

## 2020 Special Needs Plans

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Anthem is offering Special Needs Plans (SNPs) to people eligible for both Medicare and Medicaid benefits or who are qualified Medicare Advantage beneficiaries. SNPs provide enhanced benefits to people eligible for both Medicare and Medicaid. These include supplemental benefits such as hearing, dental, vision and transportation to medical appointments. Some SNP plans include a card or catalog for purchasing over-the-counter items. SNPs do not charge premiums.

SNP members under Anthem benefit from a model of care that is used to assess needs and coordinate care. Within 90 days of enrollment and annually thereafter, each member receives a comprehensive health risk assessment (HRA) that covers physical, behavioral and functional needs, and a comprehensive medication review. The HRA is used to create a member care plan. Members with multiple or complex conditions are assigned a health plan case manager.

SNP HRAs, care plans and case managers support members and their providers by helping to identify and escalate potential problems for early intervention, ensuring appropriate and timely follow-up appointments, and providing navigation and coordination of services across Medicare and Medicaid programs.

### **Provider training required**

Providers contracted for SNP plans are required to complete an annual training to stay up-to-date with plan benefits and requirements, including details on coordination of care and model of care elements. Every provider contracted for SNP is required to complete an attestation, which states they have completed their annual training. These attestations are located at the end of the self-paced training document.

#### Article Attachments

[2020 Special Needs Plans Questions and Answers CTNH.pdf](#)  
application/pdf - 95.91 KB

To take the self-paced training, go to the Model of Care Provider Training link on the [Availity Portal](#).

How to access the *Custom Learning Center* on the Availity Portal

1. Log in to the [Availity Portal](#).
  - At the top of Availity Portal, select 'Payer Spaces' and select the appropriate payer.
2. On the Payer Spaces landing page, select 'Access Your Custom Learning Center' from Applications.
3. In the Custom Learning Center, select 'Required Training'.
4. Select 'Special Needs Plan' and 'Model of Care Overview'.
5. Select 'Enroll'.
6. Select 'Start'.
7. Once the course is completed, select 'Attestation' and complete.

### **Not registered for Availity?**

Have your organization's designated administrator register your organization for Availity.

1. Visit <https://www.availity.com> to register.
2. Select Register.
3. Select your organization type.
4. In the Registration wizard, follow the prompts to complete the registration for your organization.

See article attachment for Q and A's.

\* Availity, LLC is an independent company providing administrative support services on behalf of Anthem.

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