

BLUE PLUS REVISED MNCHOICES WORKFLOWS

Partner Relations Team

March 23, 2023

HOUSE KEEPING

Mandatory training for Mentors/Supervisors

All CC's encouraged to attend

All participants should be mute; if not, please mute

- Submit questions through chat
- Will review questions as time allows

This webinar will be recorded and posted to the CC website.

Q&A will be provided.



WELCOME

What we know today may change!

- This webinar is designed to share our current process understanding and we may need to pivot often.
- We understand that potential workarounds may present challenges and have brought this forward along with your concerns to DHS.
- We are working in collaboration with other Health Plans to streamline processes, when possible.

Reminder, all Care Coordinators must be Certified Assessors.

AGENDA

- Welcome and Introductions
- Launch Schedule
- Process Improvements
- Onboarding
- Signing in at Launch
- Blue Plus Workflows

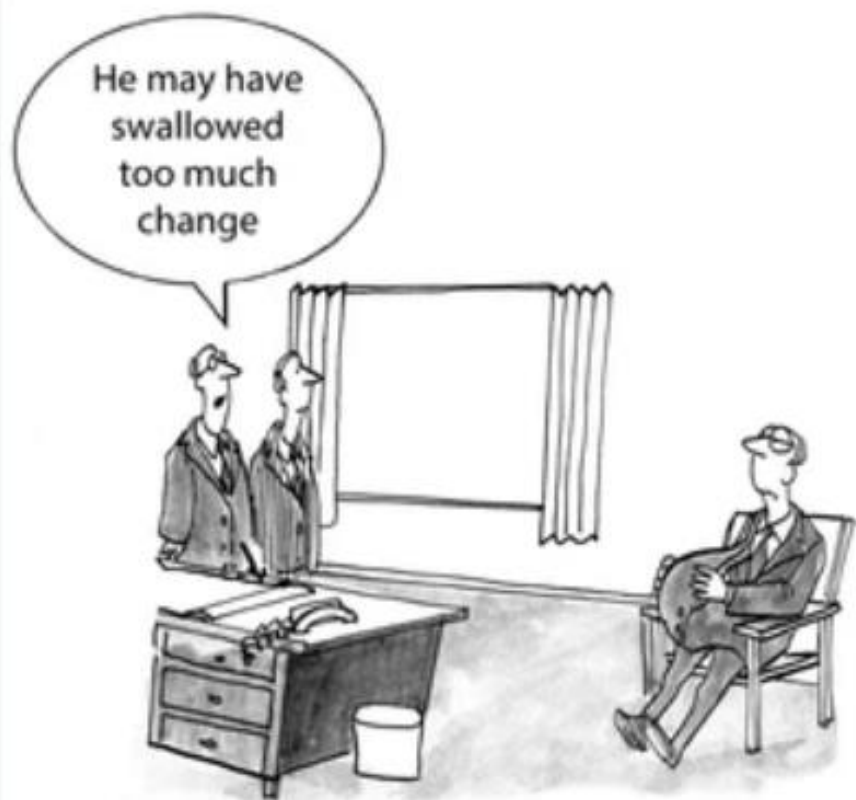
What is changing:

- MnCHOICES Process Changes
- Assessments and Support Plans
- Community Well Assessment process changes

What is not changing:

- Bridgeview
- Enrollment
- Forms
- DTR's

- Locating a Member & Historical Data
- Tips & Reminders
- Upcoming post launch sessions & webinars
- Q&A



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"My profession has probably been transformed again just since we started this session."

SOFT LAUNCH

Assessment and care plan/support plan types will vary depending on the assessment needed and when you implement using the revised MnCHOICES application for your some or all your assessments.

[DHS launch schedule](#) (subject to change)

- Phase 1 — April 3 to April 14, 2023
- Phase 2 — April 15 to April 28, 2023
- Phase 3 — April 29 to May 12, 2023
- Transition period — May 13th, 2023 to Aug. 31, 2023



Image credit: Soft launch word hi-res stock photography and images - Almy

MNCHOICES PROCESS IMPROVEMENTS

- ❖ Uniformed system and assessments for all users
- ❖ All fields will be complete
- ❖ Assessment demographics and other elements pulled to the Support Plan
- ❖ Will not need to send assessments and care plans when transferring members if done in MnCHOICES
- ❖ No MMIS entry for HRA-MCO ,Refusal, Unable to Reach or Transitional HRA if done in MnCHOICES
- ❖ All support plans and assessments in one place*
- ❖ Ability to pull information over from previous assessments and care plans if done in MnCHOICES
- ❖ Ability to attach documents to the person
- ❖ Ability to move a member to your caseload
- ❖ Ability to see your entire caseload, assign tasks, send notes
- ❖ Ability to reset your password
- ❖ Bulk assignments of members assigned to your delegate agency



ONBOARDING



Onboarding lists submitted to DHS on 10/3/22.

For any additions, changes, or new staff since 10/3/22 or new Delegate since 1/1/23, BCBS Security Liaisons will add as soon as possible after launch:

- Until you are notified of access, continue to use current tools/assessments and processes until onboarded per soft launch process.
- After launch, newly hired staff must complete Certified Assessor training prior to completing assessments.

To onboard staff going forward, submit requests for access to Partner Relations at partner.relations@bluecrossmn.com.

