

# Provider Training Frequently Asked Questions (FAQ)

## FIDA Education Provider Workgroup

### 6/1/15

This FAQ outlines the expectations and requirements for providers to take the New York State FIDA (Fully Integrated Duals Advantage) Provider Training through the Resources for Integrated Care website, which is administered by the Lewin Group and located at: <https://fida.resourcesforintegratedcare.com>. As described below, providers may also complete the training offline and submit a spreadsheet attesting to the individuals who completed the training. Instructions for this off-platform training are located at: [https://www.resourcesforintegratedcare.com/FIDA\\_Downloadable\\_Provider\\_Training](https://www.resourcesforintegratedcare.com/FIDA_Downloadable_Provider_Training).

#### 1. What is FIDA?

*A: FIDA is a joint Medicare and Medicaid demonstration designed to integrate care for New Yorkers who have both Medicare and Medicaid and who reside in the targeted geographic area. Beneficiaries who choose to participate will receive both Medicare and Medicaid coverage, including Part D prescription drugs, from a single, integrated FIDA managed care plan. FIDA builds off the existing Managed Long Term Care (MLTC) program. FIDA will be jointly administered by the federal Centers for Medicare & Medicaid Services (CMS) and the New York State Department of Health (NYSDOH). For more information on FIDA, please see the FAQ developed for providers at: <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/Downloads/NYProviderFAQ.pdf>*

#### 2. Is FIDA just for Medicaid services, or does it involve Medicare services as well?

*A: In FIDA, participants will get all their covered Medicare and Medicaid services from one plan, including long-term services and supports (LTSS) and prescription drugs. Their FIDA plan will help improve the coordination of their Medicare and Medicaid benefits.*

#### 3. Who is eligible for FIDA?

*A: FIDA builds upon the existing New York State Managed Long Term Care (MLTC) program. As such, the vast majority of people eligible for FIDA are already enrolled in a plan participating in the MLTC program. In general, individuals who meet all of the following criteria will be eligible to enroll in a FIDA plan:*

- *Reside in one of eight counties: Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, or Westchester (Suffolk and Westchester start dates will be announced at a later date);*
- *Age 21 or older at the time of enrollment;*
- *Entitled to benefits under Medicare Part A and enrolled in Medicare Part B and eligible to enroll in Part D, and receiving full Medicaid benefits; and*
- *Individuals must also meet one of the three following criteria:*
  - *Require community-based long term care services for more than 120 days.*
  - *Be eligible for but not already receiving facility-based or community-based LTSS (“New to Service”).*
  - *Be eligible for the Nursing Home Transition & Diversion Waiver.*

#### **4. Who should take the training?**

**Q: Who in my organization should take the FIDA Provider Training?**

*A: Please see below for specific requirements for all organizations:*

*All physicians, nurse practitioners, physician assistants, and other practitioners and providers that are normally credentialed by the FIDA plans and responsible for the care of FIDA participants must take the training. The clinical leadership and compliance/administrative staff responsible in the organization are also required to take the training. FIDA education of additional downstream staff needs to be determined by the organizational leadership depending on the internal structure, but it must take into account how the organization will comply with the FIDA requirements for FIDA participants. **All members of the Interdisciplinary Team (IDT) must complete the training.***

*Examples of downstream staff that can be trained internally by the organization as **deemed appropriate by the organization's leadership** include:*

