



# SPECIAL NEEDS PLANS (SNPs)

2021 SNP Model of Care (MOC) Training  
for Medicare Providers

Offered by Cigna Health and Life Insurance Company or its affiliates

**Together, all the way.®**



# Course Objectives

After completing this course, you will be able to:

- List 3 types of Special Needs Plans (SNPs) and how they are targeted to the SNP population.
- Explain how SNP improves care coordination and health outcomes.
- Describe what a Model of Care (MOC) is and its benefits.
- Provide detail about how providers play important roles in obtaining higher Centers for Medicare & Medicaid Services (CMS) Star ratings.
- Describe SNP MOC resources available to you from Cigna Medicare.



## Background

**In 2008**, CMS issued the final regulation *Medicare Improvements for Patients and Providers Act of 2008*, known as **MIPPA**.

This regulation mandated that all Medicare Advantage plans that wanted to offer an SNP:

- Have an approved **MOC**.
- Create a SNP that provides additional services and benefits that meet the needs of the most vulnerable and frail population.



## Background, continued

The Patient Protection and Affordable Care Act (PPACA) reinforced the importance of the SNP MOC as a fundamental component to the SNP program and requires that the **National Committee for Quality Assurance (NCQA) perform a review that ensures the MOC meets the CMS SNP requirements.**

NCQA will score and approve or deny a plan's MOC.



## Background, continued

Chapter 42 of the Code of Federal Regulations, Part 422 (42 CFR 422.101 (f)(2)(ii)) mandates that SNPs **conduct annual SNP MOC training for all employed and contracted providers.**



# SNP MOC Introduction

## What is a Special Needs Plan (SNP)?

A Special Needs plan (SNP) is a Medicare Advantage (MA) coordinated care plan (CCP) specifically designed to provide targeted care and limit enrollment to special needs individuals. A special needs individual could be any one of the following:

- > An institutionalized individual,
- > A dual eligible, or
- > An individual with a severe or disabling chronic condition, as specified by CMS

A SNP may be any type of MA CCP, including either a local or regional preferred provider organization (i.e., LPPO or RPPO) plan, a health maintenance organization (HMO) plan, or an HMO Point-of-Service (HMO-POS) plan. There are three different types of SNPs:

- > Chronic Condition SNP (C-SNP)
- > Dual Eligible SNP (D-SNP)
- > Institutional SNP (I-SNP)



# SNP MOC Introduction

## What is a Model of Care (MOC)?

A MOC is the evidence-based process by which Cigna Medicare integrates benefits and coordinates care for patients enrolled in SNPs



# SNP MOC Introduction

## Why is a MOC Important?

- > **MOCs facilitate early assessment**, and identify health risks and major changes in the health statuses of customers. MOCs facilitate coordination of care to improve the overall health of our customers, and describe the care management program for SNP patients.
- > **Evidence-based guidelines** serve as the foundation of the care management program and are the evidence-based process (Clinical Core Model) by which we integrate benefits and coordinate care for patients enrolled in Cigna's SNPs.



