



**MEDICARE DRUG AND HEALTH PLAN CONTRACT ADMINISTRATION GROUP**

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DATE: January 13, 2012

TO: Medicare Advantage Organizations Offering Special Needs Plans (SNPs)

FROM: Danielle Moon, J.D., M.P.A., Director

SUBJECT: Contract Year (CY) 2013 SNP Model of Care (MOC) Training and Technical Assistance Call Schedule

The purpose of this memorandum is to announce a series of training and technical assistance calls hosted by CMS to assist SNPs with preparing and improving their MOC submissions for the CY 2013 application cycle.

CMS will host two separate training calls on MOC elements 1-5 and 6-11, respectively. During these calls, SNPs will have the opportunity to ask questions that relate specifically to the relevant MOC elements. We strongly encourage MAOs' clinical and quality improvement staff to participate in these calls. The MOC elements and scoring criteria can be found in Appendix 1 of Chapter 16-B of the Medicare Managed Care Manual at:  
<https://www.cms.gov/manuals/downloads/mc86c16b.pdf>.

Please note that we will not cover topics related to general MA application requirements during these calls. Those topics are addressed in separate calls that CMS is hosting.

Details regarding the MOC training calls are as follows:

**MOC Elements 1-5 Training Call:**

Date/Time: January 19, 2012 (1:00 pm - 2:00 pm EST)  
Toll-free Call-in Number: 888-299-7208  
Passcode: 4808318

**MOC Elements 6-11 Training Call:**

Date/Time: January 24, 2012 (3:00 pm - 4:00 pm EST)  
Toll-free Call-in Number: 888-293-6960  
Passcode: 1027104

CMS will also conduct a separate call to provide interested SNPs with technical assistance for the development of their MOCs prior to the February 21, 2012 MOC submission deadline. Details regarding this call are provided below:

**MOC Technical Assistance Call:**

Date/Time: February 7, 2012 (2:00 pm - 3:00 pm EST)

Toll-free Call-in Number: 888-312-9865

Passcode: 3375485

We look forward to your participation in these calls and thank you for your continued commitment to providing high quality care to Medicare beneficiaries. If you have questions about any of these calls, please submit them to: [SNP\\_Mail@cms.hhs.gov](mailto:SNP_Mail@cms.hhs.gov).