

Provider Guide



Model of Care Training

UCare is required to provide annual training on our Model of Care program for Dual Eligible Special Needs (D-SNP) and Institutional Special Needs (I-SNP) Plans. The Model of Care training includes information about UCare's D-SNP and I-SNP plans: Minnesota Senior Health Options (MSHO), UCare Connect + Medicare and the Institutional Special Needs Plans Advocate Choice and Advocate Plus. The Model of Care describes the population, management and UCare's approach to caring for our population.

UCare's MSHO, Advocate Choice, Advocate Plus, and Connect + Medicare members face a host of unique challenges and barriers to getting the care they need. These products are designed with a unique set of benefits and services to help members meet these needs and assist them in managing their care.

UCare providers must be compliant in completing the Model of Care training to meet CMS requirements. This training will identify how you, as the provider of care, will support UCare's Model of Care and understand the CMS requirements for serving these members. Additional information on the Model of Care training requirement can be found in the Provider Responsibilities chapter of our [Provider Manual](#).

Providers are required to submit a completed [Attestation Form](#) after finishing the Model of Care training so UCare can ensure compliance with the CMS regulatory requirements.

Accessing the Model of Care Training

The Model of Care Provider training deck and Attestation Form can be found on UCare's website, <https://www.ucare.org/providers/policies-resources/model-of-care-training>

You will have three options for completing the training:

- You may access a pre-recorded training on our website
- You may register to attend an in-person/virtual presentation (MSHO/Connect + Medicare only)
- You may request an individual training by emailing the product mailbox:
 - Connect + Medicare – SNBCcliniciaison@ucare.org
 - ISNP – ISNPprogramcoordinator@ucare.org
 - MSHO – MSC_MSHO_Cliniciaison@ucare.org

Following completion of the training, UCare requires you to fill out the [Attestation Form](#) and submit it via email to 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.

Who must complete the Model of Care training?

- CMS requires ALL providers who are or will be serving I-SNP, and/or D-SNP members to complete Model of Care training when 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](#) should be submitted by the individual with the authority to sign on behalf of the group, an attendance log (required) must be included.

If you have additional questions about the Model of Care training, please contact us:

- Connect + Medicare – SNBCclinicaliaison@ucare.org
- ISNP – ISNPprogramcoordinator@ucare.org
- MSHO – MSC_MSHO_Clinicaliaison@ucare.org