



## Provider Training

- » Are you looking for SNP MOC training that provides deep specialization targeted to the needs of beneficiaries?
- » Do you feel your SNP MOC training material needs improvement to appeal to providers?
- » Are you finding it hard to keep track of which providers have completed the training?

PRIME helps build quality SNP MOC online training material via a multi-prong approach to assist providers and health plans with completing their annual training requirement.

## Overview

The Centers for Medicare & Medicaid Services (CMS) mandates that all care providers who treat patients under the Special Needs Plan (SNP) need to complete Model of Care (MOC) training annually.

PRIME SNP MOC delivery methodology provides primary, specialty and acute care services through an appropriate network of providers to meet the specialized needs of its members. The providers that service these patients need to complete specific training in order to deliver quality care.

PRIME helps build quality SNP MOC online training material via a multi-prong approach to assist providers and health plans with completing their annual training requirement.

PRIME SNP MOC online training allows organizations to log attendance lists and incorporate competencies related to specific job functions. The competency modules include Integrity and Compliance, Fraud and Abuse, Cultural Competency, HIPPA and Confidentiality.

## Our process

- » Our experts convert your training material into a user-friendly, intuitively interactive, and plainly written computer-based training module.
- » Existing content is transformed to mnemonic teaching tools such as call out boxes, test-your-knowledge exercises etc.
- » The resulting design is an interactive environment especially branded specifically to your health plan, accessible via computer, tablet and smart phone.
- » Providers and Administrators are designated unique identifiers.
- » Initial training module invitation is sent via fax/email. After two weeks, a follow-up invitation is sent to nonresponders. After four weeks, an established telephone protocol is used to outreach to remaining non-responders. If provider offices are unable to complete the training online, the training material is mailed to them.
- » Groups identified with missing fax/email are sent hard copies of the training material. Providers can also access a PDF copy of the module from the portal.
- » Agents continue to conduct outreach and reminder calls thruout the process.
- » The system tracks completion for Providers, and sends a completion certificate.
- » All calls are recorded and all written communications are stored for reference and auditing purposes.
- » Key performance indications include completion rates; and Non-compliant providers.
- » Weekly reporting metrics include:
  - » Training completed [online/fax/mail]
  - » Weekly mail requests
  - » Unresponsive



## Testimonials

We decided to partner with Atlas Systems. Atlas, through their PRIME software, delivered the results we were looking for. The PRIME software allows providers to update their demographic data easily through on-line, call center and facsimile methods. Our accuracy rates improved significantly.

### Vice President - Operations

Large Health Insurance & Wellness Company

PRIME enabled our business operations to significantly improve provider data quality at a reduced total cost of ownership when compared to alternative solutions. Atlas's solution integrated seamlessly with our PDMS.

### CIO

East Coast Health Plan

We have used PRIME to validate our provider data and the accuracy level has moved up to 98%, which is unheard of. The biggest differentiator in PRIME is their primary data verification model, which means they reach out to every single provider.

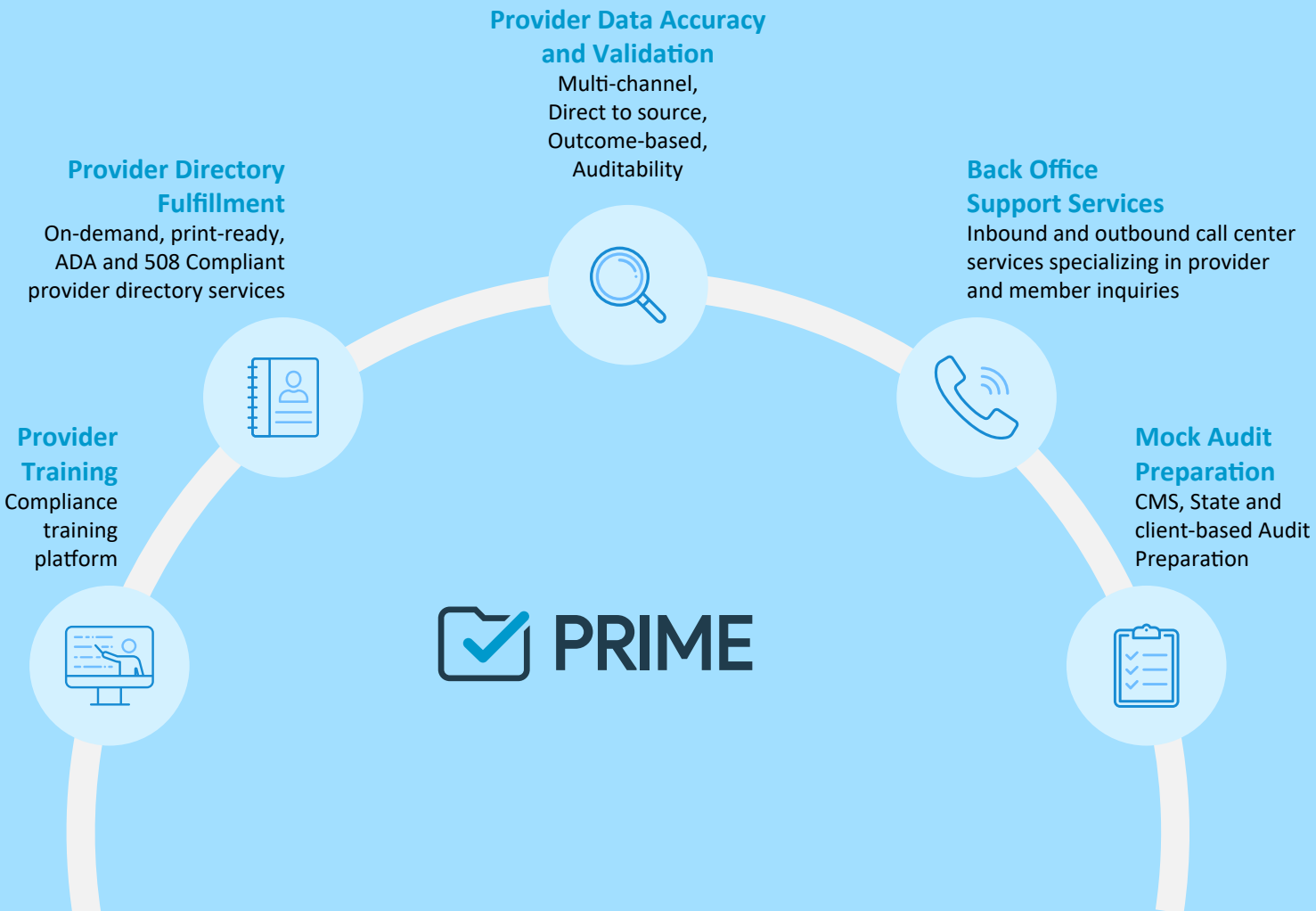
### Provider Data Quality Leader

Large US Health Plan

## Top Health Plans trust PRIME



# Other PRIME solutions



## The PRIME Advantage

PRIME's SNP MOC Training provides a positive and structured training experience. Based on our industry expertise and state-of-the-art technology, we can help you easily conduct and administer your training needs.

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