

Model of Care Training for Providers

Integrated Care Program (ICP) - Medicaid

ICP_16_47416_PR 09162016

Together, all the way.®



MODEL OF CARE PROVIDER TRAINING

- **Chapter 42 of the Code of Federal Regulations, Part 422** (42 CFR 422.101 (f)(2)(ii)) mandates that Special Needs Plans (SNPs) conduct a Model of Care (MOC) training for all contracted providers.
- The **Model of Care** is the evidence-based process by which we integrate benefits and coordinate care for customers enrolled in Cigna-HealthSpring's Special Needs Plans.



MODEL OF CARE (MOC): 4 DOMAINS, 14 ELEMENTS*

Model of Care document includes the following sections:

MOC 1: Description of the SNP Population

- A. Sub-Population: Most Vulnerable Beneficiaries

MOC 2: Care Coordination

- A. SNP Staff Structure
- B. Health Risk Assessment Tool
- C. Individualized Care Plan (ICP)
- D. Interdisciplinary Care Team (ICT)
- E. Care Transitions Protocols

MOC 3: SNP Provider Network:

- A. Specialized Expertise
- B. Use of Clinical Practice Guidelines & Care Transitions Protocols
- C. MOC Training for the Provider Network

MOC 4: MOC Quality Measurement & Performance Improvement

- A. MOC Quality Performance Improvement Plan
- B. Measureable Goals & Health Outcomes for the MOC
- C. Measuring Patient Experience of Care (SNP Customer Satisfaction)
- D. Ongoing Performance Improvement Evaluation of the MOC
- E. Dissemination of SNP Quality Performance related to the MOC

*Determined and required by the Centers for Medicare and Medicaid Services



Clinical Guidelines

- Evidence-based guidelines serve as the foundation of the care management program.
- Cigna-HealthSpring's Special Care of Illinois approved clinical practice guidelines can be found in your provider manual.
- Link to manuals on the Cigna-HealthSpring SpecialCare of Illinois website:
<http://specialcareil.com/ICproviderres>



Physician Obligations

Interdisciplinary Care Team

- Cigna-HealthSpring Special Care of Illinois PCPs who treat Integrated Care Program/Medicaid customers are core members of their Interdisciplinary Care Teams and oversee clinical care plan development and maintenance.
- Cigna-HealthSpring Special Care of Illinois maintains a physical/prevention-oriented, behavioral, social and functional care plan or member profile to assist with care coordination.
- We encourage all providers to participate in Interdisciplinary Care Team meetings based on each customer's needs.

Communication

- Providers are expected to communicate and collaborate with all members of the Interdisciplinary Care Team (including customers and/or caregivers, other providers and plan staff, as applicable) to promote efficient, coordinated care and safe transitions of care.
- Cigna-HealthSpring Special Care of Illinois is required to notify PCPs of their Cigna-HealthSpring Special Care of Illinois patients' transitions of care.
- Encourage patients to schedule a visit with you (their PCPs) within 7 days of discharge.



Risk Assessment and Case Management

- Cigna-HealthSpring Special Care of Illinois is responsible for Health Risk Assessment (HRA) completion for all SNP members. Providers play a role in HRA completion by conducting 360 exams.
- The Health Risk Assessment serves as an additional source of information for the Individualized Care Plan maintained by the Plan.
- Depending on the results of the Health Risk Assessment or changes in health status, customers may be referred to case management.



SNP HRA Completion is now a Star Measure!



Contact Information

For Dual and Chronic SNP Customers

- Providers may contact our Care Coordination department to request patients' assessment results at 1-866-487-3002.
- To discuss and/or request a copy of a patient's care plan, refer a patient for an Interdisciplinary Care Team meeting or participate in an Interdisciplinary Care Team meeting, please contact our Case Management department. The telephone number for Case Management may be found in your Provider Manual.

For Institutional SNP Customers

- To discuss and/or request a copy of a patient's comprehensive assessment results or care plan, refer a patient for an Interdisciplinary Care Team meeting or participate in an Interdisciplinary Care Team meeting, please contact our Care Coordination department at 1-866-487-3002.



TRAINING COMPLETION

Thank you for reviewing the Cigna-HealthSpring Model of Care Training.

If you are ready to acknowledge completion click [CONTINUE](#)

If you would like to review the training again prior to submitting your attestation, then review the presentation again from the beginning slide.

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