**UCare Connect / UCare Connect + Medicare**

Mental Health and Substance Use Disorders

**Title:** New Hire Onboarding / Training Guide

**Purpose:** To provide guidance on required and recommended training to aid in care coordinators understanding their role and purpose. Additional requirements for training on agency specific systems, policies, procedures, as well as observation of skills, and demonstration of mastery of assessment/support planning for all care coordinators is to be provided by the County/Care System.

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| **UCare Training Title:**  The trainings below are located on the Care Management and [Care Coordination](https://www.ucare.org/providers/care-managers/benefits-perks-resources) home page. | **Date Training Completed** |
| \*[UCare Annual Model of Care Attestation](https://www.ucare.org/providers/care-managers/model-of-care-training-for-care-coordinators) (required w/in 90 days of hire and annually thereafter) | Date (click here) |
| \*[SNBC 101 Training](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fmedia.ucare.org%2F-%2Fmedia%2Fdocuments%2Fprovider%2Fgeneral%2Fintrotocarecoordinationpresentation.ppsx%3Frev%3Dc967cc50a32144ca939ddea083f6e918%26hash%3D8FF4FD21F7C2CC338D773756B26C7B19%26_gl%3D1*1c4ol1s*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTM2MC4wLjAuMA..&wdOrigin=BROWSELINK) | Date (click here) |
| \*[Connect/Connect + Medicare Requirements Grid](https://www.ucare.org/providers/care-managers/ucare-connect-care-coordination-resources) (read/review) | Date (click here) |
| [Example HRA/Support Plan Training Documents](https://www.ucare.org/providers/care-managers/job-aids-member-handouts) (read/review) | Date (click here) |
| \*[SMART Goals](https://ucare.webex.com/recordingservice/sites/ucare/recording/playback/f59568c05c28103a97670050568f8b9b) | Date (click here) |
| \*[Transitions of Care Training](https://ucare.webex.com/recordingservice/sites/ucare/recording/4eee24a544a1103a9dfb0050568fc4c9/playback) | Date (click here) |
| [Care Coordination Enrollment, Daily Authorization Reports](https://ucare.webex.com/recordingservice/sites/ucare/recording/b4482dc822894a24b6fc39b442afd5ca/playback) | Date (click here) |
| [Navigating the Enrollment Roster using Excel](https://ucare.webex.com/webappng/sites/ucare/recording/ca86982bb5ff103babfa005056811dc3/playback) | Date (click here) |
| [UCare Website Overview](https://ucare.webex.com/recordingservice/sites/ucare/recording/880c9fdd44b3103a8ff500505681e543/playback) | Date (click here) |
| \*[**DHS Handling MN Information Securely**](https://data-securitytraining.dhs.mn.gov/Account/Login) **Required for staff accessing DHS systems including but not limited to: MMIS, MnCHOICES Application** | |
| Complete registration or update profile settings. Use Training Role of “County Worker” to ensure the required 7 modules populate. Enter your MMIS Log in ID for the Employee Number. | Date (click here) |
| **MnCHOICES:** [**Revised MnCHOICES Application Assessment Training Instructions**](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs-330139)**.** Access to the MnCHOICES Training Zone (MTZ) is needed while completing MnCHOICES courses. | |
| \*MnCHOICES Access and Navigation – [Course MNCH900](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH900) | Date (click here) |
| \*MnCHOICES Health Risk Assessment – [Course MNCH910](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH910) | Date (click here) |
| \*MnCHOICES HRA Workflow – [Course MNCH911](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH911) | Date (click here) |
| \*MnCHOICES Support Plan – [Course MNCH920](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) | Date (click here) |
| \*MnCHOICES Support Plan Workflow – [Course MNCH921](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) | Date (click here) |
| **Additional Resources for Review/Reference:** | |
| UCare Connect Benefits and Important Contact Information: [Your Guide to UCare Connect](https://media.ucare.org/-/media/documents/public/plan-documents/2023/nmgs-handbooks/u7867_connect_nmg_2023.pdf?rev=e85a4bcb51cd4d25a01f8179bfa4eaad&hash=89E9CDCB92DBDA30D09C039CF3234123&_gl=1*18fy9nv*_ga*MTE1OTQ3NjU3Ni4xNjY4MDg5MzY4*_ga_JCX0DKEMHJ*MTY3ODgyNjA5OS4xODEuMS4xNjc4ODI3MDg0LjAuMC4w) | Date (click here) |
| UCare Connect + Medicare Benefits and Important Contact Information: [Your Guide to UCare Connect + Medicare](https://media.ucare.org/-/media/documents/public/plan-documents/2023/duals/u7122_connectplus_nmg_2023.pdf?rev=7c0e9b6d0f1848ea990f76952279e0b1&hash=058604D89BA23FDE70E23B148DB387AF) | Date (click here) |
| [Comparison: Connect and Connect + Medicare](https://media.ucare.org/-/media/documents/provider/general/comparisongrid_ucareconnectconnect_u7089.pdf?rev=f68530c6ab2f46caace41f865220f9de&hash=CA146997F91FBCB3587F9C6E97324F43&_gl=1*1nwcti7*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTIwOC4wLjAuMA..) | Date (click here) |
