

What is the Model of Care (MOC)?

As provided under section 1859(f)(7) of the Social Security Act, every Special Needs Program (SNP) must have a Model of Care (MOC) approved by the National Committee for Quality Assurance (NCQA).

The Model of Care broadly defines the way health services are delivered to meet the needs of the SNP enrollees. The MOC is the document that outlines the integral components for ensuring that the needs of each enrollee are identified and addressed by the plan's care management practices. The MOC provides the foundation for promoting SNP quality, care management and care coordination processes.ⁱ

The Model of Care undergoes an approval process by the National Committee for Quality Assurance (NCQA). NCQA reviews the MOC and scores each of the clinical and non-clinical required elements of the program. The MOC is approved for one-, two-, or three-year period based on the score received.

Once approved, the MOC is provided to the plan's Care Management Department who is ultimately responsible for the implementation of the program.

ⁱ CMS.gov. Centers for Medicare & Medicaid Services