

Memo

Date: 12/18/2020

To: Managed Care Organizations (MCOs)

From: Rachel Shands, HCBS Manager, DHS Aging and Adult Services Division; and Gretchen Ulbee, SNP Manager, DHS Purchasing and Service Delivery Division

RE: Update on the revised MnCHOICES application and the impact to MCO work

As you know, DHS has been working towards implementation of health plan integration into the MnCHOICES application. We are working with a vendor, FEI Systems, to configure the application to reflect Minnesota's content and business needs.

The revised MnCHOICES application will include the following content:

- Comprehensive assessments
- Health risk assessments (HRAs)
- Support plans

We are excited to share more information with you related to the roll out of the revised MnCHOICES application and the changes you can expect as you plan for integration into the system in late 2021 in alignment with all health plan contract agreements with DHS.

Revised MnCHOICES application

All MCOs will use the MnCHOICES application to complete DHS required assessments and support plans for the following:

- MSHO/MS C+ enrollees seeking or using long-term services and supports (LTSS), including Elderly Waiver (EW) and Personal Care Assistance (PCA)
- MSHO/MS C+ enrollees not seeking or using LTSS
- SNBC enrollees

MCOs, counties, tribal nations, contracted and delegate agencies will have access to shared information about the people we serve which will streamline workflows and reduce duplicate data entry.

We will host multiple webinars in 2021 to help you plan and prepare for this transition. To help you start thinking about and preparing for the transition, we have included information about the MnCHOICES application and how it relates to your work as health plan partners.

MnCHOICES comprehensive assessment:

The comprehensive assessment determines functional eligibility for long-term services and supports (LTSS). MCOs will use the MnCHOICES comprehensive assessment to complete assessments for MSHO/MSD+ enrollees who are seeking or using EW or PCA. We revised the MnCHOICES comprehensive assessment content to combine language, clarify assessment items and create increased consistency in scoring among assessors. We will prepare a document to provide guidance for individual items within the assessment. This will help assessors select the most appropriate response based on the interview with the person.

When completing a MnCHOICES comprehensive assessment, care coordinators will not need to complete an additional HRA outside the assessment. The assessment will include a domain called “staying healthy,” which contains the HRA content, to fulfill all HRA requirements.

Health risk assessment:

The DHS Special Needs Purchasing (SNP) team, and MCOs worked on a revision of the HRA to better meet the needs of health plans for the SNBC and MSHO/MSD+ non-LTSS populations. We discussed and approved this version with health plans through various meetings and are building it into the MnCHOICES application.

Support Plan:

MCOs will use the MnCHOICES application to create support plans for enrollees. The application will include versions of the support plan that are specific to MCO requirements, including:

- MCO care plan for people receiving a MnCHOICES comprehensive assessment. This plan will be fed with information from the assessment.
- MCO care plan for people receiving an HRA. This plan will be fed with information from the HRA.

Sunset of existing tools

After an initial launch period that allows MCOs time to transition to the MnCHOICES application, DHS will sunset and no longer support existing tools currently used for assessment and support planning. We expect MCOs to end use of the existing collaborative care plan and use the version of the MnCHOICES support plan designed for MCOs.

Training and certified assessor requirements:

DHS will provide systems training for all MCO care coordinators to learn the new application for person profiles, assessment, support planning, health risk assessments and overall use of the MnCHOICES application. We will send training and launch plan information in a separate communication.

All MSHO/MS+ care coordinators perform comprehensive assessments to determine LTSS eligibility and must become certified assessors. SNBC care coordinators do not perform LTSS eligibility determinations and are not required to become certified assessors.

Data and reporting

Authorized users, including MCO users, will be able to access pre-defined reports that will assist with organization level data on work conducted by staff and delegates or simply to manage workload in the MnCHOICES application. Authorized users will be able to run reports and export data in various formats so data can be manipulated as needed. Specific reports available upon launch will be prioritized and based on lead agency business needs. The needs of MCOs are at the forefront of these discussions.

All data stored in the MnCHOICES application will also be stored within the Data Warehouse at DHS. This will allow DHS to conduct ad hoc reporting if a specific report isn't available.

We appreciate your continued partnership and look forward to working with you to transition the important work you do in the new application.