- *Physician Groups: Nursing, medical assistants, physician assistants, office manager, and other administrative staff that will provide care or support to FIDA participants;*
- *Certified Home Health Agency/Licensed Home Care Service Agency (CHHA/LHCSA): Nurses (all major types of nurses including RNs and LPNs), home care workers, therapists, social workers, etc. that will provide care or support to FIDA participants;*
- *Skilled Nursing Facility/Adult Day Health Care/Assisted Living Program (SNF/ADHC/ALP): Nurses, personal care aides, therapists, social workers, etc. that will provide care or support to FIDA participants;*
- *Hospital System: Nurses, therapists, social workers, etc. that will provide care or support to FIDA participants;*
- *Consumer Directed Personal Assistance Services (CDPAS): The aide must be trained by the FIDA participant only if the aide is on the IDT team as decided by the participant;*
- *DME, Congregate Meals, Accessoride/Transportation/Assistive Technology/Environmental Modifications, PERS, etc.: Respiratory staff, drivers, care coordinators, etc. that will provide care or support to FIDA participants;*
- *Social Adult Day Care (SADC): Dieticians, aides, etc. that will provide care or support to FIDA participants.*

*Training completed on the website is automatically tracked, and you will receive an email confirmation to keep as a record of your completion.*

*As new staff and practitioners are employed, it is the responsibility of the organization to provide the appropriate FIDA training, either by directing them to complete it on the website portal, or through an in-service training within 60 days of the new staff and practitioners' start date.*

**Q: I want to complete the training outside of the website, e.g., I am a facility, organizational provider, hospital system, Independent Practice Association (IPA) and want to conduct in-service trainings with my staff. How do I take training outside of the website portal?**

*A. In order to receive credit with the FIDA plans that you participate with for any training conducted for staff outside of the Resources for Integrated Care website (administered by Lewin), an attestation and participant list template has been made available on the Resources for Integrated Care website.*

Instructions are posted on a publicly available page that does not require a login to the FIDA portal ([https://www.resourcesforintegratedcare.com/FIDA\\_Downloadable\\_Provider\\_Training](https://www.resourcesforintegratedcare.com/FIDA_Downloadable_Provider_Training)), along with the FIDA training modules and a participant Excel spreadsheet that must be completed and emailed to [RIC@lewin.com](mailto:RIC@lewin.com). You will receive an email confirmation once you submit the participant Excel spreadsheet attesting to the completion of the training.

**Q: Who is requiring providers to take this FIDA training?**

A: The three-way contract between the New York State Department of Health (NYSDOH), the Centers for Medicaid & Medicare Services (CMS,) and the FIDA plans requires the plans to ensure that their providers complete required Provider Training. The FIDA plans have collaborated to develop uniform training modules applicable to all FIDA plans. The three-way contract is available online at: <http://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/FinancialAlignmentInitiative/Downloads/NewYorkContract.pdf>.

**Q: What training modules specifically do I have to take to meet the FIDA plan’s training requirements?**

A: All providers and Interdisciplinary Team (IDT) members must take the following training modules, which are now all available:

- **FIDA Overview Training** – explains the benefits, eligibility and basics of the FIDA program, including the Model of Care, the Interdisciplinary Team (IDT) purpose and structure, the Comprehensive Assessment, the Person-Centered Service Plan (PCSP) components, Transition of Care, Authorizations, Grievance and Appeals, and Community Resources.
- **Cultural Competency Training** – explains how to support and interact effectively with persons of other cultures and socioeconomic backgrounds.
- **Behavioral Health Training** – explains how to identify and support persons with behavioral health issues and diagnosis.
- **Disability Awareness Training** – explains the American with Disabilities Act (ADA) and how to provide reasonable accommodations and support, and effective interactions for persons with disabilities including the elderly.
- **Recovery and Wellness Training** - Interdisciplinary Team members will also need to take Recovery & Wellness Training that covers Independent Living, Recovery Model, Issues facing Nursing Home Residents, and Wellness Programs.

**Q: Will I have to take other FIDA trainings with each FIDA plans?**

A: If you are part of an IDT for a particular member, FIDA plans may offer specific training regarding how their IDT will work, including but not limited to such areas as how to communicate among the IDT, how to sign off on the PCSP, when and how to meet, and any policies or procedures that are unique to that FIDA plan.

**Q: Do the FIDA participants and non-clinical staff need to take any of these trainings?**

A: These trainings are geared to providers and other non-clinical support members of the IDT, not to participants. However, FIDA care managers are responsible for educating and informing both the IDT and the participant/designee of the IDT process and member responsibilities.

