

PROVIDER BULLETIN

PROVIDER INFORMATION



July 1, 2024

Minnesota Senior Health Options (MSHO) Model of Care Training Requirements

The Centers for Medicare & Medicaid Services (CMS) require all Special Needs Plans to have a Model of Care (MOC). The SecureBlue Model of Care (SNP-MOC) is the Blue Plus plan for delivering coordinated care to SecureBlue members. The SNP-MOC documents the processes Blue Plus utilizes to simplify access to healthcare and reduce fragmentation of care delivery for SecureBlue members. The SNP-MOC ensures that Blue Plus, in partnership with its contracted providers and care coordination delegates, meets the unique needs of the SecureBlue population.

CMS requires all providers and appropriate staff to complete Model of Care training upon initial employment and annually thereafter. Providers and appropriate staff required to complete the training include any resources who participate in a SecureBlue member's Interdisciplinary Care Team, are responsible for implementation of the member's Care Plan or manage planned and unplanned transitions of care.

The SecureBlue SNP-MOC training is available online through the BCBSMN Learning and Development website supported by Availity.

- *Providers using Availity*, log in to the Availity portal. Click Payer Spaces | Blue Cross Blue Shield of Minnesota. Click Resources | Access BCBSMN Learning and Development. Providers will be directed to the Catalog. Search **Blue Plus SecureBlue Special Needs Plan Model of Care – On-Demand**, then click Enroll OR select “Minnesota Health Care Programs” under the Category dropdown to find the training.
- *Providers not using Availity*, use the link <https://bcbsmn.availitylearningcenter.com> to create your account. To create a new account, select Sign Up Now and follow the prompts. Use your email address as the username. Providers will be directed to the Dashboard. Click “Get Started” on the rotating banner titled Learn with Blue Cross and Blue Shield of Minnesota | then click on Access the Training Catalog | select **Blue Plus SecureBlue Special Needs Plan Model of Care– On-Demand**, then click Enroll.

Providers are required to maintain MOC training completion records and provide such records to Blue Plus upon request per the provider’s Amendment to the Agreement – Medicare Programs, Article X. Training and Education.

Questions?

Questions can be sent to medicare.compliance.training@bluecrossmn.com.

Products Impacted

SecureBlue - Minnesota Senior Health Options (MSHO)