

# PROVIDER Update



Health Net®

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## Special Needs Plan Model of Care Annual Training

The Centers for Medicare & Medicaid Services (CMS) requires Medicare Advantage organizations (MAOs) to provide Special Needs Plan (SNP) model of care annual training for all SNP participating providers (§422.101(f)(2)(ii)). In accordance with the regulations, Health Net of Arizona, Inc. (Health Net) has developed its SNP Model of Care Annual Training to help providers fulfill this training requirement, which applies to providers who care for SNP members.

### TRAINING REQUIREMENTS

CMS requires that SNP providers and appropriate staff (those involved in any aspect of the provision of SNP services) complete SNP model of care annual training each year by December 31. The training can be provided in any of a variety of modalities, such as printed, face-to-face, Web-based, or audio and visual formats. SNP providers do not have to submit confirmation of training upon completion; however, providers are subject to audit by CMS and Health Net to demonstrate that the training was provided to appropriate staff. Therefore, providers must maintain training records, which may consist of a mailing list, fax list, sign-in sheet, or other appropriate formats.

### ACCESSING TRAINING

The SNP Model of Care Annual Training is accessible through the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com). Once on the site, select the applicable region, then *Working with Health Net > Regulatory > FWA, General Compliance, SNP MOC Training, and Medicare Marketing Guidelines > Special Needs Plans Model of Care Initial and Annual Training > SNP Model of Care Annual Training*.

### ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://provider.healthnet.com) for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at [AZ\\_InternetProviderInquiries@healthnet.com](mailto:AZ_InternetProviderInquiries@healthnet.com), through the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com), or by telephone at 1-800-289-2818.

THIS UPDATE APPLIES TO  
ARIZONA PROVIDERS:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Advantage Platinum (HMO)
- Advantage Platinum (PPO, POS)
- Medicare Advantage (HMO)

PROVIDER SERVICES

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