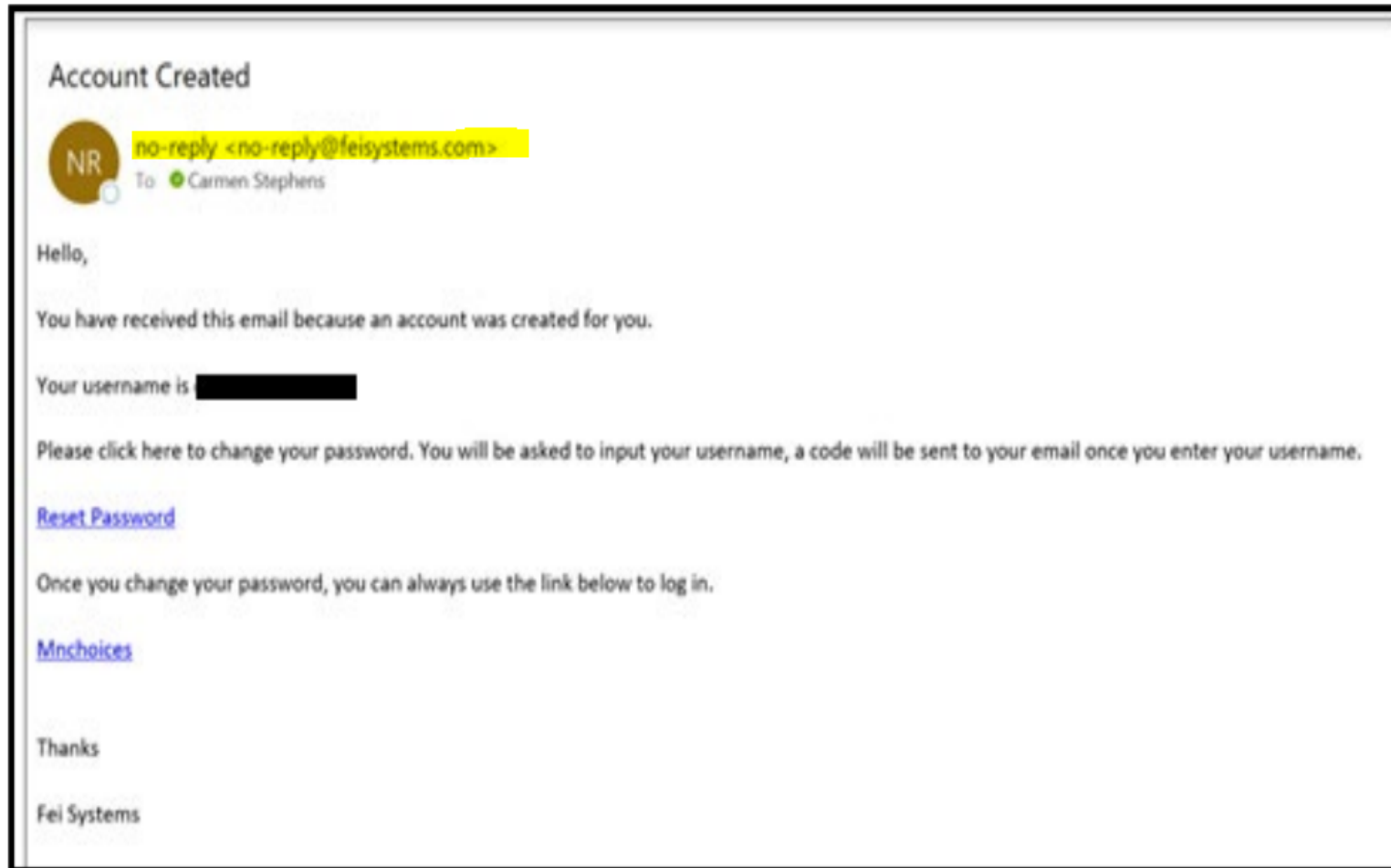
ON THE DAY OF LAUNCH

On the day of launch how will we know our accounts are active?

For users loaded to the system from onboarding sheets

- Automated message will be sent March 31, 2023.
- Do not log into the system until April 3, 2023.
- Users will be unlocked on April 3, 2023.

ACCOUNT CREATED NOTIFICATION



Includes

- Username
- Reset Password link
- MnCHOICES URL link

RESET PASSWORD LINK AND VERIFICATION CODE EMAILS



Forgot your password?

Enter your Username below and we will send a message to reset your password

Reset my password

Your verification code



no-reply <no-reply@mnchoices.org>

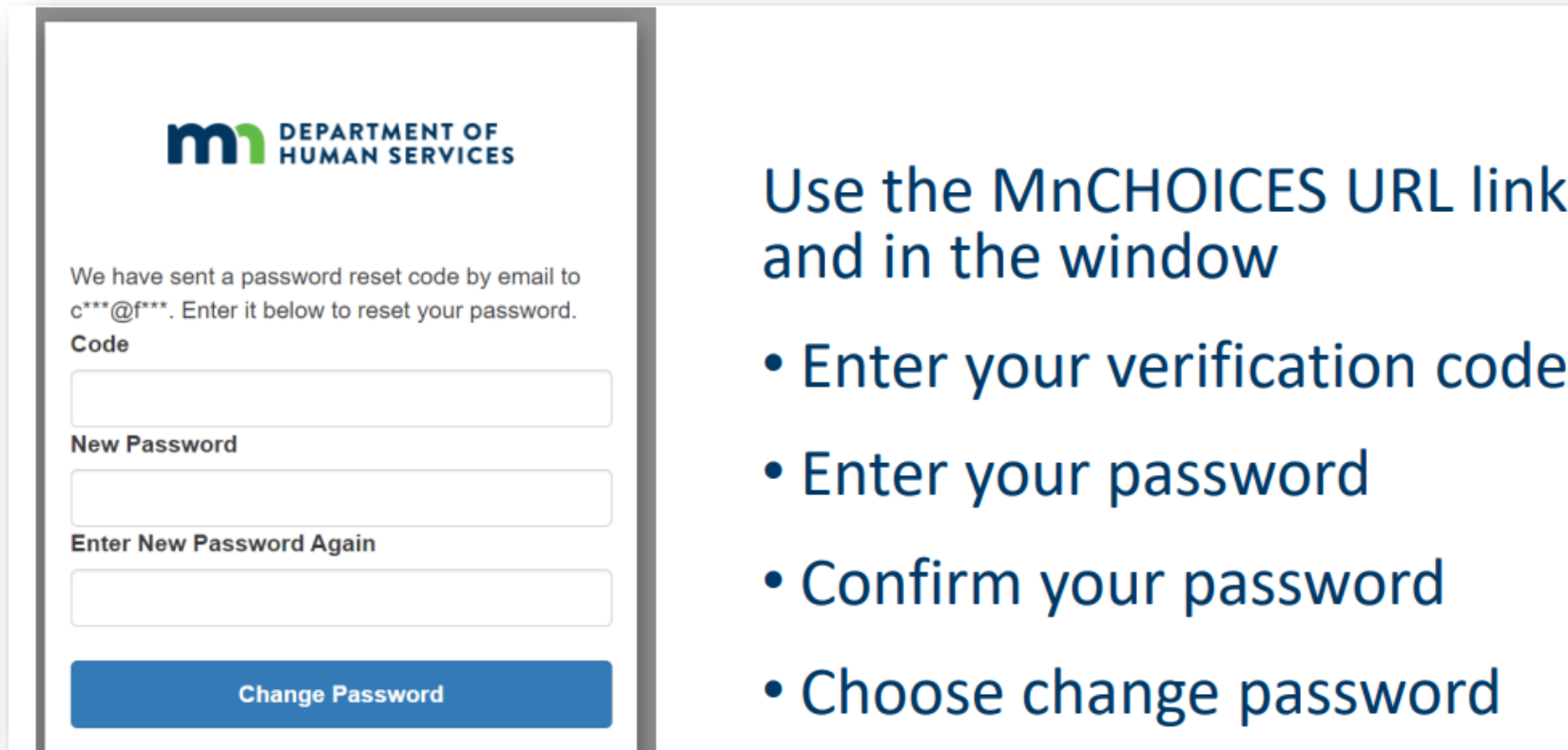
To ● Carmen Stephens

FEI Security Notice: This email is from an **EXTERNAL** source. Do you recognize the sender and know the content is safe.

Your verification code is **200000**. This code will expire in 24 hours.

- Sends a verification code
- Expires in 24 hours

NEW PASSWORD SCREEN



The screenshot shows the 'NEW PASSWORD SCREEN' from the MnCHOICES system. At the top is the logo for the 'mn DEPARTMENT OF HUMAN SERVICES'. Below the logo, a message states: 'We have sent a password reset code by email to c***@f***. Enter it below to reset your password.' There are three input fields: the first is labeled 'Code', the second is labeled 'New Password', and the third is labeled 'Enter New Password Again'. At the bottom of the form is a blue button labeled 'Change Password'.

