

Special Needs ——— ————— Plan Alliance

Using the SNP Alliance Technical Assistance Center

The Special Needs Plan Alliance is committed to its [mission](#) and our unique role as a leadership organization. To advance our mission, the SNP Alliance Technical Assistance Center offers services aimed at providing education and resources which support best practice SNP design and high-quality care for complex populations. Services focus on all three types of Special Needs Plans (SNPs) and organizations in differing points of development – providers or other organizations which have begun entering the SNP space, current SNP operators interested in expanding their SNP portfolio, and general operational support for mature SNPs.

The TA Center services are intended to enhance your membership return on investment, and the tailored member support (see below) likely will aid with work conducted by any third-party contractors.

Overview of Member Services

The SNP Alliance Technical Assistance Center offers education, resources, and tools to aid SNPs in adapting to new policy as well as keeping pace with evolving best practice in care delivery. Resources include prerecorded webinars, topic specific sections curated by SNP Alliance partners, quarterly data reports prepared by ATI Advisory, office hours, and member-specific technical assistance.

FAQs on Using the TA Center

1. **The TA Center has a great deal of information. How do I request an orientation to the website and materials?** At the landing page, a [pre-recorded webinar](#) may be viewed on how to use the off-the-shelf materials. You also may request a meeting with Sam Amaya samaya@snpalliance.org or Kate Henry khenry@snpalliance.org on how to access these materials.
2. **How do I access the 10 hours per year of member-specific technical assistance?** At the TA Center landing page is an easy to complete TA Request Form. Please use the form to provide the lead contact on the request and a very clear overview of the requested support, as well as any deliverables. Please note, you will need to attest you understand the SNP Alliance TA Center does not constitute business strategy, and the TA Center is limited to a finite 10 hours per year. The SNP Alliance will track the use of the 10 hours, and let you know when your plan is approaching it's limit or has hit it's limit for the year. If you need assistance with completing the form, please contact Kate Henry at khenry@snpalliance.org
3. **Can any plan staff person complete a TA Center Request Form?** Yes. However, the SNP Alliance lead liaison with your organization must be consulted first and be included in the project planning. SNP Alliance TA Center staff will vet any requests which do not note sign off by the SNP Alliance liaison through that individual.
4. **May I contact SNP Alliance technical experts directly for targeted technical support which involve several hours of work?** As per historical SNP Alliance services, one-off questions via email and calls may be directed to our technical experts. However, for project work which

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involves your 10 hours per year of support, please use the form noted above. Our technical experts' time is limited, and we need your help to manage their time, and track your hours. Also, we will use TA Center requests to develop new tools and resources. If you contact a technical expert directly about use of your 10 hours, they will refer you to the request form.

5. **Does background work on my plan and any data collection needed for my member-specific 10 hour project count as part of the 10 hours?** Yes – as with a consultancy, any research on your plan (history, data collection, etc.) will count towards your 10 hours. We will work with you on what the SNP Alliance team needs your plan to gather so we may focus your 10 hours on your project needs.
6. **What sorts of support and products are feasible within the 10 hours per year?** Your 10 hours may be used for telephonic support, slide decks, and short memos or papers (no longer than 3-5 pages).
7. **What if my project needs exceed 10 hours?** The SNP Alliance team will work with you to scale your project request to both fit in your 10 hour per year allocation and develop products or deliverables which may be used with contractors with whom you may work once your 10 hours of SNP Alliance time are exhausted. The SNP Alliance team will spend up to 30 minutes communicating with your contractor(s) via email or virtual meetings to aid with a smooth transition from SNP Alliance support to the contractor's services.
8. **Will my TA Information be shared with any other members or outside parties such as CMS?** No – your information and any products will not be shared with other parties. The SNP Alliance Team may ask permission to share work developed for you. Permission will be requested in writing – likely emailed permission. Regarding CMS, we only will share themes in technical assistance. CMS has asked for such information to inform their guidance to plans, states, and other parts of the federal government.
9. **If I want more detailed information on my ATI Quarterly Data Report and/or technical support on how to use the data, is that covered by my SNP Alliance dues?** ATI has recorded an overview of the reports and data used to develop them (coming soon). SNP Alliance staff may provide assistance with your data using your 10 hours per year. If your support needs go beyond the pre-recorded overview and SNP Alliance staff support, please contact Kristen Lunde at kirsten@ATIAdvisory.com with ATI for additional support via an agreement directly with ATI Advisory.

For More Information

Contact Kate Henry at khenry@snpalliance.org