

August 2019

## Attention: BlueMedicare Complete HMO Providers Dual-Eligible Special Needs Plan Model of Care Required Training Due by September 30, 2019

Providers and their staff who provide care to dual-eligible special needs plan members and are contracted by managed care organizations, such as Florida Blue, are required by the Centers for Medicare & Medicaid Services (CMS) to receive basic training about the Dual Eligible Special Needs Plan (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.

If you are a contracted provider with BlueMedicare<sup>SM</sup> Complete HMO who sees D-SNP members, you're required to complete our D-SNP course. The course will describe how Florida Blue 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 that all personnel 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, 2019.**

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

- 1) Provider Group Attestation: 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.
- 2) Provider Training Log: An aid for providers to track training by personnel of your practice. It is accepted as documentation of completed training if you are asked for evidence of completion.

For your convenience, we're providing D-SNP training to providers through Availity<sup>®1</sup>.

- If you are a current Availity user, you will be prompted to sign in with your Availity username and password. Once there, click *Enroll* on the left to get started.  
[Current Availity User Click Here](#)
- If you do not use Availity, you can sign up by clicking on the link below. Log in or sign up using your email address for the username. Once there, click *Enroll* on the left to get started.  
<https://floridablue.learnupon.com/catalog/courses/577899>

For technical assistance with accessing the training, contact [availabilitylearning@availability.com](mailto:availabilitylearning@availability.com). If you have any questions, please contact Carla Berdasco, Business Support Specialist, at **866-780-4240** or [dsnps@floridablue.com](mailto:dsnps@floridablue.com)

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For information or to register, visit [availability.com](http://availability.com).