Use the MnCHOICES URL link and in the window

- Enter your verification code
- Enter your password
- Confirm your password
- Choose change password

Log into the production environment (Revised MnCHOICES) following the steps provided.

PASSWORD REQUIREMENTS

What are FEI's password standards?

- Passwords must at least 8 characters in length,
- Include a lower case letter,
- Include an upper case letter,
- Include a number,
- Include a special character or space

Reminders:

The leading and ending character cannot be a space.

The new password and re-enter password fields must match.

BLUE PLUS WORKFLOWS

BRIDGEVIEW

All functionality and data entry remains the same!

We will evolve when MnCHOICES system is fully operating as intended and all work is completed in this system.

- All HRA's, UTR, Refusals, FFS
- Care Coordination Assignment
- Demographics
- Enrollment History
- Enrollment Reports
- HRA Audits
- Reminders
- Service Agreements

ENROLLMENT



Enrollment notification and timelines will not change. Delegates will continue to receive enrollment reports from Blue Plus and retrieve them in Bridgeview. Continue to report enrollment discrepancies as you do currently

Delegates must assign members in MnCHOICES when assessment is completed in the Revised MnCHOICES.

Refer to Help Center in the revised MnCHOICES:

- Micro Learning Location and Staff Assignments
- MnCHOICES User Manual

TRANSFERS

Transfers will remain the same. Delegates will continue to use the following:

- 6.08 Transfer in Care Coordination Delegation form for internal Blue Plus to Blue Plus transfers
- DHS 6037 HCBS Waiver, AC, and ECS Case Management Transfer and Communication Form for external transfers (i.e., Blue Plus to Fee for Service, Blue Plus to another Managed Care Organization)

For external transfers, when the member's assessment and support plan is in Revised MNCHOICES application, clearly document this on the transfer form.

Refer to Micro Learning in Help Center:

- Attachments
- Transfer when available

TRANSITIONAL HRA


When completing a Transitional HRA in the revised MnCHOICES and the assessment and support plan is not in Revised MnCHOICES, you may choose to attach the reviewed documents to the persons record with a description.

[Back](#)

Attachments

+ New Attachment

Search Attachments

| File Name | Area | Category Name | Description | Upload Date | Uploaded By | Modified Date | Modified By |
|--|--------|---------------|---|-------------|-------------|---------------|-------------|
| DHS 3428 LTCC Reviewed for THRA form.pdf | Person | HRA documents | Reviewed LTCC for THRA done on 3/7/2023 | 03/14/2023 | User02715 | 03/14/2023 | User02715 |
| 6.02.01-Collaborative-Care-Plan-SB-MS-9-28-2022 (40).docx | Person | HRA documents | Reviewed Care Plan for THRA done on 3/7/2023 | 03/13/2023 | User02715 | 03/13/2023 | User02715 |
| 6.28-Transitional-Health-Risk-  | Person | HRA documents | <div> <div>Tranhra 3/7/2023</div> <div>Last FF 4/11/22 Span 5/1/22-4/30/23</div> </div> | 03/13/2023 | User02715 | 03/22/2023 | User02715 |

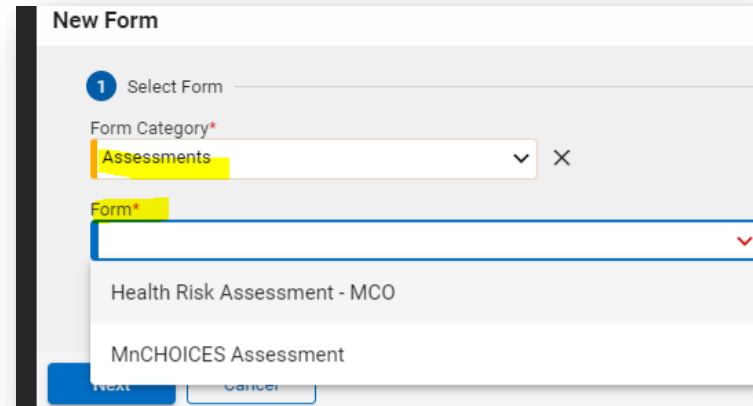
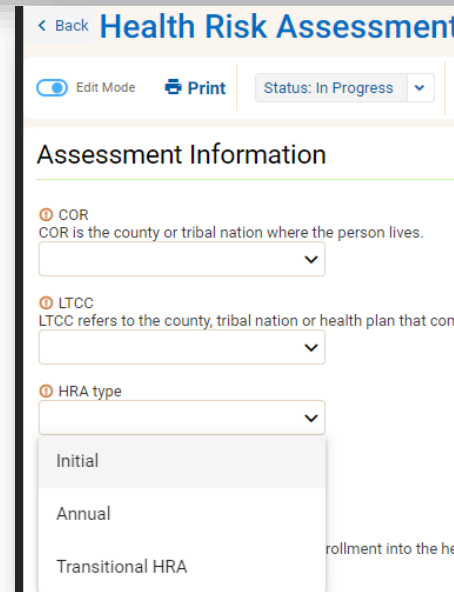
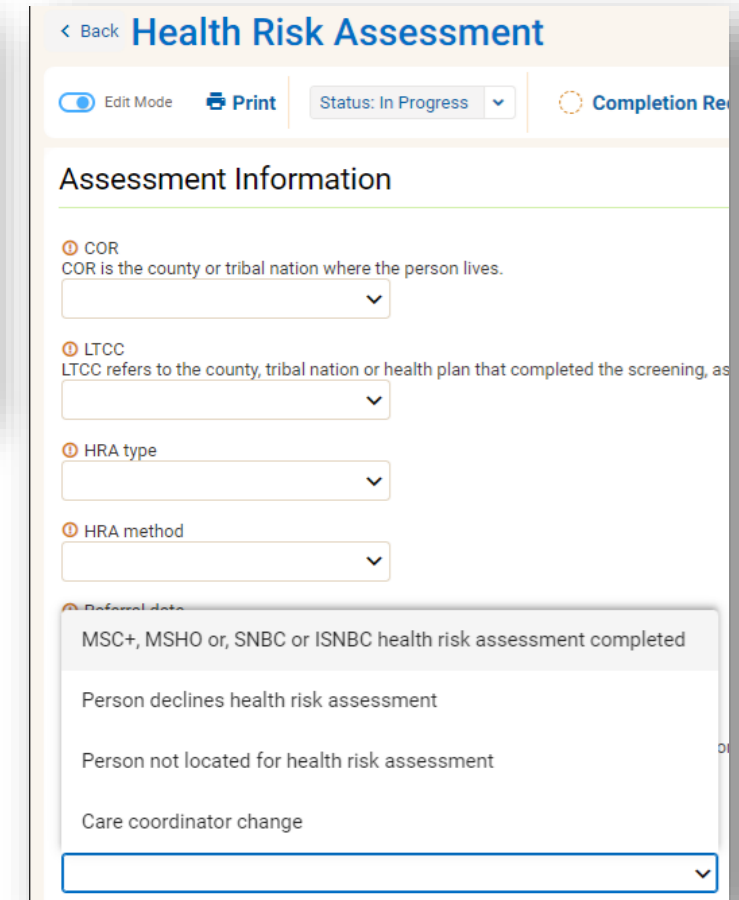
ASSESSMENTS OPTIONS

