

Training and Credentialing: Resources for Health Plans

As states expand managed long-term services and supports (LTSS) for their Medicaid enrollees, your health plan may need to engage or contract with a variety of LTSS providers, including existing licensed home and community-based service providers and direct service workers (DSWs) who deliver non-institutional services to individuals with disabilities or functional limitations. Some of these providers may need targeted training, continuing education, or credentialing to meet the needs of your members as well as the requirements established by the state Medicaid program and your own health plan. Your health plan should work closely with your state to determine who is responsible for such training and credentialing. This brief provides an initial list of resources for training and continuing education for DSWs.

Resources

- **National Alliance for Direct Support Professionals (NADSP).** The NADSP developed a national credentialing program for direct support professionals. NADSP competency areas include participant empowerment, communication, documentation, and advocacy. The program offers three credentialing levels: registered, certified, and specialist. The registered level requires completion of all state and employer training requirements as well as six months of continuous and current employment as a direct support professional. Training and employment requirements increase as individuals pursue the more advanced levels and re-certification is required for the certified and specialist levels. For more information, visit the [NADSP website](#).
- **College of Direct Support.** The College of Direct Support (CDS) offers a series of web-based courses for DSWs in collaboration with the University of Minnesota. Courses offered through CDS cover a variety of key competencies including functional assessment, medication support, direct support professionalism, documentation, and cultural competency. For more information, visit the [CDS website](#).
- **Paraprofessional Healthcare Institute (PHI).** PHI develops skills-based training curricula for direct care workers. PHI works with employers, existing training programs, and states to adapt these training programs to their unique needs. For more information, visit the [PHI website](#).
- **SCAN Foundation.** The SCAN Foundation offers a series of continuing education curricula for DSWs. Topics include managing pain in older adults, care at the end of life, and medication and falls. For more information, visit the [SCAN Foundation website](#).

The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This brief is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>