



National MedTrans Network & IPA
"Transporting members to better health"

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July 8, 2015

Dear FIDA Participating Provider:

Thank you for participating in New York's Fully Integrated Duals Advantage (FIDA) Demonstration. FIDA became effective on January 1, 2015 and beneficiaries who are enrolled in both Medicare and Medicaid requiring long term care services are currently being enrolled. As you already know, providers are required to complete training on a number of key topics for the FIDA demonstration. These topics review important information on FIDA with a focus on the special needs of this vulnerable population, and a goal of ensuring the delivery of quality care to FIDA participants.

By now you have received communications from National MedTrans Network on how to access the online FIDA training portal to complete the required courses. **At this time you should have already reviewed and completed module 1, the FIDA Overview Training,** and have learned about FIDA and the roles and responsibilities of participating providers. Thank you for taking the time to meet this requirement. **IF YOU HAVE NOT ALREADY COMPLETED MODULE 1, PLEASE DO SO AS SOON AS POSSIBLE!**

We are writing to let you know that **the remaining 4 required training modules are now posted to the FIDA training portal.** These additional courses are as follows:

- Behavioral Health
- Cultural Competency
- Disability Awareness
- Recovery and Wellness

These training modules must be completed as soon as possible but no later than **August 21, 2015.**

WHAT YOU NEED TO DO:

1. **1. Login to the Portal:** Log back onto the FIDA training portal at <https://fida.resourcesforintegratedcare.com> with the user and ID you registered with. If you don't remember your user id or password, please see the **Frequently Asked Questions (FAQ)** for instructions.

1. **2. Take the new Training Modules:** Once you access the portal, click the **Training Modules** link towards the top of the screen and select the training course you need to take.
1. **3. Take the Quiz:** You will be prompted to take a quiz after you have reviewed all the information in each training module. You must review every slide to initiate the quiz and receive a **passing score of 80%** or higher to receive credit for completing the training.

To assist providers with additional information on registering for the FIDA training portal, password reset, or questions about the website, we have attached an **FAQ** document. This information is also available on the FIDA Training Portal homepage for your convenience and reference at any time.

Downloadable Training is Available with Attestation!

Since the organization's leadership is responsible for ensuring all practitioners, providers and designated staff completes all FIDA training modules and it may be difficult for some organizations to ensure that all staff takes the online modules, a downloadable training process has been developed as an alternative. You can access PDF versions of the FIDA training modules at the following website:

- https://www.resourcesforintegratedcare.com/FIDA_Downloadable_Provider_Training.

Follow the instructions available through this link and summarized below to obtain credit for training delivered outside the portal.

1. The organization's leadership conducts the downloadable training for providers and designated staff.
2. Submit the participant listing in excel format to RIC@Lewin.com by the above deadline noting FIDA Provider Training in the subject line of the email.
3. **By submitting this email with the participant list of who took the training, you are attesting that the training was completed.**
4. Keep the documentation of the training on file for review if requested by the contracted FIDA plan, the state or CMS.

Additionally, to further assist providers, please click on the following link to:

[FIDA Program Overview FAQ](#)

that offers detailed guidance through this process. This guide is available on the FIDA training portal for reference at any time. As a reminder, you may receive a similar communication from each FIDA plan you have an active participation status with; you are only required to complete the training once to receive credit.

Thank you in advance for your ongoing service to ensure that quality care is delivered to FIDA participants. If you have any questions regarding this correspondence, please contact NMN's Credentialing Dept. between 8:00 a.m. and 5:00 p.m. at (844) 885-2696 or credentialing@natmedtrans.com.

Very truly yours,

Jodi Woods

Jodi Woods
Director of Provider Credentialing



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