

# UCare MnCHOICES Guidance



## Information Regarding the Revised MnCHOICES Rolling Launch Transition

This document addresses frequently asked questions from UCare’s Clinical Liaison Office Hours and inquiries received through the Clinical Liaison inbox. Responses are subject to change as MnCHOICES evolves throughout the phased launch.

### Table of Contents

Entering MMIS.....	1
Completing and Attaching Documents .....	1
Transfer Health Risk Assessment (THRA).....	2
Support Plan Updates.....	2
Adding Services Not Funded by the Health Plan.....	3
Signature Sheet .....	3
Contacts Pulling to the Support Plan.....	3
Closing Support Plan for New Assessment.....	4

Entering MMIS		
Scenario	Yes	No
HRA-MCO in MnCHOICES		X
DHS-3428 H (HRA)	X	
MnCHOICES Assessment	X	
DHS-3428 (LTCC)	X	
THRA activity type in MnCHOICES		X
THRA not using MnCHOICES	X	
UTR / Refusal activity type in MnCHOICES		X
UTR / Refusal (when not using MnCHOICES)	X	

Completing and Attaching Documents		
Completed in MnCHOICES	Attach in MnCHOICES	Delegate Preference (Attach to MnCHOICES or delegate EHR)
MnCHOICES Assessment - MCO	Medication List (if not included in MnCHOICES Assessment)	NA
HRA-MCO	Medication List (if not included in HRA-MCO)	NA
Support Plan	Member Signature Page (if not completed within MnCHOICES)	

Unable to Reach (UTR)/Refusal (limited assessment information documented in lieu of MMIS activity)	UCare UTR/Refusal Support Plan	NA
Transfer Member Health Risk Assessment (THRA) Activity (limited assessment information documented in lieu of MMIS activity)	UCare THRA Form	
Support Plan Revisions* *See Support Plan Updates below		
Other:	DHS-6914 Caregiver questionnaire (MSC+/MSHO)	Member Letters
	DHS-3428M Mini Cog (MSC+/MSHO)	Transition of Care Log
	DHS-3936 My Move Plan Summary (MSC+/MSHO)	Case Notes
		Misc. Documents – including but not limited to: ROI, HCD/POLST, DHS-5181, 5841, 6037, 4690, 3543

### Transfer Health Risk Assessment (THRA)

The UCare THRA form must be completed and attached in MnCHOICES in all scenarios.

HRA type  
**Transitional HRA**

Transitional HRA type  
**Product change**

HRA method  
**Face-to-face**

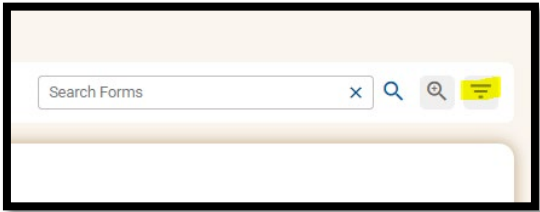
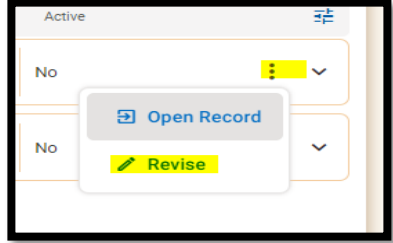
Referral date  
Referral date is the date of the person's enrollment into the health plan.  
**08/01/2023**

When completing a THRA for a member whose last assessment or HRA was completed in MnCHOICES, complete the “Transitional HRA” in MnCHOICES by creating an HRA-MCO form and marking the HRA type as “Transitional HRA”.

When the previous assessment was HRA-MCO, the previous assessment information will pull into the new HRA-MCO form. When the previous assessment was a MnCHOICES Assessment, the assessment information will not pull forward. In both cases the status can be changed to “Completed.”

### Support Plan Updates

An approved support plan can be revised by going to the “Forms” section, clicking the “tornado” icon and selecting support plan from the drop-down menu. Then click the ellipsis on the far right of the record that needs to be revised, click “Revise.” This is required for any service changes, including provider changes and changes to the RS/CL rate plan.

Follow the prompts to open the revised support plan and complete updates. Toggle to “edit mode” and change status to “submit.” This will pull in any HRA info and you can make edits as needed. When finished, change status to “submit” until you get to the prompt that states you are “finalizing”, and the status reads “Plan Approved.”



**Exception due to current functionality of Revised MnCHOICES:**

Due to current functionality limitations, the support plan revision is not pulling over all areas of the support plan from the previous approved version. Care coordinators may create a “Progress note” in MnCHOICES in lieu of a support plan revision to document support plan updates for mid-year review, TOC updates, member check-ins, etc. Ensure all goals are noted in the documentation along with applicable progress completed at the time of mid-year review. .

**Adding Services Not Funded by the Health Plan**

Including all services on the member’s support plan provides a better picture of what the member’s overall plan of care is and aids in avoiding duplication of services.

- “Services and Supports” should be used when the CC is adding waiver services managed by CC such as EW. This section has rates built in.
- “People and Community Organizations that Support Me” can be used to add any services the member is receiving including, CADI. There are no rates built into this section.

**Signature Sheet**

When completing HRA-MCO / MnCHOICES Assessment, use the signature feature built within the revised MnCHOICES application.

- If the signature feature is not working, print the signature section from the MnCHOICES Support Plan in advance of the assessment to sign or mail to the member post assessment.
- When completing a telephonic assessment within MnCHOICES, print the signature section from the MnCHOICES Support Plan and mail to the member.
- As a last resort when you don’t know what assessment you’ll be completing when going out to visit the member, the DHS signature sheet can be used if you do not have the appropriate assessment prepared.

**Contacts Pulling to the Support Plan**

The name field must be completed for **ALL** contacts in the profile, or none will display in the support plan. If there isn’t a provider name, copy the organization name to the name field.

## Closing Support Plan for New Assessment

DHS functionality does not allow for a support plan revision once a new assessment has been initiated. In order to ensure goals are addressed and noted as “closed, continued, discontinued etc.” consider:

- In advance of the assessment, address/close any goals known to be completed
- Print goal summary prior to initiating a new assessment to review with member
- Address any remaining open goals in MnCHOICES progress notes indicating the status of the goal