

Dual-Eligible Special Needs Plan Model of Care

Basic Training Required for Medicare Advantage HMO Provider Groups

All health care providers and staff who deliver care to Dual Eligible Special Needs Plan (D-SNP) members and are contracted by managed care organizations, such as Florida Blue Medicare, are required by the Centers for Medicare & Medicaid Services (CMS) to receive basic training on the D-SNP Model of Care. The D-SNP Model of Care is the plan for delivering coordinated care and case management to dual eligible special needs members.

What You Need to Know

As a contracted provider with BlueMedicare Complete HMO who sees D-SNP members, you are required to complete our D-SNP training. The course will describe how Florida Blue Medicare and our contracted providers work together to successfully deliver the D-SNP Model of Care to our members, your patients.

As a representative for your practice, you are responsible for attesting all members of your practice have completed the training. To ensure compliance, your provider group must complete this course and submit the required attestation by **September 30, 2023**.

Our online D-SNP training includes two documents to help facilitate the training process and attestation:

- **Mark as Complete:** Provided at the end of the online training. When completed and submitted, it serves as proof that all members of the provider group completed the training.
- **Provider Training Log:** An aid for providers to track training by members of the practice. It is accepted as documentation of completed training if you are asked for evidence of completion.

How to Access the D-SNP Model of Care Training

The D-SNP training is located in Availity^{®1}. You may access the training [here](#) (logging into Availity is required).

Questions and Contact Information

If you have any questions related to accessing the training or experience issues with the link or error messages, please contact Availity at AvailityLearning@Availity.com.

For questions related to the Model Care of training itself or specific provider-related questions, please contact **Carla Berdasco**, business support specialist, at **1-866-780-4240** or DSNP@FloridaBlue.com.

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit availity.com. Florida Blue Medicare is an Independent Licensee of the Blue Cross and Blue Shield Association.