

Special Needs Plans (SNPs): What you need to know

Our chronic special needs plans (C-SNPs) and dual-eligible special needs plans (D-SNPs) offer tailored benefits to better help our members manage their complex health needs. Here's how you can support our SNP members.

Confirm a C-SNP member's chronic condition if asked

If we don't already have a member's health condition documented, we'll need you to verify it. There are 2 ways you can do this:

- 1 We'll send you a form that you can complete and fax to **1-833-434-0535**
- 2 Call **1-877-762-3515** to verbally verify

Complete Model of Care training

Our Model of Care training is a great way to learn about our SNP members and the ways we support them. Plus, CMS requires providers who treat our SNP members to complete the Model of Care training each year. Take the training [here](#).

Encourage members to complete a Health Risk Assessment (HRA)

We conduct HRAs within 90 days of signing up, then annually thereafter. They help us get a better picture of a member's health.

Help us develop individualized care plans

We want your input on our care plans. Care plans for new members are available 3 months after their start date. We'll fax them to you. Or you can access them through our [Availity portal](#).

Partner with us to improve our SNP members' care

We want our members' care to be a collaborative effort between the member, PCP, specialty care providers, and our staff. We'd love for you to be an active part of this team.

Have questions or want to share feedback?
Fax 1-833-434-0541 or call 1-877-762-3515