



An Independent Licensee of the  
Blue Cross and Blue Shield Association

May 2018

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## ***Provider Training***

### **Dual-Eligible Special Needs Plans Model of Care**

If you are participating with BlueMedicare Complete HMO and see dual-eligible special needs members, you are required to complete our Dual-Eligible Special Needs Plans (D-SNP) training.

All medical providers and staff who are contracted by Medicare Advantage Organization such as Florida Blue and who see D-SNP members are required by the Centers for Medicare & Medicaid Services (CMS) to receive basic training about 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.

The D-SNP training 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.

Each impacted practice must designate a representative who will be responsible for attesting that all members of the practice have completed the training. To ensure compliance, your provider group must complete this course and submit the required attestation by **September 30, 2018**.

We are also contacting impacted providers through Availity with additional information about how to access the training and attest to completion of the training.

For technical assistance with accessing the training, contact [availitylearning@availity.com](mailto:availitylearning@availity.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. Visit [availity.com](http://availity.com) to register.  
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