

7/7/2023

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## DHS R-MnCHOICES Launch Update

- On Monday, July 10, 2023, DHS will begin Phase 1 of the revised MnCHOICES application.
- Users that were previously onboarded in October 2022 should get an email from FEI Systems (MnCHOICES vendor) on Friday, July 7, 2023, showing their account was created.
- **Users must log into the revised MnCHOICES application within 30 days of getting the “Account Created” email.**
- DHS updated the Minnesota Service Hub access request ticket to include the revised MnCHOICES application.
- Through the Minnesota Service Hub, the Blue Plus security liaisons will:
  - Submit a single ticket to add up to 25 new users by searching “bulk user” (only available until Friday, August 25<sup>th</sup>, 2023).
  - Get answers to common questions in “Smart Guide – Production: Adding and managing user access” in the application help center.
- DHS will update the MnCHOICES system with regularly scheduled, monthly releases. Please review the full [DHS eList announcement](#) for information about the recent June 30<sup>th</sup> system updates.
- Refer to the *Revised MnCHOICES User Access Instructions* email sent on July 6<sup>th</sup>, 2023, for more details. Reach out to your PR Consultant if you need a copy.

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## Blue Plus R-MnCHOICES Launch Update

- The [Blue Plus MnCHOICES Mentor](#) webpage has been updated – please review.
- Reminder: please use the new training [URL – AWS – New MTZ Training Link](#).
- **Onboarding:** Your agency may have recently received an email from the Partner Relations team, requesting additional information to process your June bulk onboarding list.
  - If you receive a follow-up email requesting additional information, such as Handling MN Information Securely dates, Middle Initials, or Trainlink ID, **please complete and return as soon as possible**. This allows us to include your users in this first round of bulk onboarding.
- **Prelaunch Info:** Staff who **were not** on the October 2022 list **will not** receive an email from FEI on July 7<sup>th</sup>, 2023. Instead, they will need to be bulk onboarded by Blue Plus’s security liaisons starting July 10<sup>th</sup>, 2023. This applies to delegates new to Blue Plus 1/1/2023 and any new hires.
- Delegate staff included on the October 2022 onboarding list were onboarded by DHS and they should receive an email on July 7<sup>th</sup>, 2023, from FEI with “Account Created” info.
- **The following are some reasons a user, who was included on October 2022 onboarding list, may not have received an “account created” email from FEI:**
  - Email firewalls/security redirected the email to the user’s spam folder. Please check your spam folders or consult with your IT department.
  - User(s) was not included on the bulk onboarding list in October 2022.
  - Name, email, or employer changed since October 2022.
  - Incorrect spelling or information on the October 2022 onboarding list.
  - Missing required information.

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- **When MnCHOICES Launches:**
  - If “Account Created” email is received on July 7th, 2023, users must log into MnCHOICES within 30 days, and minimally every 60 days thereafter.
  - Delegates should track users who were included on the October 2022 onboarding list but **did not** receive their “Account Created” email. Delegates may choose to use the attached *Blank Delegate Bulk Onboarding July 2023* excel document.
  - Email this tracking list to your PR Consultant **no later than August 4<sup>th</sup>** to include it in the next bulk onboarding. **Please provide all required information – including user’s middle initial and Handling MN Information Securely dates.**
  - Blue Plus will add these users to the next bulk onboarding for MnCHOICES access.
- **Post Launch after August 4<sup>th</sup>:**
  - Delegates should continue to track staff’s access requests or changes, and make note of anyone still needing MnCHOICES access, using the included tracker.
  - Email this tracking list of staff who need MnCHOICES access to your PR Consultant **no later than August 18<sup>th</sup>**, to include in the next bulk onboarding. **Please provide all required information – including user’s middle initial and Handling MN Information Securely dates.**

**We are currently unaware of the turnaround time and when newly onboarded staff will receive their “Account Created” email for subsequent onboardings.**

More information will be provided for ongoing maintenance and new access requests post August 25<sup>th</sup>. This will include one access request for both MnSP and R-MnCHOICES applications as applicable.

Currently, the Partner Relations team has not scheduled any further R-MnCHOICES workflow trainings. After launch, we may host additional R-MnCHOICES webinars, based upon your questions and suggestions gathered from recent Regional Care Coordination Advisory Committee Meetings.