

## Blue Plus R-MnCHOICES Launch Update

To ensure the DHS Help Desk is properly utilized, DHS has requested that we share the following guidance with our delegates:

- Please consult your agency's Blue Plus MnCHOICES Mentor when MnCHOICES **technical** questions arise.
  - Only MnCHOICES Mentors can submit technical questions to DHS through the DHS Help Desk.
- Blue Plus R-MnCHOICES **process related** questions should be directed to your Mentor and your Partner Relations Consultant. Do not send these to the DHS Help Desk.
  - If you/your Mentor are unable to find the answer to your **process** question, please email your Partner Relations Consultant.
- Helpful resources include:
  - Blue Plus R-MnCHOICES Workflow Webinar on the [Blue Plus MnCHOICES page](#) of the Care Coordination Website
  - [DHS MnCHOICES website](#)
  - [MnCHOICES Revision Project website](#)
  - DHS Disability Services Division [training page](#) (select MnCHOICES under the "Jump to" section or scroll down to access MnCHOICES PowerPoint and webinar recording).
  - [MnCHOICES Revision Assessment and Support Plan documents & Reports](#)
  - [Forms for LTSS Assessment, Eligibility & Support Planning](#)
  - [Required Trainings for all MnCHOICES Roles](#)

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- If your PR Consultant is unable to assist, we will submit a Help Desk Ticket to DHS on your agency's behalf.

## Blue Plus R-MnCHOICES Onboarding Update

- For Onboarding questions/issues, please review last week's MnCHOICES Communique.
- **As a reminder, Blue Plus Security Liaisons are the first step in Onboarding and DHS SSAM completes the final step. As a result, the completion date is currently unknown for all "Adds", "Changes" and "Deactivations".**
- DHS has informed us that the bulk onboarding process applies to "Adds" **only** since the 10/2022 onboarding.
- DHS has informed us that for onboarding changes and deactivations reported after OCT. 2022 need to be processed manually, one-by-one. **Blue Plus's Security Liaisons are submitting these requests on behalf of our delegates.**
- Currently our top priority is submissions of all "Adds".
- At this time, there is no known turnaround time for processing "Changes" and "Deactivations" reported on the "June" onboarding list. Of importance, we are working as quickly as possible to submit all "adds" first. If you have a staff member who has had changes that is participating in phase one of the launch, please reach out to your Partner Relations consultant and we will prioritize those change requests.

Example: superusers/mentors starting in phase one that had a name and email change and they did not receive their initial email.

- **For any new staff, changes, or deactivations going forward**, continue to send Blue Plus the State of Minnesota MnCHOICES Support Plan Request and Authorization Form as previously required. This form must indicate which applications the request is for, MnSP only or both MnSP and Revised MnCHOICES. If not specified, it will be processed for both MnSP and Revised MnCHOICES. Our Security Liaisons will submit access requests to DHS SSAM as time allows. If you have a more urgent request, please indicate that in the body of your email and the form.