



## Network Notification

**Notice Date:** March 27, 2020  
**To:** Ohio MyCare and CareSource Dual Advantage Providers  
**From:** CareSource  
**Subject:** Model of Care Training Requirements

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**This communication has been updated since the Jan. 29 version.**

### Summary

Annually, CareSource asks that providers complete the Model of Care (MOC) Training. Centers for Medicare & Medicaid Services (CMS) requires that we document provider attestation of completion of this training. In order to support this requirement, CareSource provides this training on the Provider Portal, where providers are prompted to view the training and complete the attestation. The training is also viewable on our website at **CareSource.com** > Providers > [Training & Events](#). In order to complete the attestation, however, providers must log in to the portal.

### Impact

Any Ohio MyCare and/or CareSource Dual Advantage (DSNP) provider that utilizes the CareSource Provider Portal, will be required to complete the annual training and attest to the completion before they are able to take any other action in the portal.

Providers will receive the following message upon logging into the portal:

*“Annually, CareSource asks that providers complete Model of Care Training. CMS requires that we document provider attestation of completion of this training. Thank you for taking a few minutes to review the Model of Care training below and confirming your review.”*

This training is required for every user of the portal. Providers are required to download the presentation, review and attest stating that the training was received and understood.

There are two separate trainings posted for MyCare and Dual Advantage providers. Providers serving members in both plans will be required to review and attest to both MOC presentations.

For providers that do not utilize the portal, CareSource will offer different options to complete the training. This may include a WebEx presentation, an alternate download and attestation through the main CareSource site, or through quarterly provider forums.

**\*Please note:** The attestations must be completed once within a 365 day period. Once that is complete, you will not see the request to complete the training until it has been a full year.

### Questions?

For questions, please contact CareSource Provider Services:

MyCare: **1-800-488-0134** (Monday through Friday, 8 a.m. to 6.p.m Eastern Standard Time)

CareSource Dual Advantage: **1-833-230-2176** (Monday through Friday, 8 a.m. to 6.p.m Eastern Standard Time)