

Dual-Eligible Special Needs Plan Model of Care

Basic Training Required for Medicare Advantage HMO Provider Groups

Health care providers and staff who deliver care to Dual-Eligible Special Needs Plan (D-SNP) members are required by the Centers for Medicare & Medicaid Services (CMS) to complete basic training every year on the D-SNP Model of Care. This annual requirement applies to all health care providers contracted by managed care organizations, such as Florida Blue Medicare. The D-SNP Model of Care is the plan for delivering coordinated care and case management to D-SNP members.

As a contracted provider for BlueMedicareSM Complete HMO who sees our D-SNP members, your group's employees are required to complete our online D-SNP training. Training participants will learn how Florida Blue Medicare and our contracted providers work together to successfully deliver the D-SNP Model of Care to our members.

A representative of your practice is responsible for attesting all its employees have completed the training. To ensure compliance, your provider group must complete this course and submit the required attestation by **Sept. 30, 2021**.

As part of the training, your practice will have access to two documents to help facilitate the attestation process:

1. **Provider Group Attestation:** Provided at the end of the training. When completed and submitted, it serves as proof all employees of the provider group completed the training.
2. **Provider Training Log:** An aid for providers to track training by employees of your practice. It is accepted as documentation of completed training if you are ever asked for evidence of completion.

For your convenience, our online D-SNP training is accessible through Availity^{®1}

- If you are an Availity user, click [here](#). You will be prompted to sign in with your Availity username and password. Once there, click *Enroll* to get started.
- If you do not use Availity, click on the link below, or copy and paste the link to your browser: <https://floridablue.learnupon.com/catalog/courses/1220303>. Log in using your *email address* for the **username**. For the **password**, use: *welcome*. You will be prompted to change your password. Once there, click *Enroll* to get started.

For technical assistance with accessing the training, contact availitylearning@availity.com.

If you have questions about this training requirement or attestation process, please contact **Carla Berdasco**, Business Support Specialist, at 866-780-4240 or dsnp@floridablue.com.

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