

## **AUTHORIZATION CHANGES - EFFECTIVE FEBRUARY 1, 2023**

Effective Feb. 1, 2023 authorization will be required for the DME items affected by bulletin MMP 22-40.

### Link to bulletin:

**MMP 22-40:** [https://content.govdelivery.com/attachments/MIDHHS/2022/11/01/file\\_attachments/2316853/Final%20Bulletin%20MMP%2022-40-DMEPOS.pdf](https://content.govdelivery.com/attachments/MIDHHS/2022/11/01/file_attachments/2316853/Final%20Bulletin%20MMP%2022-40-DMEPOS.pdf)

### Link to list of specific items in MDHHS bulletins:

**MSA 20-14:** [https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder4/Folder26/Folder3/Folder126/Folder2/Folder226/Folder1/Folder326/MSA\\_20-14.pdf?rev=d79a16f337024ec990060c72052e1f68](https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder4/Folder26/Folder3/Folder126/Folder2/Folder226/Folder1/Folder326/MSA_20-14.pdf?rev=d79a16f337024ec990060c72052e1f68)

**MSA 20-25:** [https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder1/Folder6/MSA\\_20-25-DMEPOS.pdf?rev=5386670083844c3b9c18ddb842655e73](https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder1/Folder6/MSA_20-25-DMEPOS.pdf?rev=5386670083844c3b9c18ddb842655e73)

**MSA 20-32:** [https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder1/Folder6/MSA\\_20-32-DMEPOS.pdf?rev=fe0e87a640f446918d379ef235a9caa3](https://www.michigan.gov/-/media/Project/Websites/mdhhs/Folder1/Folder6/MSA_20-32-DMEPOS.pdf?rev=fe0e87a640f446918d379ef235a9caa3)

Should you have any questions, please contact Customer Service at 888-327-0671.

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**Due by January 31, 2023**

## **Cultural and Linguistic Appropriate Services Training (CLAS) Attestation**

McLaren Health Plan maintains and monitors a provider network that is capable of serving a diverse membership and is responsive to member needs and preferences.

To ensure our provider network meets the cultural and linguistic needs of its members, improving care and services for all members, all providers and staff must complete the annual CLAS training available at [mclarenhealthplan.org](http://mclarenhealthplan.org), and email the signed/dated attestation to [MHPPProviderServices@mclaren.org](mailto:MHPPProviderServices@mclaren.org).

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## **ACTION REQUIRED: Annual Provider Model of Care Training**

As a requirement of a health plan offering a D-SNP plan, McLaren, in accordance with CMS guidelines and regulations has developed a Model of Care. The Model of Care describes the processes and work flows necessary to successfully manage and operate to meet the needs of the D-SNP population. The Model of Care outlines the plan's care management and coordination processes and is designed to be an important quality measurement and performance improvement tool.

As a McLaren contracted provider, you are **required** to complete annual Model of Care training. This training is currently available on the provider portal, McLaren CONNECT. All providers will be **required** to attest to the completion of the Model of Care training. The **required** Model of Care Training Attestation form can be found on McLaren CONNECT and also at the end of the online training found at the following link: <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.mclarenhealthplan.org/Uploads/Public/Documents/HealthPlan/documents/Medicare/mhp-d-snp-model-of-care.pdf>

Once training has been completed, the attestation form can be submitted by:

- Faxing to Provider Relations at 810-600-7979
- Emailing to Provider Relations at [MHPProviderServices@mclaren.org](mailto:MHPProviderServices@mclaren.org)

The Model of Care training and attestation must be completed by 12/15/2022.

If the **required** Model of Care training and attestation are not completed by 12/15/2022, the following outreach attempts will occur in succession to providers who have not completed the Model of Care training and attestation:

- **Initial Outreach:** A reminder fax or email will be sent to the office manager of providers who have not completed the Model of Care training and attestation
- **Second Outreach:** Provider relations representatives will directly contact the office manager of providers who have not completed the Model of Care training and attestation
- **Third Outreach:** A letter from the McLaren Medical Director will be sent to the provider requesting completion of the Model of Care training and attestation form
- **Fourth Outreach:** Letter will be sent directly to the provider, stating **URGENT ACTION required** with a follow-up phone call, email, or site visit from the provider relations representative
- **Fifth Outreach:** A Model of Care Training warning will be present on McLaren CONNECT when the provider logs in

If the provider still has not completed the Model of Care training or does not return the Model of Care Training Attestation form, the following action will occur:

- A certified letter will be sent to the Provider indicating that the Model of Care training must be completed and the attestation form returned within 15 days of receipt of the letter or their assignment of new McLaren Medicare members will be in a suspended status until the Model of Care training is completed and the attestation form is returned.