updating care plans
- » Provide pharmacotherapy consultation

The training is assigned through Workday educational platform and is a mandatory requirement. The training will be assigned to providers that have a DSNP member as a patient in your medical home. The training for 2025 will be assigned in November 2025. All training and signed attestations will be due by 12/31/2025.

If you have any questions, please feel free to reach out to Dawn Robinson, Director of Health Plan Care Management, via email at DSNPCare@dhha.org