



## Upcoming Deadline for Special Needs Plan Model of Care Training

*Complete the CMS required annual model of care training by December 31*

This communication contains information regarding the Centers for Medicare & Medicaid Services (CMS) model of care training requirements for Health Net of California, Inc. (Health Net) Medicare Advantage (MA) providers and practitioners.

### SPECIAL NEEDS PLAN MODEL OF CARE ANNUAL TRAINING

Special Needs Plan (SNP) participating providers and practitioners must complete the annual SNP model of care (MOC) training module no later than December 31, if not previously completed. It must also be completed within 90 days of contracting, hiring or becoming a delegated entity, and annually thereafter. Evidence of training must be maintained and retrievable in the event of a CMS audit.

The training module is designed to help you better understand Health Net's clinical philosophy and general approach to the delivery of care for SNP members. There are two ways to access the training – pre-log in and post-log in as follows:

Access	SNP MOC Training on Health Net Provider Portal
PRE-LOG IN	<ol style="list-style-type: none"> <li>Go to provider.healthnet.com</li> <li>Select <i>Working with Health Net &gt; Medicare Information &gt; FWA, General Compliance, SNP MOC Training, and Medicare Marketing Guidelines &gt; Special Needs Plans Model of Care Initial &amp; Annual Training</i></li> <li>Select <i>SNP Model of Care Annual Training (pdf)</i></li> </ol>
POST-LOG IN	<ol style="list-style-type: none"> <li>Go to provider.healthnet.com</li> <li>Select <i>Working with Health Net &gt; Regulatory &gt; FWA, General Compliance, SNP MOC Training, and Medicare Marketing Guidelines &gt; Special Needs Plans Model of Care Initial &amp; Annual Training</i></li> <li>Select <i>SNP Model of Care Annual Training (pdf)</i></li> </ol>

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
  - Medi-Cal
    - Kern
    - Los Angeles
      - Molina
    - Riverside
    - Sacramento
    - San Bernardino
    - San Diego
    - San Joaquin
    - Stanislaus
    - Tulare

#### PROVIDER SERVICES

**Medicare (individual)**  
1-800-929-9224  
[provider.healthnetcalifornia.com](mailto:provider.healthnetcalifornia.com)

**Medicare (employer group)**  
1-800-929-9224  
[provider.healthnet.com](mailto:provider.healthnet.com)

#### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)  
healthnet.com  
fax 1-800-937-6086