Assessments:

- HRA – MCO
- MnCHOICES

Form type HRA-MCO is also used for the following to capture dates only:

- UTR
- Refusals
- THRA

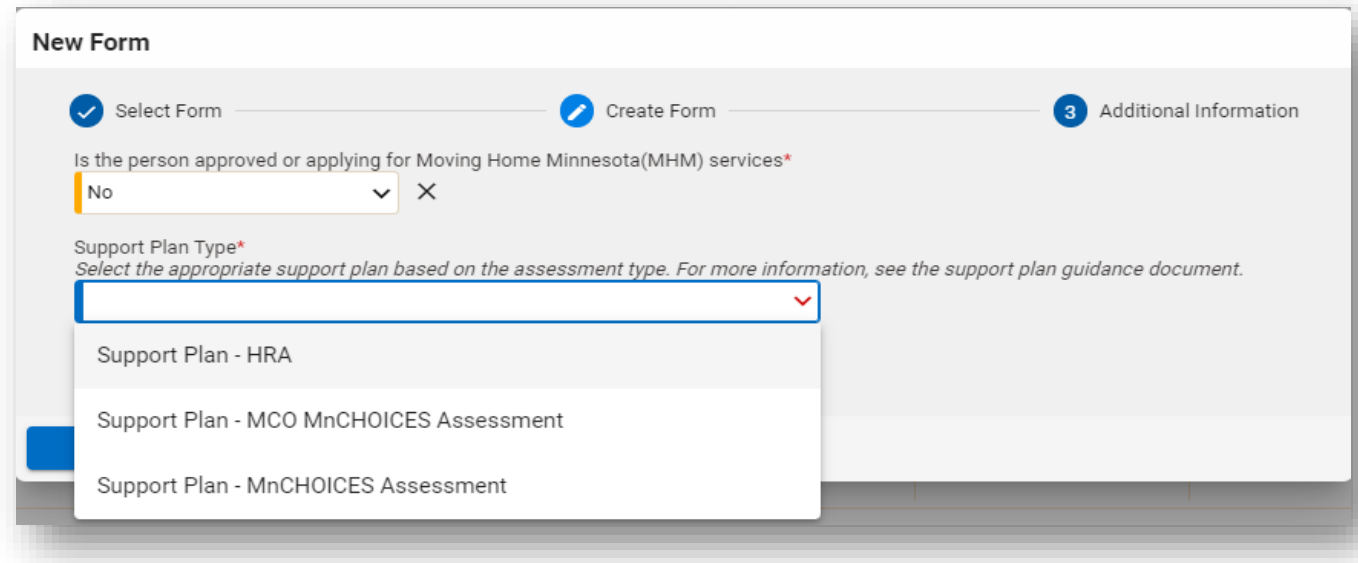
Images obtained in the current Revised MnCHOICES Training Zone

SUPPORT PLANS OPTIONS

Support Plans:

- Support Plan - HRA
- Support Plan MCO - MnCHOICES Assessment
- Support Plan- MnCHOICES Assessment *(DO NOT USE - only for Fee For Service)*

*Elderly RS/Customized Living Tool will be completed in the Revised MnCHOICES application.



New Form

✓ Select Form — Create Form — 3 Additional Information

Is the person approved or applying for Moving Home Minnesota (MHM) services*

No

Support Plan Type*

Select the appropriate support plan based on the assessment type. For more information, see the support plan guidance document.

Support Plan - HRA

Support Plan - MCO MnCHOICES Assessment

Support Plan - MnCHOICES Assessment

Images obtained in the current Revised MnCHOICES Training Zone

ASSESSMENTS AND SUPPORT PLANS

What is changing:

- HRA-MCO replaces 3428H for Community Well and members on other home community-based waivers
- MnCHOICES Assessment replaces 3428 LTCC
- MnCHOICES Assessment Summary replaces CSP
- Support Plan – HRA is equivalent to the 3428H care plan
- Support Plan – MCO MnCHOICES Assessment replaces Collaborative Care Plan (includes required Staying Healthy Domain)
- *Rate Plan can be created to “get rate” to test services and rate combinations prior to completing the “EW RS Tool/Customized Living Tool” that is part of the Support Plan – MnCHOICES Assessment MCO. Note this does not copy over to your support plan EW RS Tool.*

ASSESSMENTS & SUPPORT PLANS

What is not changing:

Nursing Home/Intermediate Care Facilities

- Continue to use Blue Plus *6.15 Nursing Home Assessment* for members residing in nursing home and ICF.
- *6.28.01 Nursing Home/Intermediate Care Facility Transitional Health Risk Assessment for Product Change* for product changes when a *6.15 NH Assessment* has previously been completed within 365 days, there are no changes and member is not due for reassessment
- *6.15 NH Assessment* - document mid-year contact

ASSESSMENTS & SUPPORT PLANS

What is not changing:

New Enrollee

- Continue to use *6.28 Transitional Health Risk Assessment* to complete transitional assessments (comprehensive assessment and care plan completed within 365 days, no changes and member is not due for reassessment)

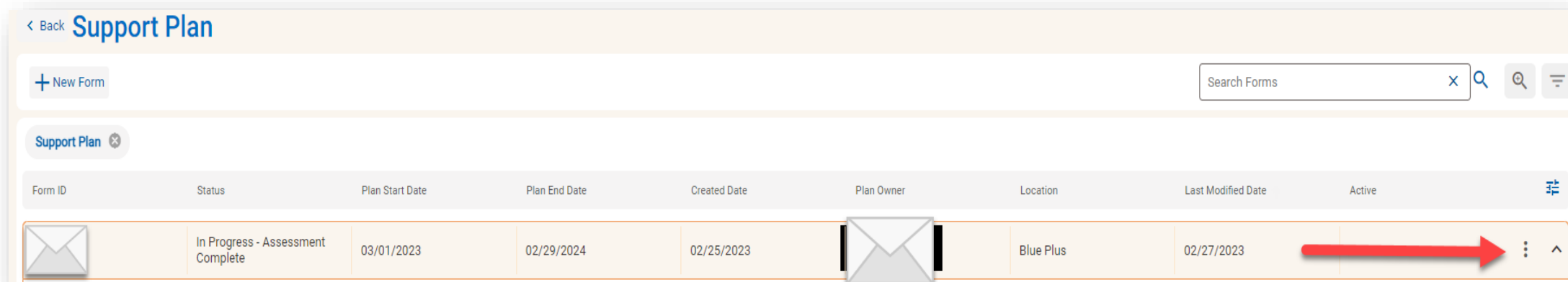
Existing Enrollee with Product Change






- Continue to use Blue Plus *6.28 Transitional Health Risk Assessment* (comprehensive assessment and care plan completed within 365 days, no changes and member is not due for reassessment)

SUPPORT PLAN

Update completed support plan in Revised MNCHOICES by selecting revise plan by clicking the ellipsis of the support plan being updated for the following:

