

D-SNP Basic Training Required for Medicare Advantage HMO Provider Groups

The Dual Eligible Special Needs Plan (D-SNP) Model of Care has training requirements set by the Centers for Medicare & Medicaid Services (CMS). All health care providers and staff who deliver care to D-SNP members and are contracted by managed care organizations, such as Florida Blue Medicare, are *required* 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

If you are a contracted provider with **BlueMedicare Complete HMO D-SNP** and **BlueMedicare Total HMO D-SNP** who sees D-SNP members, you are required to complete our D-SNP training each year. 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.

Additionally, a representative for your practice is responsible for attesting all members of your practice have completed the training.

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

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

How and When to Access the D-SNP Model of Care Training

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

Setting an internal due date for your practice to ensure completion in this quarter of the year is highly recommended. Once the staff that is required to complete the training has finished the course, be sure to mark it as “Complete.”

Questions and Contact Information

If you have any questions related to accessing the training or experience issues with the link, please contact Availity at AvailityLearning@Availity.com. For questions related to the D-SNP Model of Care or specific provider-related questions, please contact **Carla Berdasco**, Business Support Specialist, at Carla.Berdasco@bcbsfl.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