



MSC+ and MSHO Letters Guide

Letter Name	Optional/Required	Purpose
Care Plan Letter	<p>Required: MnCHOICES Support Plan</p> <p>Optional: Collaborative Care Plan</p>	Cover letter to accompany mailed Care Plan within 30 days of the completed assessment to member/representative when a signature has already been obtained.
Care Plan Signature Letter	<p>Required: MnCHOICES Support Plan</p> <p>Optional: Collaborative Care Plan</p>	<p>Cover letter to accompany mailed Care Plan/MnCHOICES Support Plan within 30 days of the completed assessment to member/representative when a signature is needed.</p> <p>The Care Plan Signature Letter is required for MnCHOICES as the letter includes appeals right.</p>
Change in Contact Info for Care Coordinator	Optional	Sent to inform member of changes to assigned Care Coordinator's contact information.
Change of Care Coordinator Letter	Required	Sent to members whose enrollment status indicates an internal or external change in care coordinator within 10 days of the assignment.
Member Elderly Waiver Service Change Letter	Required	Sent to members when there has been a change in the member's care or update to support/services along with request for new signature.
PCP/ICT Care Plan Cover Letter	Optional	Cover letter to accompany mailed Care Plan to PCP and ICT members.
PCP/ICT Care Plan Fax Cover Sheet	Optional	Fax cover sheet to accompany faxed Care Plan to PCP and ICT members.
Elderly Waiver Provider Care Plan Cover Letter	Required	EW Service Providers: Accompanies the Care Plan when the member elects to share it with EW service providers to obtain the provider signature within 30 days of assessment or when there is change to providers/services.
Elderly Waiver Provider Care Plan Summary Letter	Required	EW Service Providers: Used to summarize the Care Plan when a member chooses to share a summary of the Care Plan versus the full Care Plan within 30 days of the assessment or when there is a change to providers/services.
Provider Engagement Letter	Required	Mailed to Primary Care Provider when a member is UTR/Refusal within 30 days of the UTR/Refusal date.



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Refusal Letter	Required	Mailed to member when verbally declining assessment within 30 days from the refusal date.
Unable to Reach Member Letter	Required	Mailed to members who have not responded to phone calls or have no known or working phone number.
Welcome Letter	Required	Sent to newly enrolled members within 10 days of assignment to share CC contact information.
Welcome Letter Member in Nursing Home	Required	Sent to newly enrollment members with designated "institutional" living status within 10 days of assignment to share CC contact information.
Welcome Letter Member on CAC, CADI, DD or Bi Waiver)	Required	Alternative Welcome Letter for community members known to be on a CAC, CADI, DD or BI Waiver. Sent to newly enrolled members within 10 days of assignment to share CC contact information.