- Midyear contact
- Changes (goals/demographic/service providers/units, etc.)
- Closing Support Plan goals



| Form ID | Status | Plan Start Date | Plan End Date | Created Date | Plan Owner | Location | Last Modified Date | Active |
|---|-----------------------------------|-----------------|---------------|--------------|---|-----------|--------------------|---|
|  | In Progress - Assessment Complete | 03/01/2023 | 02/29/2024 | 02/25/2023 |  | Blue Plus | 02/27/2023 |    |

**Refer to Help Center resources*

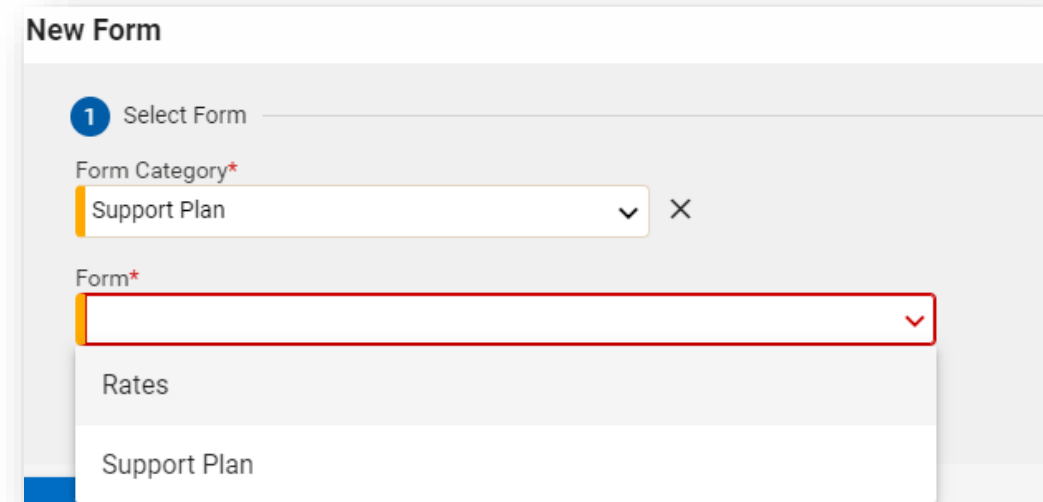
SUPPORT PLAN- UPDATE FROM WEBINAR

Service line dates and rate inputs do not copy over when a user chooses to revise a support plan.

Directions: Until this is addressed in the system, the user for each revised support plan must add service line dates and rate inputs for each service and rerun the rates.

Rate Plans are created in the Revised MnCHOICES:

- To test services "get rate"
- Category: Support Plan
- Form: Rates



New Form

1 Select Form

Form Category*

Support Plan

Form*

Rates

Support Plan

**Refer to Smart Guide Rate Plan in Help Center*

RS TOOLS/CUSTOMIZED LIVING

EW RS Tools/Customized Living Tools are part of the person's Support Plan – MnCHOICES Assessment MCO.

If you are completing the Rate Plan to “get rate” by testing services and rate combinations, you will still need to complete the Support Plan – MnCHOICES Assessment MCO to generate the EW RS Tool/Customized Living Tool within the support plan. The Rate Plan is not a requirement.

SUPPORT PLAN – TRANSITION PERIOD

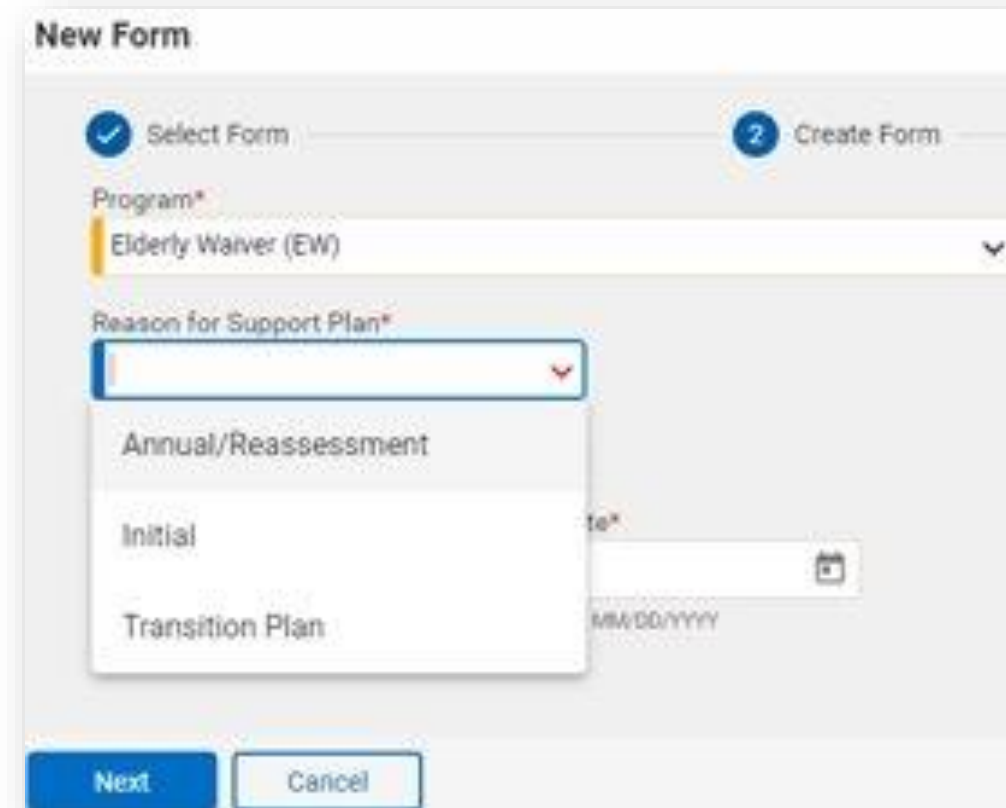
For Blue Plus, the guidance for support plans and the transition period only applies to RS Tools/CL Tools previously completed in MnSP (old system).

When updates are needed during the transition period, create a support plan and select reason as transition plan.

***Revised support plans will not copy over with this, must add service line, rate inputs and rerun rates.**

**Refer to:*

*Practice Guide Support Plan with Transition in Help Center
Current Functionality Guidance Document*



New Form

1 Select Form 2 Create Form

Program*
Elderly Waiver (EW)

Reason for Support Plan*
Annual/Reassessment
Initial
Transition Plan

Effective Date*
MM/DD/YYYY

Next Cancel

BLUE PLUS HRA CHANGE FOR COMMUNITY WELL

Process change for Community Well Members not on EW or accessing PCA:

Current Process:

- Offer face-to-face LTCC and CCP
if declined;
- Offer face-to-face 3428H and 3428H Care Plan
if declined;
- Offer telephonic 3428H and 3428H Care Plan

After Launch:

- Offer face-to-face HRA-MCO and Support Plan
if declined;
 - Offer telephonic HRA-MCO and Support Plan
-
- Continue to document your offer attempts in the case notes
 - Members on another waiver, you will continue to offer the HRA-MCO (formerly the 3428H) Assessment and Support plan.

MMIS ENTRY

MMIS entries: DHS will provide more guidance prior to launch implementation.

