

Frequently asked questions

2020 Cal MediConnect and Dual-Eligible Special Needs Plan (D-SNP) Model of Care Provider Training Requirements

1. Can I be granted an extension to complete the 2020 Model of Care training?

Yes, Blue Shield of California Promise Health Plan will grant you a 30-day extension. You will receive a follow-up reminder to complete the training within 30 days. Please attempt to complete it within that time frame.

2. Who must complete the 2020 Model of Care training?

Practitioners participating in the following D-SNP counties are required to complete the training:

- Fresno
- Los Angeles
- Orange
- San Bernardino
- San Diego
- San Joaquin
- Stanislaus

3. Does the training requirement apply only to primary care physicians (PCPs), or does it also apply to specialists?

The training requirement applies to PCPs and specialists in the following fields who practice in the D-SNP counties listed above:

- Advanced heart failure and transplant cardiology
- Cardiac electrophysiology
- Cardiology
- Cardiovascular disease
- Clinical neuropsychology
- Endocrinology
- Endocrinology metabolism
- Endocrinology reproductive
- Gynecologic oncology
- Hematology/oncology
- Interventional cardiology
- Medical oncology
- Mental health
- Nephrology
- Neurodevelopmental disabilities
- Neurology
- Neurology critical care medicine
- Neurological surgery
- Neuropathology
- Neurophysiology clinical
- Oncology
- Orthopedic surgery
- Psychiatry
- Psychiatry forensic
- Psychiatry geriatric
- Psychologist pulmonary diseases
- Pulmonology
- Radiation oncology
- Surgery cardiovascular
- Surgery hand orthopedic
- Surgical oncology

4. How can I attest to the 2020 Model of Care training on behalf of a specialty group or clinic with multiple providers?

Please complete the 2020 Cal MediConnect and Dual-Eligible Special Needs Plan Model of Care Training Group Attestation and Sign-in Sheet including the list of providers who have completed the training (viewed a PDF of the course) and their signatures. Email the attestation and an eligible scanned copy or photo of the completed sign-in sheet to Provider_education@blueshieldca.com. The group attestation form and a PDF of the course can be found available on our website at blueshieldca.com/promise.

This form should be signed by a medical director, clinic administrator, or physician with signature authority on behalf of the specialty group or clinic.

5. Will Blue Shield Promise honor completion of SNP Model of Care training provided by another health plan or IPA?

Yes, you will receive credit for completion if you send the signed attestation from the training to Provider_education@blueshieldca.com.

6. How can I obtain proof of completion for the Blue Shield Promise 2020 Model of Care training if none was provided?

You will not receive physical confirmation of completion. Blue Shield Promise creates a record of completion when providers sign the attestation at the end of the course (or when a groups submits the 2020 Cal MediConnect and Dual-Eligible Special Needs Plan Model of Care Training Group Attestation and Sign-in Sheet). If you feel you have been erroneously identified as non-compliant, please contact your IPA.

7. How can I regain access to an incomplete training?

If you are using the same device, click the course link again and it will open to your completed registration form. Click the *Continue* button and the course will open where you left off. Here is the link to the course: <https://blueshieldprovidereducation.articulate-online.com/4926262340>.

8. Who can I contact if I have additional questions about the 2020 Model of Care training?

Please contact your contracted IPA if you have additional questions about this training requirement.