**Q: What happens if I don't take the training by the due date I was given?**

*A: The three-way contract between the New York State Department of Health (NYSDOH), the Centers for Medicaid & Medicare Services (CMS), and the FIDA plans requires the plans to ensure that their providers complete required provider training. Corrective actions would be expected to be implemented by the FIDA plans with providers who have not complied with the training up to and including termination of the provider's contract.*

**Q: I am a participating FIDA provider. Do I need to complete the training or can a member of my staff or an office manager complete it on my behalf?**

*A: Practitioners and key administrative personnel must complete the training. An employee who will be responsible for clinical interactions with any FIDA participant needs to take the training. An employee cannot take the training for a provider/practitioner.*

**Q: I am a provider contracted with several health insurance companies that participate in the FIDA program, but my office is not compliant with the Americans with Disabilities Act (e.g., I don't have handicapped access to my office or a bathroom that is large enough to accommodate a wheelchair). Am I still considered a FIDA provider? Should I take the training?**

*A: Providers that received the letter and have a contract with a FIDA plan to be part of their FIDA network should take the FIDA training. The FIDA plans are expected to have an ADA compliant network, so your ADA compliance may become an issue in the future.*

**Q: I received correspondence in the mail for our office to take the FIDA Provider Training. However, upon reading the letter, I noticed it mentions participation within a dual Medicare and Medicaid program. We do not accept Medicare as this is a pediatric office. Do we still have to complete this training?**

*A: You received the correspondence because you are participating in a FIDA plan's provider network. If you believe this is an error, you should speak with the FIDA plan that sent you the letter to determine your participation status in that plan's FIDA network.*

**Q: We have three doctors registered under our tax ID. Do all three doctors have to take the course or just one per tax ID?**

*A: All physicians seeing FIDA participants are required to take the training. In this case, all three doctors would need to take the training.*

**Q: If I am part of an IDT for a FIDA participant but the FIDA participant disenrolled from the FIDA plan before I could take the training, am I still required to take the training?**

*A: If you are contracted with a FIDA plan, you must take the FIDA training.*

## 5. Registration Questions

**Q: I have never registered before – how do I register to take the training?**

*A: Here are directions to access the FIDA Provider Training and other features:*

- 1) Welcome Page (CMS Notification): Please visit the following link:  
<https://fida.resourcesforintegratedcare.com>  
You will be asked to review a CMS notice before proceeding.
- 2) Registration Page:
  - a. To register, click the “Register for Access” link.
    - Create a username and password and input all required information (designated with a \*).
    - Be sure to enter all available identifiers to ensure you receive credit for course completion.
    - Select the health plan(s) that you are contracted with under the “Contracted Health Plan(s)” field to ensure that each plan is notified of your participation.
  - b. If you previously registered, enter your username and password and then click the “Logon” button.
- 3) Training Modules: Once you have registered and logged in, click the “Training Modules” blue button toward the top of the screen. You will be taken to the Training Modules page, which will present a link to start the training.
- 4) Quiz: You will be prompted to take a quiz after you have completed the training (you must review every slide to initiate the quiz). Be sure to complete the quiz to receive credit for completing the training. Please note that for most trainings you must answer 80 percent of the questions correctly to pass the course, otherwise you will need to retake the quiz until you pass.
- 5) Community Resources: You can review a variety of community resources aimed at supporting FIDA providers and participants by clicking the “Resources” blue button toward the top of the screen.
- 6) Questions: If you have any questions about using the FIDA Provider Training website, click the “Contact” button at the top of the screen to send a message and someone will review your inquiry and contact you.