What we know today:

- If you complete a full Revised MnCHOICES assessment in Revised MnCHOICES, you must enter a screening document for the assessment. (members accessing EW and/or PCA)
- You do not need to enter a screening document in MMIS for HRA's completed in the Revised MnCHOICES (Refusals, THRA, MCO HRA, UTR)
- If you complete an assessment using the current process (i.e., LTCC), you still need to enter all assessments into MMIS, including Refusals, UTR, THRA, CW and EW.

FORMS AND DOCUMENTS

What is not changing:

- Continue to use only Blue Plus forms, including DTR and Member Rights
 - i.e. Do not use: DHS 2828A, DHS 2828B, DHS 2727, DHS 7096
- Continue to use Blue Plus member facing letters/provider letters & documents on CC Website
- Provider signatures. Save in delegate's current system
- Attach copy of Medication list in MnCHOICES or make available in current system, if appropriate
- TOC process not changing, continue to use Blue Plus TOC log
- Nursing home process staying the same

Case notes should be kept in your current documentation system

If we have not discussed a required process in this training, follow current process.

FORMS AND DOCUMENTS

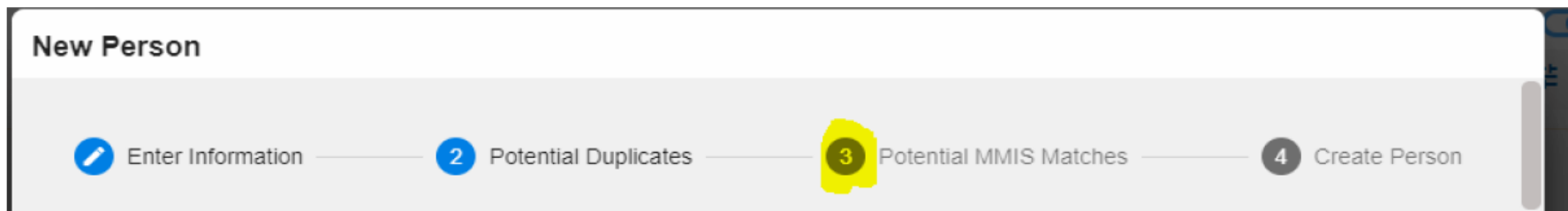
What is changing:

- Attach applicable Care Plan/Support Plan signatures in revised MnCHOICES
- Complete Mini Cog if appropriate and make available in MnCHOICES or current documentation system (refer to DHS 3428M Mini Cog Instructions in edocs)
- Must offer DHS 6914 Caregiver Assessment to informal Caregiver if appropriate and make available in MnCHOICES or current documentation system
- Support plans completed in the Revised MnCHOICES will allow revisions for mid year and plan changes
- When uploading attachments, add appropriate description for easier identification

WHEN SEARCHING FOR A NEW PERSON DURING PHASED LAUNCH

1. The next day go to revised MnCHOICES production environment and search for the person.
2. **Create a person:** Identify the person from New person window and pull the data into the revised MnCHOICES application.

This action ensures a person record exists so that historical data (contact, service agreements, closed Assessment, CSP, CSSP etc.) can be migrated.



*Refer to Micro Learning Create or Add Person

HISTORICAL DATA

- Historical data will be found in the Person record, within the attachment icon as a PDF in the revised application
- [Historical PDFs](#) include data from Nov. 1, 2019, to the launch date. MnA and MnSP documents with a closed status will be created as pdfs in an automated monthly process and will be attached to the person's record in the revised MnCHOICES application.
- Only documents with a "Closed" status will have historical data. For our Blue Plus delegates, this applies to your RS tools completed in MnSP
- Your RS tools in MnSP would have needed to be completed and *CLOSED* by March 22, 2023, in order to have any historical data migrated over to Revised MnCHOICES by launch date. Refer to DHS email communication titled: *MnA person data migration schedule for March 22 at 6PM* and *To Clarify Yesterday's Person Data Migration* email dated March 23.

* Reminder: You will need to keep track of all new people added to MnA from March 23 through the launch date. Your agency will need to search for and add these people into the revised application after launch in order for data to migrate and populate.

REFUSAL

If completed in MnCHOICES:

What is changing:

- Document Refusal in MnCHOICES to capture date.
 - Not required to be entered into MMIS
 - Reminder these are to be discarded in Revised MnCHOICES
 - Guidance found in the MnCHOICES Help Center, Current Functionality V2.

What is not changing:

- Document refusal in agency case notes and Bridgeview.

If not completed in MnCHOICES, follow current process.

UNABLE TO REACH (UTR)

If completed in MnCHOICES:

What is changing:

- Document UTR in MnCHOICES to capture date
 - Not required to be entered into MMIS
 - Reminder these are to be discarded in Revised MnCHOICES.
 - Guidance found in the MnCHOICES Help Center, Current Functionality V2.

What is not changing (if completed in MnCHOICES):

- Documented attempts to reach/UTR letter can remain in agency case notes, files, and Bridgeview per current process.

If not completed in MnCHOICES, follow current process.

TRANSITIONAL HRA (THRA)

What is changing:

- Document THRA in MnCHOICES to capture date only
 - No longer required to be entered into MMIS
 - The THRA is to be discarded in Revised MnCHOICES.

What is not changing:

- Must complete the Blue Plus 6.28 Transitional HRA form (watch for upcoming Transfer/Transition HRA)
- Access to Care Plan and Assessment reviewed
- Continue to document this in Bridgeview per current process

If not completed in MnCHOICES, follow current process.

"DISCARD" STATUS

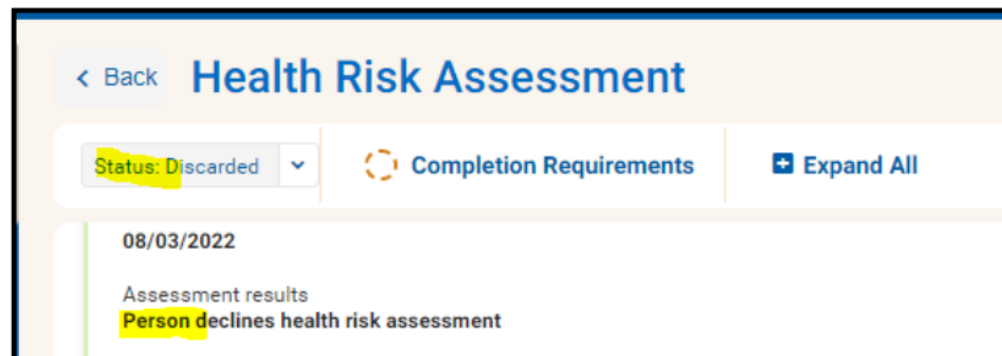
Note this is a temporary process for documenting UTR/Refusals/THRA in the Revised MnCHOICES.

Directions: Cannot complete an HRA for some assessment results

If "Person declines health risk assessment" or "Person not located for health risk assessment" is selected, the user should close the HRA by changing the status to "Discard".

This will allow the HRA to be closed without fulfilling the remaining completion requirements.

Managed care system staff will need to consider this when using the MnCHOICES data.



