**MSC + / MSHO**

Care Coordination and Long-Term Services & Supports

**Title:** New Hire Training Guide

**Purpose:** To provide guidance on required and recommended training to aid care coordinators in 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. The suggested \*required trainings are applicable to the specific role at your agency. For example, if the care coordinator is responsible for an institutional member caseload only, some requirements may not apply.

|  |  |
| --- | --- |
| **UCare Training Title:**The trainings below are located on the [Care Coordination and Care Management](https://www.ucare.org/providers/care-managers) home page. | **Date 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) |
| [\*MSC+/MSHO 101: Foundations for Effective Care Coordination](https://www.ucare.org/providers/care-managers/care-coordination-trainings) (3 Part Series) | Date (click here) |
| \*MSC+/MSHO [Requirements Grid](https://www.ucare.org/providers/care-managers) (read/review) Select MSC+ or MSHO > Requirements Grid | Date (click here) |
| \*Institutional [Member Requirements Grid](https://www.ucare.org/providers/care-managers) (read/review) | Date (click here) |
| \*MnCHOICES Community [Care Coordination Requirements Grid](https://www.ucare.org/providers/care-managers) | Date (click here) |
| \*[Assessment Timelines Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) Select Job Aids | Date (click here) |
| \*[In-Person Assessments – MSC+ and MSHO Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[SMART Goals](https://www.ucare.org/providers/care-managers/job-aids-resources)  | Date (click here) |
| \*[PCA Coverage Policy](https://www.ucare.org/providers/care-managers) Select MSC+ or MSHO > PCA Authorization | Date (click here) |
| [\*Transitions of Care Training](https://www.ucare.org/providers/care-managers/care-coordination-trainings) Select Care Coordination Recorded Trainings | Date (click here) |
| \*[Gaps in Care](https://www.ucare.org/providers/care-managers/care-coordination-trainings) (coming soon) | Date (click here) |
| \*[Navigating the Enrollment Roster using Excel](https://www.ucare.org/providers/care-managers/care-coordination-trainings) | Date (click here) |
| \*[Reconciling Enrollment Roster Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) Select Job Aids > MSC+/MSHO | 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 if transitioning form a previous employer. Use Training Role of “County Worker” to ensure the required 7 modules populate. Enter your MMIS Log in ID for the Employee Number profile settings.  | 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)**. All MSC+/MSHO care coordinators are required to be certified assessors.** Access to the MnCHOICES Training Zone (MTZ) is needed while completing MnCHOICES courses. Obtain a MTZ User ID from Supervisor/Mentor and use “Password123#” to log into MTZ.**TIP:** 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 or click the link below. If the link does not bring you directly to the course, “click COURSE CATALOG” and enter the MNCH course # noted below. Once there, select “click here for more information about taking this course” > enter Unique Key > start course. |
| \*MnCAT Step 1 Introduction – [Course MNCH100](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=414630&mainmenu=DSD&top_frame=1) | Date (click here) |
| \*MnCAT Step 1 Course 1: Person-Centered Practice and MnCHOICES Assessment – [Course MNCH101](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH101) | Date (click here) |
| \*MnCAT Step 1 Course 2: The MnCHOICES Process – [Course MNCH102](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=414630&mainmenu=DSD&top_frame=1) | Date (click here) |
