
UCare Connect/Connect + Medicare and MSC+/MSHO

Care Coordination and Long-Term Services

Title: MnCHOICES Guidance

Purpose: To provide recommended and required steps to ensure agencies are completing applicable steps toward full MnCHOICES implementation.

UCare is following DHS on phased launch expectations. Launch details can be found on the [DHS eList announcement](#).

DHS & UCare allows each delegate agency to have flexibility when implementing MnCHOICES within each agency. Depending on each agency's staffing levels, approaches may differ. For example, some agencies may have all staff complete 10% of assessments, others may have 10% of staff complete 100% of assessment in MnCHOICES.

1. Complete MnCHOICES trainings appropriate for your role. If unsure which trainings should be completed based on the roles, please see the DHS Training page: [MnCHOICES - Required training for all MnCHOICES roles \(state.mn.us\)](#).
 - a. All MSC+/MSHO Care Coordinators are required to be [MnCHOICES certified assessors](#) prior to completing any assessments within the revised MnCHOICES application.
 - b. Connect/Connect + Medicare (SNBC) Care Coordinators are not required to be MnCHOICES certified assessors, however DHS has provided suggested training for the MnCHOICES applications.
 - i. Training guidance based on roles can be found in the DHS [CountyLink](#).
2. Each agency is to track their own employees' training progress.
3. Each agency is to have at least one designated MnCHOICES Mentor. The Mentor must either work with UCare members and/or supervise UCare care coordinators. Mentors are the agencies MnCHOICES subject matter experts who:
 - a. Provide initial support.
 - b. Attend or view recordings of [MnCHOICES launch webinars](#).
 - c. Attend or [view recordings](#) of all [MnCHOICES office hours](#).
 - d. Are responsible for disseminating this information to agency staff.
 - e. Ensure staff are aware of the MnCHOICES workarounds as DHS continues to provide updates to the platform.
4. Practice in [MnCHOICES Training Zone](#) (MTZ) to get familiar with the application as well as the help center within the application.
 - a. Agencies need to ensure staff have a MTZ User ID when working within the MTZ.
5. Determine internal agency processes: How will your agency utilize MnCHOICES compared to current internal practices.
 - a. Examples may include:
 - i. How will you use MnCHOICES calendar?
 - ii. Determining who adds member to MnCHOICES and assigns the member to the care coordinator.

- iii. Communication for MMIS completion.
 - iv. Where will documents be saved, in MnCHOICES or current records?
6. Documents that complete an HRA/Support Plan/UTR/Refusal Support Plan will be attached in MnCHOICES. Remaining documents will primarily be based on delegate preference.

See below for specific instructions when using MnCHOICES for assessments:

Completed within MnCHOICES	Attach Document in MnCHOICES	Delegate Preference (Attach in MnCHOICES or Agency EMR)
HRA - MCO	Medication List (if not included in HRA-MCO Assessment)	NA
MCO MnCHOICES Assessment	Medication List (if not include on MnCHOICES Assessment)	NA
Support Plan	Member Signature Page (if not completed w/in MnCHOICES)	NA
UTR/Refusal (for MMIS activity)	UCare UTR/Refusal Support Plans	NA
THRA Activity	THRA Form	TOC LOGS
	DHS-6914 Caregiver Questionnaire (MSC+/MSHO)	Letters
	DHS-3428M Mini Cog (MSC+/MSHO)	Case Notes
	DHS-3936 My Move Plan Summary (MSC+/MSHO)	Misc. Documents – including but not limited to: ROI, HCD/POLST, DHS-5181, 5841, 6037, 4690, 3543.

NOTE: Auditable documents stored outside the MnCHOICES application will need to be produced by each delegate as requested.

7. **UCare will maintain MnCHOICES Requirements Grids and the existing Requirements Grids as reference tools when working within MnCHOICES or using legacy tools.** The **core job duties** and requirements of care coordination remain unchanged. Elements of the current Requirements Grids will remain in place shifting only **where the work is being done** when assessments are completed in MnCHOICES.

NOT CHANGING		CHANGING
Enrollment notification via Sec FTP	→	Add location/staff assignment in MnCHOICES
Assessment and Support Plan timeliness	→	Assessment and Support Plan completed in MnCHOICES application (phased in approach)
UTR/Refusal Support Plan form completion	→	UTR/Refusal steps in MnCHOICES and attach UCare UTR/Refusal form to MnCHOICES.
THRA form completion	→	THRA activity process in MnCHOICES and attach UCare THRA form to MnCHOICES. No MMIS entry needed if completing THRA activity in MnCHOICES.
Institutional HRA process (MSC+/MSHO)		No Change
Transition of Care Logs and tasks completion		No Change
MMIS entry for DHS-3428 (Legacy LTCC) and MCO-MnCHOICES Assessments for Elderly Waiver		No Change
MMIS entry for DHS-3428H (Legacy HRA form)	→	No MMIS entry needed for HRA - MCO
MMIS entry for UTR/Refusal (when not completing MnCHOICES UTR/Refusal)	→	No MMIS entry needed for UTR/Refusals when completing UTR/Refusal steps in MnCHOICES
Monthly Activity Log process		No Change
6037 processes		No Change
Communication and documentation requirements		No Change
EW Service Authorization via WSAF		No Change
Care coordination letters from the UCare website		No Change