

Dual-Eligible Special Needs Plan Model of Care

Basic Training 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 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 D-SNP training, available online. 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 September 30, 2020**.

D-SNP online 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.

The training includes two documents to help facilitate the process and attestation:

- 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* in the top right corner 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/859607>. 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* in the top right corner to get started.

For technical assistance with accessing the training, contact availitylearning@availity.com. If you have any questions, 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.