| \*MnCAT Step 1 Course 3: Conversational Interviewing – [Course MNCH103](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=414630&mainmenu=DSD&top_frame=1) | Date (click here) |
| \*MnCAT Step 1 Course 4: Assessment Outcomes – [Course MNCH104](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=414630&mainmenu=DSD&top_frame=1) | Date (click here) |
| \*MnCAT Step 1 Course 5: How is MnCHOICES Data Used – [Course MNCH105](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=414630&mainmenu=DSD&top_frame=1) | Date (click here) |
| \*MnCAT Step 2 – Introduction and Basics – [Course MNCH200](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=414630&mainmenu=DSD&top_frame=1) | Date (click here) |
| [**\*MnCHOICES Assessment Content**](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH301)**: Step 3, Part 1 -** [Course MNCH301](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH301) | Date (click here) |
| \*MnCHOICES Access and Navigation: Sept 3, Part 2 – [Course MNCH302](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH302) | Date (click here) |
| \*MnCHOICES Assessment workflow: Step 3, Part 3 – [Course MNCH303](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH303) | Date (click here) |
| \*MnCHOICES Learning Lab & Instruction to Recertification: Step 3, Part 4 – [Course MNCH8014](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH8014) | Date (click here) |
| \*MnCHOICES Step 3 Test – [Course MNCH8010](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH8010) | Date (click here) |
| **Additional Resources for Review/Reference:** |
| [UCare Website Overview](https://www.ucare.org/providers/care-managers/care-coordination-trainings) |  |
| [MSC+ and MSHO MnCHOICES Assessment Checklist](https://www.ucare.org/providers/care-managers/job-aids-resources) |  |
| [UCare MSC+ Member Handbook](https://media.ucare.org/-/media/documents/public/plan-documents/2024/nmgs-handbooks/u2546_mncare_handbook_2024.pdf?rev=7af4da1db8084c759cb5a81df7e0e0e4&hash=7119D8AFA831997113023DD0C6E4864F&_gl=1*bvjzx3*_ga*Mzc2OTc3Njk2LjE3MDQ4MjE4MzI.*_ga_JCX0DKEMHJ*MTcwNDgyMTgzMi4xLjEuMTcwNDgyMjU5NC4wLjAuMA..) |  |
| [UCare MSHO Member Handbook](https://media.ucare.org/-/media/documents/public/plan-documents/2024/duals/u1947_msho_handbook_2024.pdf?rev=92bc4cf0d4054b98b6fbc0200893bce2&hash=B638495F818150927A6C2EBAED284676&_gl=1*eaxh24*_ga*Mzc2OTc3Njk2LjE3MDQ4MjE4MzI.*_ga_JCX0DKEMHJ*MTcwNDgyMTgzMi4xLjEuMTcwNDgyMjU2Ni4wLjAuMA..) |  |
| UCare MSC+ Benefits and Important Contact Information: [Your Guide to MSC+](https://media.ucare.org/-/media/documents/provider/general/u8558_mscplus_nmg_2024.pdf?rev=e8b2d868841a4ed8861274260548b0b8&hash=9BBB48D413FCE76DF32BB2799EFF9A1B&_gl=1*1oxfly8*_ga*Mzc2OTc3Njk2LjE3MDQ4MjE4MzI.*_ga_JCX0DKEMHJ*MTcwNDgyMTgzMi4xLjEuMTcwNDgyMjU5Ni4wLjAuMA..) |  |
| UCare MSHO Benefits and Important Contact Information: [Your Guide to MSHO](https://media.ucare.org/-/media/documents/provider/general/u8556_msho_nmg_2024.pdf?rev=cecaeba281194eafbc19c47d9544265a&hash=5D96CF2C217405C1C4768BBC3654DDFD&_gl=1*1oxfly8*_ga*Mzc2OTc3Njk2LjE3MDQ4MjE4MzI.*_ga_JCX0DKEMHJ*MTcwNDgyMTgzMi4xLjEuMTcwNDgyMjU5Ni4wLjAuMA..) |  |
| [Comparison: MSHO and MCS +](https://media.ucare.org/-/media/documents/provider/general/comparisongrid_ucaremshomsc_u3226.pdf?rev=e0686a62ad7949c6bd98c7175c6d37e5&hash=FF6FC339D11CC1E7881AC4FEAD18AFD9&_gl=1*3pppt4*_ga*Mzc2OTc3Njk2LjE3MDQ4MjE4MzI.*_ga_JCX0DKEMHJ*MTcwNDgyMTgzMi4xLjEuMTcwNDgyMjUzMS4wLjAuMA..) |  |
| [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..) |  |
| [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..) |  |