The screenshot shows the "Health Risk Assessment" interface. At the top, there is a "< Back" link and the title "Health Risk Assessment". Below this, there is a "Status: Discarded" dropdown menu, a "Completion Requirements" section with a circular progress indicator, and an "Expand All" button. The main content area shows the date "08/03/2022" and the text "Assessment results" followed by "Person declines health risk assessment".

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DTR'S & APPEALS

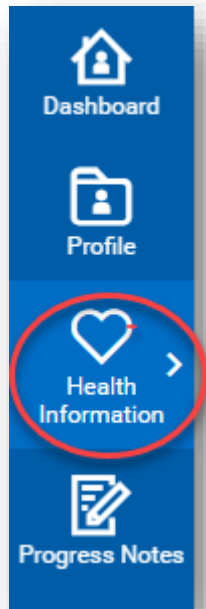
Care Coordinators will continue to follow current DTR process using our DTR form from our website.

Member facing letters and provider letters will continue to be BCBS documents.

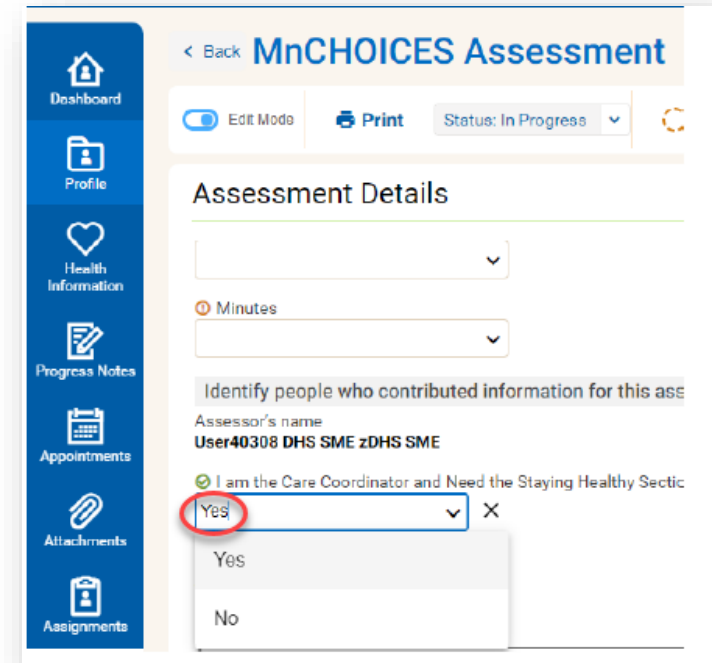
Appeal letters will continue to come from the health plan.

No changes for the DTR or Appeals process.

TIPS



- Prior to initiating assessment, update diagnosis and allergies in Health Information.
- Assessor must select "Yes" to "*I am the Care Coordinator and need the Staying Healthy Section*" for the required Staying Healthy Domain to correctly populate. If taking assessment offline, this step must be completed prior.
- When taking documents offline:
 - Per DHS, best practice is taking assessments offline vs. completing assessments online.
 - CC should be prepared and take both forms (HRA-MCO and MnCHOICES) offline to conduct the applicable assessment and pivot based on the person's needs.
 - Do not clear cache. Documents are stored to the computer until you check the assessments back in.



< Back MnCHOICES Assessment

Edit Mode Print Status: In Progress

Assessment Details

Minutes

Identify people who contributed information for this assessment

Assessor's name
User40308 DHS SME zDHS SME

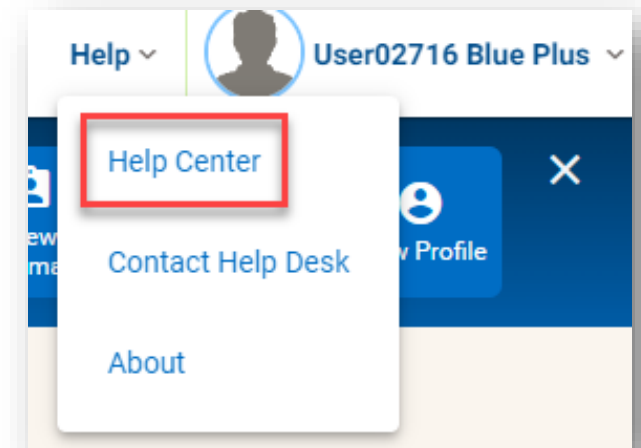
I am the Care Coordinator and Need the Staying Healthy Section

Yes No

Refer to Micro-learnings in Help Center: Working offline, Checking in offline forms

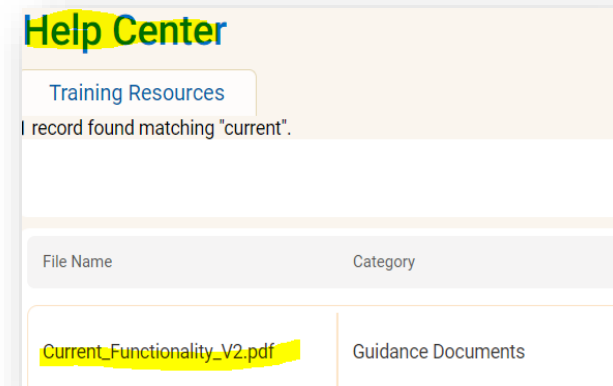
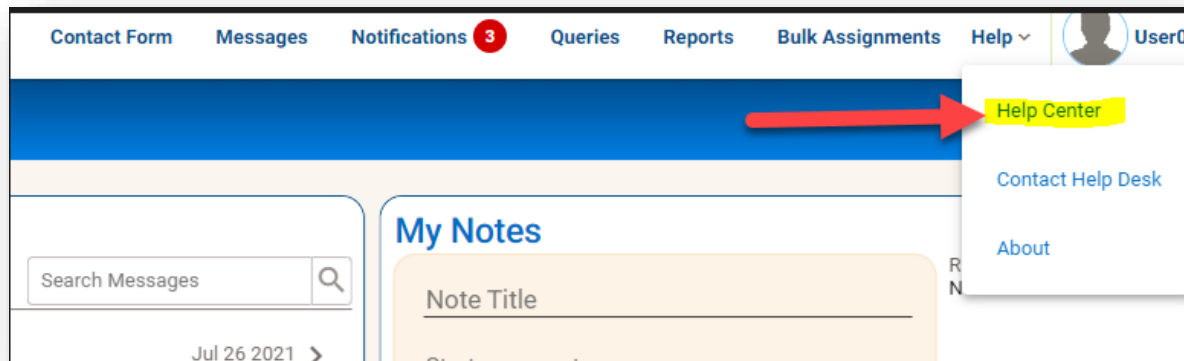
TIPS CONTINUED

- If you choose to complete assessments online, to prevent losing data, save often.
- Be familiar with available options in DHS Help Center under Training Resources:
 - Current Functionality
 - Micro Learnings
 - MnCHOICES User Manual
 - Practice Guide
 - Smart Guides
- Refer to DHS 3428B, AC, BI, CADI, EW Case Mix Classification Worksheet to confirm accuracy of case mix
- All case mix A & L, I & J, should be reviewed for accuracy, including CFSS/PCA results
- Review both Program Eligibility Summary and Program Eligibility Details
- Refer to the [CBSM Customized Living](#) criteria to determine 24-hour CL eligibility criteria



REMINDERS

- Start training and onboarding upon hire
- Reminder to use the Current Functionality Workaround document located in Help Center in Revised MnCHOICES
- Keep Handling MN Securely Information current
- *If updates needed on current documents, continue to use initial tool.