| [Comparison: Connect and Medicaid](https://media.ucare.org/-/media/documents/provider/general/comparisongrid_ucareconnectmedicaid_u9990.pdf?rev=dd18c7e0add447c78fbf3c81ffadf4cd&hash=B8480FCB72CCA3C74B2FA0E78A8607BB&_gl=1*15bucs1*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTI0OC4wLjAuMA..) | Date (click here) |
| \*[Assessment Timelines Job Aid](https://media.ucare.org/-/media/documents/provider/general/caremanagement_assessmenttimelines.pdf?rev=d6e0c037265a4158bdfe02e24a5231da&hash=C4F4A0192C9BCC6D6D89DFA30B91B6C4&_gl=1*g4bjp7*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTAyMi4wLjAuMA..) | Date (click here) |
| [Certified Languages Interpreting Services Delegate Instructions](https://media.ucare.org/-/media/documents/provider/general/cli_ucaredelegatesinstructions.pdf?rev=5c1fc56fabb544ed8f7dde3ef9028850&hash=EFD02357583254464F0173E7D6A1EE67&_gl=1*15bmj00*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTAyMy4wLjAuMA..) | Date (click here) |
| \*[Member Engagement Strategies Job Aid](https://media.ucare.org/-/media/documents/provider/general/memberengagementstrategies_jobaid.pdf?rev=67caea081b004fa088d9d748199310b2&hash=8028F321F9A7848FCBBF21CD9C6DAD42&_gl=1*1tjasz2*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTA0OC4wLjAuMA..) | Date (click here) |
| [SMART Goal Job Aid](https://media.ucare.org/-/media/documents/provider/general/caremanagement_smartgoals.pdf?rev=36414005f84a4b3aa4e3dc6b7b1bc78c&hash=A21DED773E4FD2B3D2FFDFA7BC324E73&_gl=1*1gni6wv*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTA3MC4wLjAuMA..) and [SMART Carte](https://www.ucare.org/providers/care-managers/job-aids-member-handouts) | Date (click here) |
| [New and Transfer Member Process Flow](https://media.ucare.org/-/media/documents/provider/general/connect_connectmed_cc_processflow.pdf?rev=9e385493ea894df197b43a2ddd0d2b5b&hash=588D2C02DC1C598501ED5EDB753237CF&_gl=1*1vlpx20*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTA5OS4wLjAuMA..) | Date (click here) |
| [Connect/Connect + Medicare Assessment Checklist](https://www.ucare.org/providers/care-managers/job-aids-member-handouts) | Date (click here) |
| [Monthly Activity Log Job Aid](https://media.ucare.org/-/media/documents/provider/general/connect_mal_jobaid.pdf?rev=4536d1098e3e4a7fa9093bd578b25d7f&hash=DB22F69E0D5F30F35714B74EDF64E4EF&_gl=1*3ey2oi*_ga*MTMyOTYzODA5LjE2ODI5NzE3MTY.*_ga_JCX0DKEMHJ*MTY4Mjk3ODE1NC4zLjEuMTY4Mjk3OTE1Mi4wLjAuMA..) | Date (click here) |
| [**DHS TrainLink**](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) **Optional Additional Trainings:** Below are suggested trainings offered by DHS TrainLink. DHS offers many other courses that may be of interest to care coordinators. Log on to the [TrainLink Home Page (state.mn.us)](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Training#:~:text=TrainLink%20IDs%20are%20used%20to%20log%20into%20Learning,changed%20email%20address%2C%20phone%2C%20address%2C%20or%20agency%20name.) to obtain the Trainlink Unique Key to search courses. | |
| Home and Community Based (HCBS) Disability Waiver Foundations (HCBSWAIVER) | Date (click here) |
| Ethical Dilemmas: Right to Take Risks vs Right to be Safe (DSD\_E1001) | Date (click here) |
| Introduction and Guide to Supported Decision Making (DSD\_E1000) | Date (click here) |
| Person-Centered Practices in Support Planning (PCP001) | Date (click here) |
| Working with an Interpreter (DS503) | Date (click here) |
| Working with People Who Have Vision and Hearing Loss (CC603) | Date (click here) |
| **Department of Human Services (DHS) and other Resources:**  **Tip:** Bookmark links below for easy reference | |
| [DHS Searchable Documents Library](https://mn.gov/dhs/general-public/publications-forms-resources/edocs/) (eDocs) | Date (click here) |
| [MnIts](https://mn-its.dhs.state.mn.us/gatewayweb/login) – verify MA eligibility | Date (click here) |
| [Minnesota Health Care Programs Supplies and Equipment Coverage Guide](https://mn.gov/dhs/assets/medical-supply-coverage-guide_tcm1053-293319.pdf) | Date (click here) |
| [Minnesota Health Care Programs Provider Manual](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_157386) | Date (click here) |
| [MinnesotaHelp.info](https://www.minnesotahelp.info/) | Date (click here) |
| [UCare Care Management and Care Coordination Home Page](https://www.ucare.org/providers/care-managers/care-coordination-news) | Date (click here) |
| [DHS SNBC Page](https://mn.gov/dhs/people-we-serve/people-with-disabilities/health-care/health-care-programs/programs-and-services/snbc.jsp) | Date (click here) |
| [HousingLink](https://www.housinglink.org/Home) | Date (click here) |
| [Disability Hub MN](https://disabilityhubmn.org/) | Date (click here) |