

Versant Health Model of Care Training



Introduction

Versant Health remains committed to becoming the most trusted managed eye health and vision care plan for members, clients, brokers, and eye care professionals in the industry.

Knowing our customers and the requirements associated with the plans we support are keys to our success.

Why is this training needed

Versant Health has a diverse client base with membership spanning the Commercial, Self-Funded/ERISA, Affordable Care Act (ACA), Medicare and Medicaid lines of business, including Special Needs Plans (SNP).

The Centers for Medicare & Medicaid Services (CMS) mandates all contracted providers receive basic SNP Model of Care training.

What's an SNP?

A Special Needs Plan (SNP) provides benefits and services to people with specific diseases, certain health care needs, or who also have Medicaid.

SNPs are either HMO or PPO plan types and cover the same Medicare Part A & B benefits that all Medicare Advantage Plans cover. However, SNPs might also cover extra services for the special groups they serve.

Model of Care (MOC)

As provided under section 1859(f)(7) of the Social Security Act, every Special Needs Population (SNP) must have a Model of Care (MOC) approved by the National Committee for Quality Assurance (NCQA).

The MOC provides the basic framework under which the SNP will meet the needs of each of its enrollees. The MOC is a vital quality improvement tool and integral component for ensuring that the unique needs of each enrollee are identified by the SNP and addressed through the plan's care management practices.

The MOC provides the foundation for promoting SNP quality, care management, and care coordination processes. Detailed information regarding the SNP MOC elements and scoring criteria are located in chapter 5 and 16bB of the Medicare Managed Care Manual, which can be found at the link below.

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS019326>

Model of Care (MOC) Requirements

Model of Care plans must include details describing the below plan criteria to be considered acceptable under NCQA guidelines:

Description of the SNP Population -The identification and comprehensive description of the SNP-specific population is an integral component of the MOC because all of the other elements depend on the firm foundation of a comprehensive population description. The description must also include:

- Sub-Population: Most Vulnerable Beneficiaries.

Care Coordination -Care coordination helps ensure that SNP beneficiaries' healthcare needs, preferences for health services and information sharing across healthcare staff and facilities are met over time.

- SNP Staff Structure
- Health Risk Assessment Tool (HRAT)
- Individualized Care Plan (ICP)
- Interdisciplinary Care Team (ICT)
- Care Transitions Protocols

SNP Provider Network - The SNP Provider Network is a network of healthcare providers who are contracted to provide health care services to SNP beneficiaries

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

MOC Plans Vary by Client

- Versant Health administers vision benefits for many different clients' SNPs
- As previously mentioned, the framework by which each plan's MOC must be designed is the same, but each plan has a different MOC.
- Training in each plan's MOC is required to ensure sufficient care is delivered to each SNP member and ongoing compliance with CMS requirements.
- Shown on the following slide is a list of clients for which Versant Health supports SNP. Please click on each client's name to review their MOC training.



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