

# MODEL OF CARE PROVIDER TRAINING

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## Quick Reference Guide

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### Overview

Molina Healthcare requires compliance with provider education and training programs. All contracted Medicare PCPs and key high-volume specialists and certain delegates are required to complete Model of Care (MOC) training annually. The training is also offered to our new providers during orientation. If determined necessary because the non-contracted provider is a key member of the member's ICT or if the training is requested, non-contracted providers will also be directed to the annual MOC training located on our public Molina website. The Centers for Medicare & Medicaid Services (CMS) requirements are found in the Medicare Managed Care Manual, Chapter 5 – Quality Assessment, 3. SNP Provider Network; C. MOC Training for the Provider Network. Link: <https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/mc86c05.pdf>.

### What is MOC training?

The MOC is the plan for delivering coordinated care and care management to special needs members and provides the basic framework under which we meet the regulatory requirements as defined by CMS. This training will identify how you, as a provider of care, will support the MOC, while understanding CMS requirements for managing those members. Insurers are responsible for conducting their own MOC training, which means you may be asked to complete multiple trainings by different health plans. CMS requires Molina to provide MOC training annually and show evidence our providers completed the training. In order to ensure Molina remains compliant with CMS regulatory requirements for MOC training, your completed Attestation Form must be returned to Molina upon completion of the training.

### How can providers access Molina's MOC training?

The [Model of Care Provider Training](#) deck and associated materials can be found on Molina's website, [Molinahealthcare.com](http://Molinahealthcare.com). These materials are available to all providers regardless of network participation status.

- At the top of the home page, select your State: Use the drop-down arrow and click on your applicable State.
- Find the "Health Care Professionals" button: select "Medicare".
- You will be redirected to the Medicare Providers home page.
- Scroll to the middle of the web page to the "Model of Care" section.
- Model of Care Provider Training: Click on the hyperlink to access the annual training document.
- Attestation Form: From the drop-down arrow, select your applicable State Attestation Form, then click "Go" to access the form. The Attestation Form is also available via link at the end of the Model of Care Provider Training.

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### Frequently Asked Questions

#### **I have completed MOC training for another insurer, does that count?**

- No – You are required to complete the annual MOC training for every insurer with whom you have a contract. CMS does not allow centralized MOC training for all insurers. CMS requires insurers, like Molina, to offer the MOC training and document that the care providers have completed it.

#### **How is the MOC training conducted?**

- MOC training is available online, via web conferencing presentations, and may be scheduled as an in-person 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 authority to sign on behalf of the group, an attendance log (required) must be included.
- The Attestation Form includes instructions on how to submit your completed form to Molina.

#### **I have not seen any Molina Medicare members this year, do I have to do the training?**

- Yes, you still have to complete this training. CMS training requirements are not based on encounters or member assignment. All contracted PCPs and key high- volume specialists are required to complete this training.

**If you have any additional questions, please contact your local Molina Provider Services Representative.**