# Cigna's Guidelines



FIND A DOCTOR

FIND A DRUG / PHARMACY

Provider Manuals ▾

Provider Resources ▾

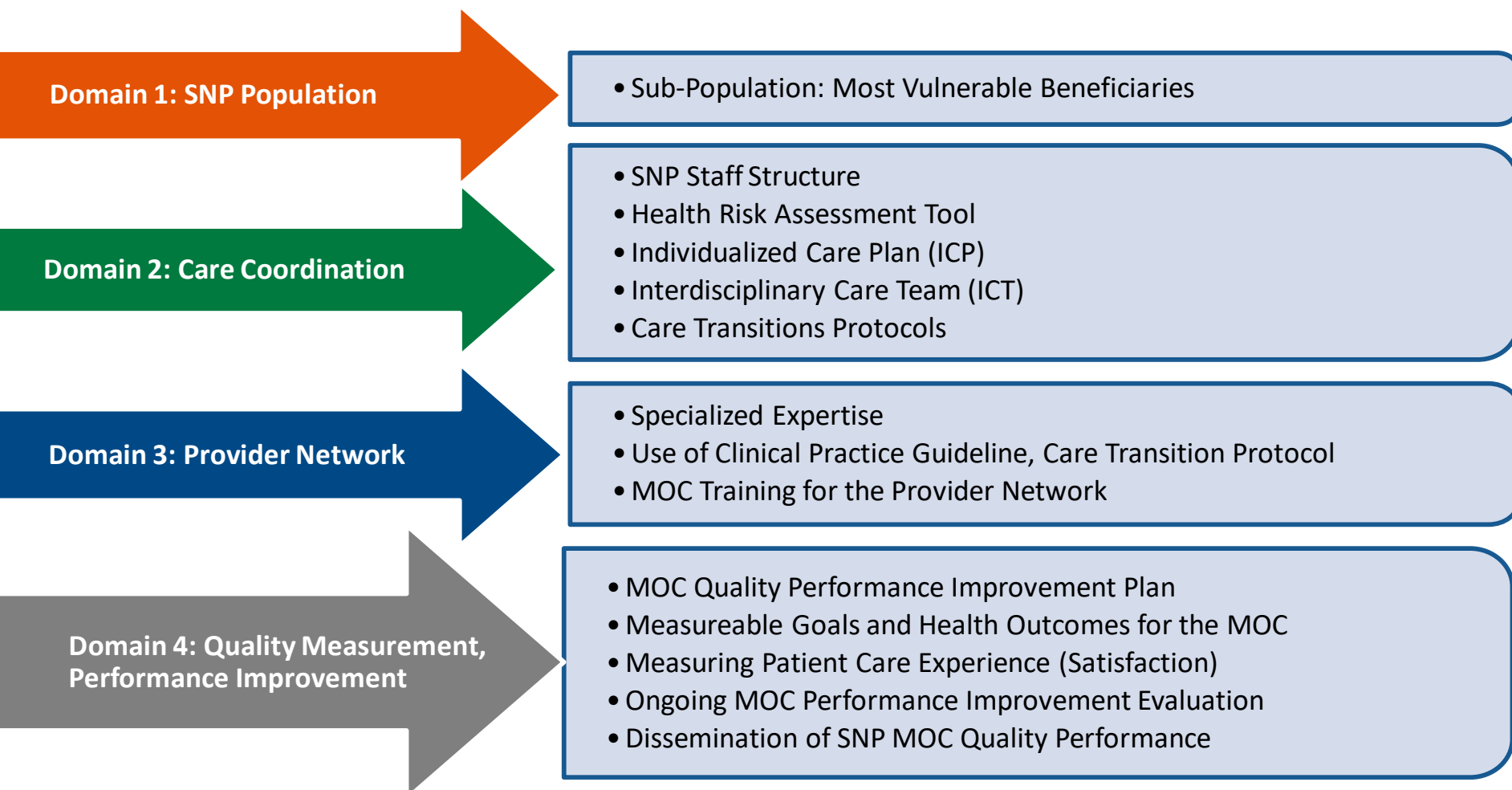
## MEDICARE INFORMATION AND TOOLS FOR HEALTH CARE PROVIDERS



- Cigna's approved clinical practice guidelines can be found in your Provider Manual on the Cigna Medicare provider website: **MedicareProviders.Cigna.com**



# SNP MOC Key Features



*\*Determined and required by the CMS*



## SNP MOC Goals



### SNP MOC Goals are to...

- > Improve access to **medical, mental health, and social services.**
- > Improve access to **affordable care.**
- > Improve **coordination of care** through an identified point of contact.
- > Improve **transitions of care** across health care settings and providers.
- > Improve access to **preventive health services.**
- > Ensure appropriate **utilization of services.**
- > Improve beneficiary **health outcomes.**

*\*Determined and required by the CMS*



# SNP Types

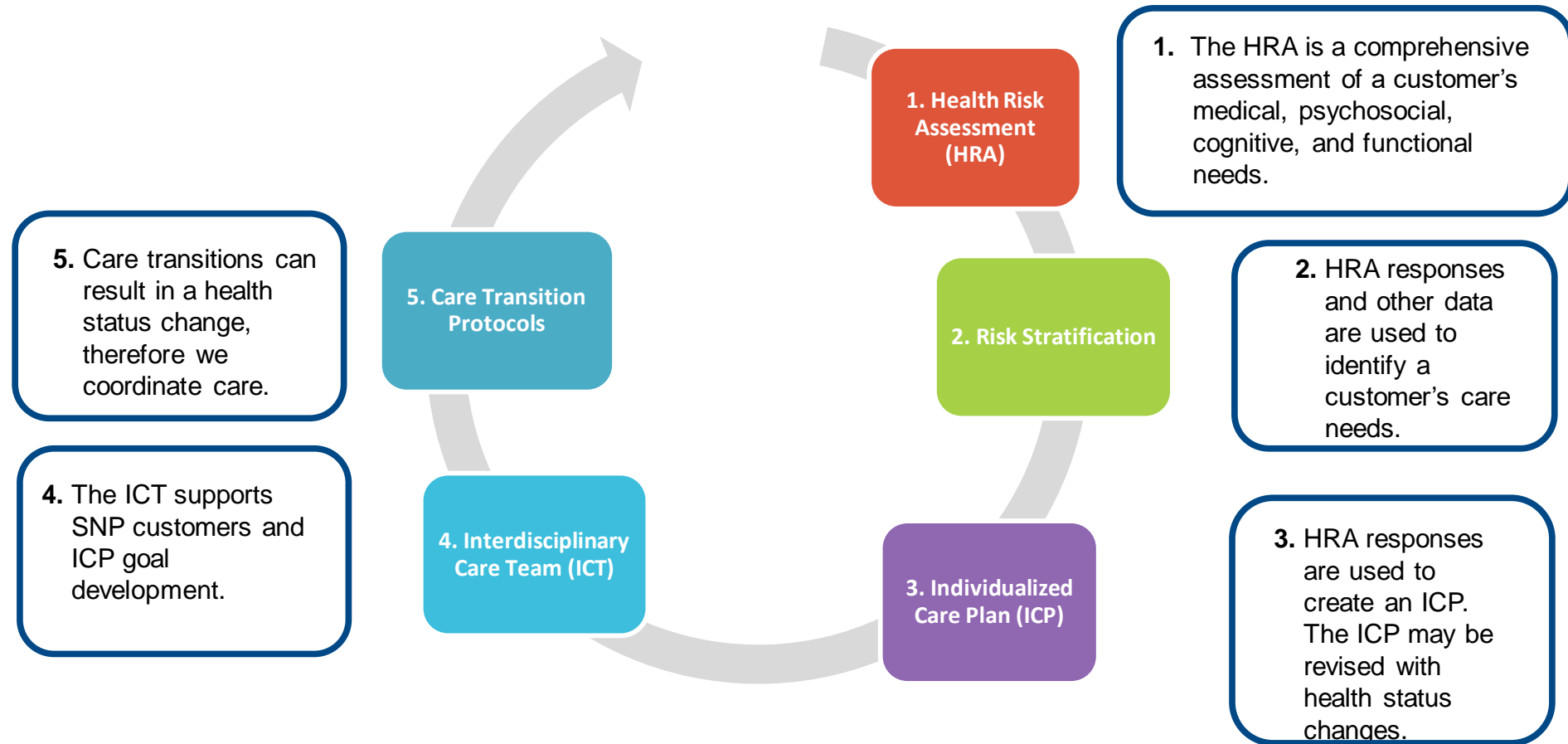
Each Cigna Medicare Special Needs Plan (SNP) offers a distinct Model of Care (MOC) specific to the population and conditions being served

