

Training & Engagement Opportunities: CenCal CareConnect (HMO D-SNP) Plan

We're thrilled to welcome you as a valued partner with **CenCal CareConnect (HMO D-SNP)**, an exciting new Medicare Advantage plan designed for individuals eligible for both Medicare and CenCal Health. Launching **January 1, 2026**, this program reflects our shared commitment to delivering high-quality, coordinated care to dual-eligible members with complex and unique needs.

To support providers in delivering care to our CenCal CareConnect members, we are pleased to introduce the **CenCal CareConnect D-SNP Provider Training Program**, a comprehensive suite of educational opportunities, tools, and resources developed to guide you every step of the way.



Drop-In Office Hours

Our **CenCal CareConnect D-SNP Office Hours** offer an interactive space for collaboration, discussion, and ongoing engagement with CenCal Health. These meetings will allow operational staff the opportunity to ask questions in real time to support the care they are providing to our CenCal CareConnect members.

How to Register:

Visit the Provider Training Resources page to register and explore additional educational materials: www.cencalhealth.org/providers/provider-training-resources/

Or scan this QR code with
your mobile device to register:



Virtual Training Webinars

As part of the **CenCal CareConnect 'Essentials' Provider Training Program**, we offer a series of virtual webinars designed to provide foundational information on key topics to support the care delivery for CenCal CareConnect members.

Training topics include:

- Understanding D-SNPs: A Guide for Providers
- Claims, Billing & Risk Adjustment
- Care Coordination & Case Management
- Transitions of Care
- Maximizing Clinical Quality QCIP Program
- STARs Program Overview
- And more!

These sessions are ideal for providers, office staff, care teams, and billing professionals seeking to strengthen their understanding of key D-SNP information.

Provider Microtraining Videos & Step-By-Step Guides

CenCal CareConnect (HMO D-SNP) microtraining resources offer quick, focused learning on essential operational processes. These short videos and step-by-step guides break down D-SNP topics into simple, actionable segments, allowing busy providers and staff to learn efficiently and apply information with confidence.

Topics include:

- Checking Member Eligibility
- Claims & Billing Portal Submissions
- Submitting Prior Authorization Requests
- Dispute Resolution & Appeals Submission Process
- And more!

By participating in these training and engagement opportunities, you will be better equipped to deliver care to CenCal CareConnect members. Together, we can enhance coordination, elevate the member experience, and achieve improved health outcomes for the communities we serve.

To learn more, please visit:

- www.cencalhealth.org/health-plans/
- www.cencalhealth.org/providers/medicare-d-snp/



Model of Care Training

CenCal CareConnect (HMO D-SNP) Model of Care (MOC) training provides an overview of how CenCal Health coordinates care for members who are eligible for both Medicare and Medi-Cal. This training outlines the key elements of our care model, including member-centered care management, interdisciplinary care teams, and provider collaboration to improve health outcomes.

To learn more, please watch our training video by scanning the QR code or visit:

- www.cencalhealth.org/providers/provider-regulatory-training/



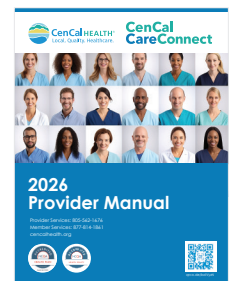
Once completed, please sign our **Annual Network Training Acknowledgement & Attestation Form** available at: <https://qrco.de/bgTY4U>

CenCal Health Provider Manual

The CenCal Health Provider Manual is a comprehensive resource designed to help providers understand policies and procedures when serving CenCal Health members.

Access it here:

- www.cencalhealth.org/providers/forms-manuals-policies/provider-manual/



Find a Doctor Online

CenCal Health partners with an extensive network of primary care providers, specialists, pharmacies, and hospitals across the region. Members and providers can quickly search for clinicians by name, specialty, or location using the **Find a Doctor** online directory, making it easy to identify the right provider for healthcare and care coordination needs.

Search the directory:

- www.cencalhealth.org/members/provider-directory-for-members/

