



1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

6/10/2026

Dear Provider,

Model of Care Training Required

The Centers for Medicare & Medicaid Services (CMS) require health plans to provide annual education and training regarding our Special Needs Plan (SNP) Model of Care to providers who treat our SNP members. This applies to our Dual Eligible Special Needs Plan (D-SNP) members, who are eligible for both Medicare and Medicaid, and our Chronic Condition Special Needs Plan (C-SNP) members.

As stated in our provider manual, all providers who treat our SNP members, regardless of network participation status, must complete Model of Care (MOC) training annually by Dec. 31.

The training is designed to help you better understand our approach to the delivery of care for SNP members.

How to Access Training

The SNP MOC training is available for download and self-study at:

<https://www.pahealthwellness.com/providers/provider-training.html> and
<https://www.wellcare.com/Providers/Model-of-Care-Training>.

We appreciate the quality care you provide to our members and your support of our efforts to meet CMS regulations.

For additional information on how to work with our health plan to manage SNP members, please visit our Provider Resources page(s) at

<https://www.pahealthwellness.com/providers/resources.html>. The Provider Resources page includes links to provider manuals, Quick Reference Guides, Clinical Practice Guidelines, and more.

For a refresher on the Community HealthChoices program visit:

<https://www.pa.gov/agencies/dhs/resources/medicaid/chc/chc-provider-trainings.html>