Chronic Condition SNP (C-SNP)	Dual Eligible SNP (D-SNP)	Institutional SNP (I-SNP)
<p>C-SNPs are designed for Medicare beneficiaries with a specific medical condition, Diabetes is the chronic disease for our C-SNP.</p> <p>Cigna Medicare offers two C-SNPs:</p> <ul style="list-style-type: none"><li>• Cigna Medicare Achieve</li><li>• Cigna Medicare Achieve Plus</li></ul>	<p>D-SNPs are designed for Medicare beneficiaries who are eligible for Medicare and Medicaid.</p> <p>Cigna Medicare offers a single D-SNP:</p> <ul style="list-style-type: none"><li>• Cigna Medicare Total Care.</li></ul> <p>The Dual Eligible SNP includes the State of Pennsylvania Medicaid Managed Care Plan (MMP) eligible.</p>	<p>I-SNPs are designed for Medicare beneficiaries who reside, or are expected to reside, in a long-term care facility for 90 days or longer.</p> <p>Cigna offers one I-SNP:</p> <ul style="list-style-type: none"><li>• Cigna Medicare Traditions.</li></ul>



# SNP MOC Clinical Care Management Model

## Benefits of a SNP: Improved Care Coordination and Health Outcomes



# How Cigna Supports You

## We help by:

**Participating** in your patient's Interdisciplinary Care Team (ICT) meeting

**Collaborating** with ICT case managers and members of the ICT committee

**Encouraging** patients and/or their caregivers to participate in the ICT

**Helping** your patients achieve their health goals through ICP goal management

**Informing** the PCP of transitions of care



## How Cigna Supports You (continued)

### The ICT includes:

- Patient or his/her caregiver
- Patient's PCP
- Nurse Care Managers
- Others based on the patient's individual health care needs



**Need help?**

**Reach out to Case Management – we're here to help!**



# You are the Key Element to Improving Patients' Health Outcomes

**Did you know that SNP  
and CMS Star Ratings  
have similar metrics?**



## Providers: You play an important role!

- Assisting with **Health Risk Assessment (HRA) completions** improves Star ratings.
- Reviewing **care plans** with patients improves
- **Care Coordination** Star metrics.
- Addressing care plan goals not met...  
**Preventive Screenings** are Star ratings.
- **Reviewing** transition of care notifications and placing them in your patients' medical records.
- Scheduling **follow-up appointments** within seven days of discharge improves Star ratings.
- Encouraging **Medication Adherence**.  
Medication Adherence improves Star ratings.
- Attending **ICT meetings**. If you're unable to attend, review the care plan you received.



## Providers: You play an important role!

Together, through our communication and collaboration, we will improve your patient's health outcome and you'll achieve improved Star ratings!



# SNP Resource Contact Information

## Dual and Chronic SNP Patients:

- For HRA questions, call our team at: **1-800-331-6769**.
- For ICP or ICT questions, call our Case Management team at: **1-866-952-7593**. Please reach out if/when identifying patients who need assistance or coaching with heavily weighted STAR Metrics.

## Institutional SNP Patients:

- For HRA, ICP, or ICT questions, call our Care Coordination team at: **1-866-487-3004**.

## Arizona SNP Patients:

- For Independent Provider Network (IPN): **602-282-9662**.
- For Cigna Medical Group in (CMG): **602-282-9773**.



## Wrap-up

**Thank you for participating  
in Cigna's  
2021 SNP MOC Training!**



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