**Q: I can’t log in to the website provided to me for the FIDA training – who do I contact?**

*A: Contact Lewin, the organization that maintains the training website, at [RIC@lewin.com](mailto:RIC@lewin.com).*

**Q: What are the minimum password requirements to register for the training on the website?**

*A: Passwords must be a minimum of 8 characters. Passwords must not include your username. Passwords must contain at least one number, one uppercase letter, one lowercase letter, and one special character. Special characters are: !#\$%()\*+,-.:/=?@[\\]^\_`{|}~.*

**Q: I forgot my password. Is there a way I can reset it?**

*A: You can reset your password by clicking on the “Forgot Password” link on the main login page.*

**Q: What happens if I don’t indicate all the FIDA plans I am contracted with when I initially register? My FIDA plan says I didn’t complete the training but I did.**

*A: Each provider should indicate which FIDA plans they are contracted with, as well as if they are part of any vendor network (behavioral health, dental, vision, transportation, DME). There is the ability to check all if you are contracted with all the FIDA plans. You can also go back into the portal and edit your profile to update additional FIDA plans or vendor relationships.*

**Q: I am trying to login, but I am getting the error – “Access Policy Evaluation is already in progress from current session”.**

*A: Try reloading the webpage, either by closing/restarting or refreshing the page. If you continue to have issues, please contact [RIC@Lewin.com](mailto:RIC@Lewin.com).*

**Q: My name has two characters and the website is saying it is invalid and giving me an error message. What should I do?**

*A: This has been corrected, and you are now able to register with a two-character name.*

## **6. Questions about the website portal**

**Q: I am having trouble on the website. What should I do?**

*A: Go to the upper right corner and click on “Contact Us” and send in your question or issue. You can also email the website administrators at [RIC@lewin.com](mailto:RIC@lewin.com).*

**Q: When I submit a question through the website, how long will it take to receive a response?**

*A: Lewin technical support will give an initial response within 24 hours (even for questions on the weekend), but that does not guarantee resolution within that timeframe. Resolution may take a few days depending on the issue.*

**Q: How will the FIDA plans know that I completed the training? Do I need to give them proof? How is it tracked?**

*A: The FIDA plans are able to log into the website and download the list of providers participating with their plan that completed the training. FIDA plans will be tracking to ensure that providers finish the training and pass the quiz.*

**Q: How will I know if I didn’t finish the training? Will reminder notices go out?**

*A: A new feature, added by the website administrators on March 30, 2015, will send you an automated email response confirming completion of a training module. You also can click the blue Training Module button, and look at the last column of the table to see whether you have passed the quiz (passing signifies you have completed that training).*

**Q: Can the training be downloaded and printed out from the website to give to staff members?**

*A: Yes, the training modules can be downloaded and printed from the website. You must go to the following web page: [https://www.resourcesforintegratedcare.com/FIDA\\_Downloadable\\_Provider\\_Training](https://www.resourcesforintegratedcare.com/FIDA_Downloadable_Provider_Training).*

**Q: How will the FIDA plans know I completed the training?**

*A: The goal of this FIDA uniform training program is to reduce the burden on participating providers. You only have to take each training module once to satisfy the FIDA training requirements for all of the FIDA plans and vendors you are contracted with. Each FIDA plan and vendor is able to download the list of affiliated providers who completed the training. Each provider should also receive an email confirmation stating training has been completed, which will serve as a certificate of completion.*

**Q: I registered, but it shows I only went through some of the slides on the FIDA Overview Training. What should I do?**

*A: The progress shows how many slides you have viewed. In order to comply, you must log back into the website and continue to view the slides, take the quiz at the end, and receive a passing score.*

**Q: Approximately how long does it take to complete the training? Can I start the training and come back to it later?**

*A: Each training varies in length, and the duration will depend on the speed of each learner. You can stop and restart the training where you left off.*

**Q: I am getting an error stating "Axway Mailgate" and can't log in. What should I do?**

*A: This is likely due to your email system blocking emails from Lewin.com. Check your junk and spam emails, and add Lewin.com to your safe email list. Search for emails from [noreply@lewin.com](mailto:noreply@lewin.com) with the subject title, "FIDA Provider Training Site -- One Time Passcode".*