| [SMART Carte](https://media.ucare.org/-/media/documents/provider/general/smart_carte.xlsx?rev=da0b34f45188478ca6580fc764734fc3&hash=8A09FE79F7ADF61F84759C45B6F2D4DC&_gl=1*a25tlg*_ga*MzI2MDQzMjQ5LjE3MDY4ODEzNjU.*_ga_JCX0DKEMHJ*MTcwNjg5NjQzMC40LjEuMTcwNjg5NzU5Mi4wLjAuMA..) |  |
| [MSC + and MSHO Assessment Methods Process Flow](https://media.ucare.org/-/media/documents/provider/general/inpersonassessment_workflow.pdf?rev=609f4b6a5346458eb9a236712de091c9&hash=88AF73F5717C8164FF6F6E78128FD240&_gl=1*p2h7yt*_ga*MTMyOTU2MzM5NS4xNjk4MzI3OTM0*_ga_JCX0DKEMHJ*MTY5ODMyNzkzMy4xLjEuMTY5ODMyNzkzOC4wLjAuMA..)  |  |
| [Monthly Activity Log Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) |  |
| eDoc: [DHS-5357 Elderly Waiver fact sheet](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-5357-ENG) |  |
| eDoc: [DHS-7028 Nursing Facility Level of Care Criteria Guide](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-7028-ENG) |  |
| eDoc: [DHS-3428B Case Mix Guide](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3428B-ENG) |  |
| [**DHS TrainLink**](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) **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. |
| \*[Vulnerable Adult Mandated Reporting](https://registrationcourses.dhs.state.mn.us/VAMR/) (DS601) Available through Mn Dept of Human Services | Date (click here) |
| \*Home and Community Based (HCBS) Disability Waiver Foundations (HCBSWAIVER) | Date (click here) |
| \*Overview of CFSS for Lead Agency (CFSS\_LA) | Date (click here) |
| \*[Consumer Directed Community Supports (CDCS) Training](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=368119&mainmenu=DSD&top_frame=1) (DSC400) |  Date (click here) |
| \*[DHS Personal Care Assistance (PCA) Legacy Training](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?linkid=960006&mainmenu=DSD&top_frame=1)  | Date (click here) |
| Ethical Dilemmas: Right to Take Risks vs Right to be Safe (DSD\_E1001)  |  |
| Introduction and Guide to Supported Decision Making (DSD\_E1000) |  |
| Person-Centered Practices in Support Planning (PCP001) |  |
| Working with an Interpreter (DS503) |  |
| Working with People Who Have Vision and Hearing Loss (CC603) |  |
| **Department of Human Services (DHS) and other Resources:** **Tip:** Bookmark links below for easy reference |
| [UCare Care Coordination and Care Management Home Page](https://www.ucare.org/providers/care-managers) |  |
| [Community Based Services Manual (CBSM)](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000402) |  |
| [Consumer Directed Community Supports (CDCS) Manual](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=cdcs_home)  |  |
| [Medical Supplies and Equipment Coverage Guide](https://mn.gov/dhs/assets/medical-supply-coverage-guide_tcm1053-293319.pdf) |  |
| [Minnesota Health Care Programs Provider Manual](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_157386) |  |
| [Elderly Waiver Residential Services](https://mn.gov/dhs/partners-and-providers/policies-procedures/aging/elderly-waiver-residential-services/) |  |
| [EW Rate Limits](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3945-ENG) |  |
| [MN-ITS](https://mn-its.dhs.state.mn.us/gatewayweb/login) – verify MA eligibility |  |
| [MMIS User Manual](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_025733) |  |
| [MNHelp.info](https://www.mnhelp.info/)  |  |
| [PolicyQuest](https://policyquest.dhs.state.mn.us/) |  |
| [MinnesotaHelp.info](https://www.minnesotahelp.info/) |  |
| [DHS Searchable Documents Library](https://mn.gov/dhs/general-public/publications-forms-resources/edocs/) (eDocs) |  |
| [HousingLink](https://www.housinglink.org/Home) |  |
| [Senior](https://disabilityhubmn.org/) Linkage [Line](https://mn.gov/senior-linkage-line/) |  |