



Provider communication

General information and system updates

May 2, 2024

Mercy Care Advantage (MCA) 2024 Model of Care Training and Attestation

Applicable to: Mercy Care Advantage

This is an important reminder about your contractual responsibility to complete your Model of Care (MOC) Attestation timely.

The MOC for the MCA Special Needs Plan (SNP) offers an integrated care management program with enhanced assessment and management for enrolled dual eligible enrollees. The processes, oversight committees, provider management, care management, and coordination efforts applied to address enrollee needs result in a comprehensive and integrated model of care.

Dual Eligible Special Needs Plan MOC Training

Under our Medicare contract, MCA is required to implement a MOC and must provide ongoing training to health plan staff and network providers who contribute to the effectiveness of the MOC. The MCA MOC training provides education on the elements and goals established by the health plan and the role that our network providers play in its delivery to members.

Network providers are required to complete the MOC Training within 90 days of contracting and annually thereafter. Network providers can access the MCA MOC training and attestation via the Mercy Care Provider website at MercyCareAZ.org. The training includes an attestation that must be completed by network providers. In addition, Network Management Representatives are able to provide a copy of the MCA MOC training to network providers who prefer to conduct in office or virtual training for their staff. Network Management Representatives monitor timely MOC training completion and will follow up with network providers as required to comply with this MCA contract requirement.

[2024 MCA MOC Training and Attestation](#)

As always, don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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