UPCOMING POST LAUNCH SESSIONS

To access upcoming sessions and to register:

MnCHOICES office hours:

- Mentors receive call instructions the Monday before the call.
- If you are not currently receiving these emails and you are a mentor, please contact us to troubleshoot

Launch webinars and call-in sessions:

- [TrainLink, Disability Services Division learning center](#). In the course catalog, choose MnCHOICES in the category dropdown. Search “MNCH0004.”

Mentor Meetings:

- [TrainLink Disability Services Division learning center](#). In the course catalog, choose MnCHOICES in the category dropdown. Search “MNCH0003.”

To submit a question:

Launch support: Pre-and post-launch call support: [Revised MnCHOICES application questions.](#)

UPCOMING POST LAUNCH SESSIONS

Launch support definitions:

- **Call-in sessions:** Mentors ask training questions to provide better support to staff using MnCHOICES.
- **Launch webinars:** Agency mentors discuss specific topics to prepare their organization for launch and allows other agency staff to ask questions.
- **Mentor Meeting:** Mentors review technical information about the computer applications and allows other agency staff to ask questions.

Upcoming sessions:

- April 7, 9:30 to 11 a.m.: **MnCHOICES office hours**
- April 24, 10:30 a.m. to Noon: **Call in session**
- May 24, 2:30 to 4 p.m.: **Call in session**
- June 2, 9:30 to 11 a.m.: **MnCHOICES office hours**
- June 14, 10 a.m. to noon: **Launch webinar**
- July 12, 10 a.m. to noon: **Launch webinar**
- Aug. 4, 9:30 to 11 a.m.: **MnCHOICES office hours**
- Aug. 9, 10 a.m. to noon: **Launch webinar**
- Sept. 13, 10 a.m. to noon: **Launch webinar**
- Oct. 6, 9:30 to 11 a.m.: **MnCHOICES office hours**
- Dec. 3, 9:30 to 11 a.m.: **MnCHOICES office hours.**

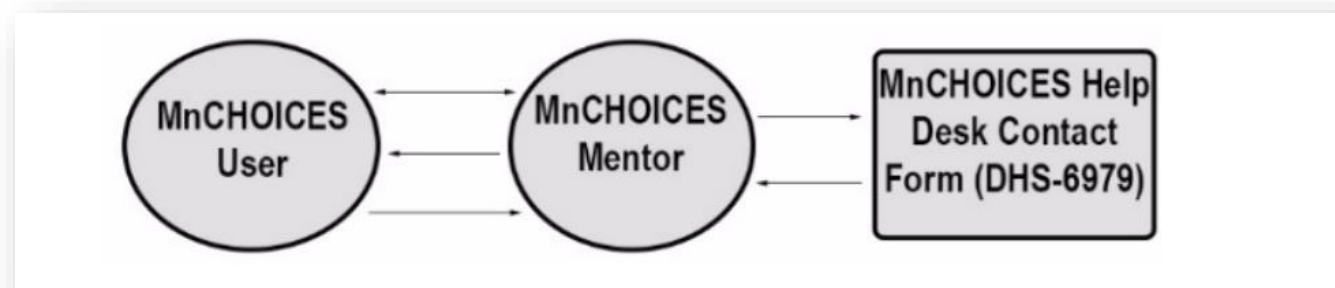
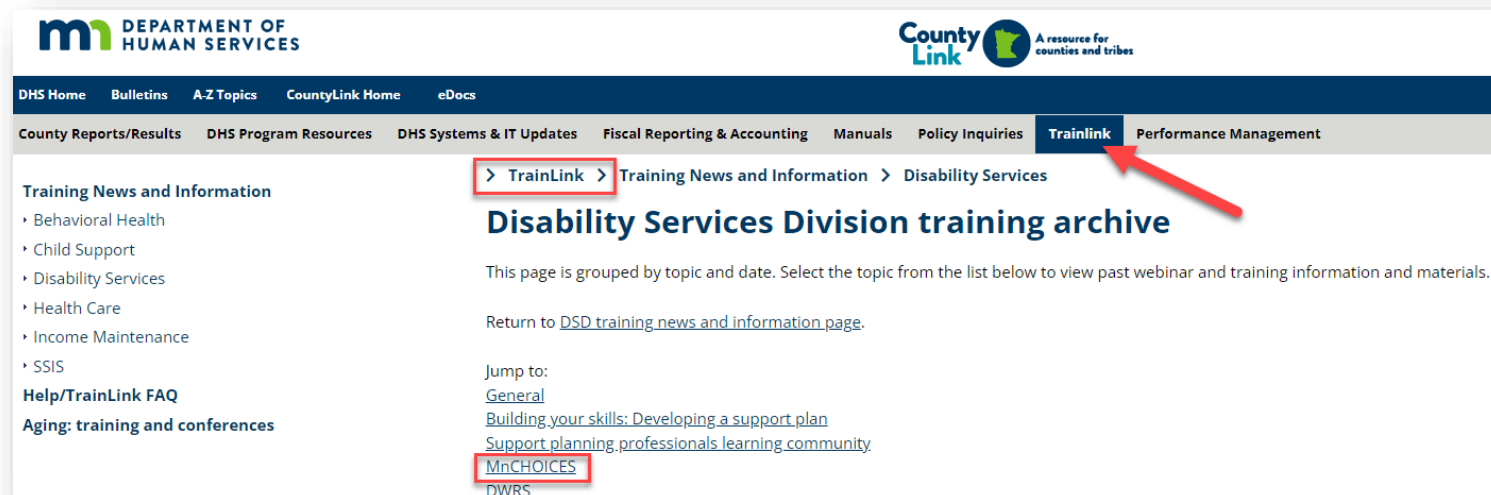
PAST LAUNCH WEBINARS

Past launch webinars:

To access past launch webinars, go to the Webinar training archive: [Disability Services Division](#) and select [MnCHOICES](#). This archive includes the webinar's PowerPoint and encore playback, which is available for three months.

If there are [Blue Plus process questions](#) going forward, send them to your Partner Relations Consultant.

For Revised MnCHOICES technical assistance (Mentors only), submit through the Help Desk: [MnCHOICES Help Desk Contact Form](#)



COMING SOON

Our Care Coordination Guidelines and Bridgeview Care Coordination User Guide will be updated soon.

Guidelines

- ▶ [MSHO & MSC+ Community Care Coordination Guidelines 12-2-2022 \(PDF\)](#)
- ▶ [MSHO & MSC+ Nursing Home Care Coordination Guidelines 12-2-2022 \(PDF\)](#)

Bridgeview Manual for Care Coordination staff:

- ▶ [Bridgeview-Care-Coordination-User-Guide \(PDF\)](#)



Partner.Relations@bluecrossmn.com