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...

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 recommendations 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 are encouraged to take the training. The clinical leadership and compliance/administrative staff responsible in the organization are also encouraged to take the training. FIDA education of additional downstream staff needs to be determined by the organizational leadership depending on the internal structure. All members of the Interdisciplinary Team (IDT) are strongly encouraged to complete the training.

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. A downloadable training option is available for those who want to conduct in-service or offline trainings. Instructions to download trainings are posted on a publicly available page (https://fida.resourcesforintegratedcare.com/training-modules)

Q: What training modules specifically constitute the FIDA Provider Trainings?
A: All providers and Interdisciplinary Team (IDT) members are strongly encouraged to 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.

5. How can I access the FIDA Provider Trainings and other features?

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

1) Please visit the following link: [https://fida.resourcesforintegratedcare.com](https://fida.resourcesforintegratedcare.com)

2) Training Modules: The Training modules are located in the Training Home tab.

3) Community Resources: You can review a variety of community resources aimed at supporting FIDA providers and participants by clicking the “Resources” yellow button toward the top of the screen.

4) 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 to RIC@lewin.com and someone will review your inquiry and contact you.

6. I have already taken FIDA trainings. What will happen to my training record?

A: FIDA trainings are voluntary but highly encouraged for IDT members. The Lewin team has archived training data and shared the data with affiliated health plans. For additional questions about training data, please e-mail RIC@lewin.com

7. Questions about the website

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.

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: 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://fida.resourcesforintegratedcare.com/training-modules.

Q: Approximately how long does it take to complete the training?

A: Each training varies in length, and the duration will depend on the speed of each learner.

8. Submitting a voluntary training completion attestation

Q: Where I can submit a training attestation?

A: You may submit a voluntary training completion attestation to RIC@lewin.com. Please include the following information in your e-mail.

- Full Name
- Organization Name
- Organization Address (including county)
- NPI number
- State that you have completed all five training modules