



# Special Needs Plans Models of Care



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# Presentation Objectives

- Discuss Model of Care (MOC) statutory and regulatory background
- Discuss the purpose in revising the MOC
- Provide an overview of the MOC

# Model of Care

## Historical Background

- All Medicare Advantage Organizations that offer Special Needs Plans (SNPs) are required to submit Models of Care
- Medicare Modernization Act of 2003 (MMA)
- “Medicare Improvements for Patients and Providers Act of 2008” (MIPPA), P.L. 110-275
- Section 1859(f)(7) of the Patient Protection and Affordable Care Act

# Model of Care

## Purpose of Revision

CMS re-organized the 11 MOC elements to:

- Integrate the related elements
- Promote clarity and enhance the focus on care needs and activities
- Highlight the importance of care coordination
- Address care transitions as well as other aspects of care coordination, which were not explicitly captured in the 11 elements

# Model of Care

## Purpose of Revision

The revised four elements:

- Capture all the information collected in the 11 elements
- Organizes information from interrelated elements in a more concise and cohesive manner
- Remains consistent with 42 CFR Section 422.101 (f) and 422.152(g)
- Continues to ensure that the MOC is the vital quality improvement tool and integral component for ensuring all SNP beneficiaries' needs are identified and addressed

# Revised MOC Element Overview

## The Four Elements

1. Description of the SNP Population
2. Care Coordination
3. SNP Provider Network
4. Quality Measurement & Performance Improvement

# Revised MOC Element Overview

## Description of the SNP Population

- Focuses on the target population in the SNP
- Includes overall general targeted population as well as most vulnerable beneficiaries
- Targets the unique health needs of all beneficiaries including the most vulnerable

# MOC Element Overview

## Care Coordination

- Ensures SNP beneficiaries' healthcare needs, and information is shared across healthcare staff and facilities over time
- Coordinates the delivery of services and specialized benefits that meets the needs of the most vulnerable population
- Health Risk Assessment, Individualized Care Plan, and Interdisciplinary Care Team



# MOC Element Overview

## SNP Provider Network

- Has specialized clinical expertise
- Use of Clinical Practice Guidelines & Care Transitions Protocols
- Plan offers initial and annual MOC training for network providers and out-of-network providers

# MOC Element Overview

## Quality Measurement & Performance Improvement

- Quality performance improvement plan
- Measuring goals and health outcomes
- Measuring SNP member satisfaction
- Supporting ongoing improvement of the MOC
- Communicating quality improvement performance results

# Upcoming MOC Training and Technical Assistance (TA) Dates

## **Training (SNPs and MMPs)**

MOC Elements 1-2:

January 21, 2014, 2:00-4:00 pm ET

MOC Elements 3-4:

January 23, 2014, 2:00-4:00 pm ET

## **TA Calls**

**(SNPs and MMPs)**

February 11, 2014, 2:00 pm-3:30 pm ET

**(MMPs that score < 70 percent)**

March 18, 2014, 2:00 pm-3:30pm ET

**(SNPs and MMPs that score <70 percent)**

April 30, 2014, 2 :00-3:30pm ET

# Questions

- MOC Training and Technical Assistance Calls:  
Contact NCQA at:
- MOC policy questions:  
[SNP\\_Mail@cms.hhs.gov](mailto:SNP_Mail@cms.hhs.gov)