

Delegate retrieves enrollment report (Sec FTP) and reconciles roster using MNITS.
Tip: Sort by care coordinator change/new member.

Delegate completes CC assignment and location in MnCHOICES.

Member is informed of CC name/phone within 10 days of assignment by sending a "Welcome Letter" (new members) or "Change in CC Letter" (transferred in) or via phone call. Document.

New Member

Complete new member process

4 actionable attempts to reach member w/in 60 days of enrollment. Document outcomes.

Not scheduled

Member UTR or Refusal?

Yes

Complete UTR or Refusal Support Plan. Upload UTR/Refusal Support Plan to MnCHOICES. Send Provider Engagement Letter to PCP.

Transfer or Product Change or MCO change

Transfer docs received?

No

Review transfer documents. 4 actionable attempts to reach member. Document outcomes.

Not scheduled

Member UTR/Refusal of THRA?

Scheduled

Complete THRA activities w/in 60 days of enrollment. Upload THRA doc to MnCHOICES.

Reassessment due within 365 of most recent HRA date.

Complete THRA activity in MnCHOICES. Document review of transfer documents. Do not complete THRA doc. Update MnCHOICES Support Plan.

Reassessment due within 365 days of most recent HRA.

Scheduled

HRA Scheduled & completed?

No

Complete Support Plan and provide to member & ICT w/in 30 days of HRA.

Reassessment due within 365 of HRA date.

Member No Show and unable to reschedule (UTR) or Declines rescheduling (Refusal)? Follow next steps for UTR or Refusal.

First reassessment due within 365 days from **ENROLLMENT** date.

Subsequent reassessments due within 365 from last **ACTIVITY** date.

Connect and Connect + Medicare New & Transfer Member MnCHOICES Process Flow



Key
Enrollment: 1st day of the month
Assignment: Date delegate receives enrollment roster
Days: Calendar days
 Refer to Connect Requirements Grid for additional information.