

Blue Plus R-MnCHOICES Onboarding Updates

- Blue Plus’s Security Liaisons continue to work with DHS SSAM to submit and complete all “Adds” as part of the June bulk onboarding process for the Revised MnCHOICES 2.0 application.
- Due to the limited window for bulk onboarding, the turnaround time for processing “Changes” and “Deactivations” reported on the “June bulk onboarding list” will be delayed until all bulk “Adds” are completed by DHS.

New Guidance:

- Some health plans are experiencing onboarding request delays due to only having 6 of 7 Handling MN Information Securely trainings completed.
- To resolve this, log into your Handling MN Information Securely account, go to settings and update Training Role to **County Worker** regardless of your employer. This will prompt the requirement of the 7th training.



Handling MN Information Securely

Welcome, Ricky Vang
[Home](#) [Settings](#) [Log out](#)

User Settings

Affiliation *

Division *

Email Address *

If you have a state ID number, enter it. You can return and enter it later when assigned.

Employee Number

First Name *

Middle Initial

Last Name *

If you selected "Other" as an Affiliation, this box must be completed.

Company Name

Send Reminders?

Training Role *

Role Description

Courses Required for Role

- Data Security and Privacy (15 minutes)
- Managing Security Information Probl
- How to Protect Information (35 Minut
- Federal Tax Information (10 Minutes)
- Social Security Administration Inform
- Protected Health Information (PHI) (1
- Data Search for County Staff and A

* = field is required. Changes Saved.

- Going forward, new staff should select **County Worker** for their Training Role when they set up their Handling MN information Securely account.
- To gain Revised MnCHOICES 2.0 Blue Plus access for any new staff, complete the SSAM - State of Minnesota MnCHOICES SP Request & Authorization Form (see attachment) and return to Partner.Relations@bluecrossmn.com.

STATE OF MINNESOTA
MnCHOICES Support Plan Request and Authorization Form

Failure to complete all fields of the User, Team or Agency section(s) that you have selected will result in the form being returned to the requestor for completion.

- **This form must also include:**
 - A statement in *How will this access be used* section:
 - “Access for both MnSP/EW RS tool and Revised MnCHOICES (2.0) for MSHO & MSC+ **<insert Delegate name>** Care Coordination.”
 - If access is not specified and a TrainLink is provided, access will be processed for both MnSP and Revised MnCHOICES.
 - The Location Assigned Roles needed for Staff Responsibilities (i.e. Care Coordinator MSHO/MSC+ and Certified Assessor, Delegate Supervisor, Agency Report, Rate Staff, Support Staff, etc.)
 - TrainLink ID
 - Completion of Logon ID field
 - Completion of the user’s Middle Initial field
 - Completion dates of Handling MN information Securely Training
- **Return the completed form to Partner.Relations@bluecrossmn.com.** Our Security Liaisons will submit access requests to DHS SSAM as time allows.
- If you have Mentors or superusers that need access as part of phase 1 rolling launch, that has not already been communicated to your Partner Relations Consultant, please do so following the process noted above.

Blue Plus R-MnCHOICES Launch Updates

- MCO Mentors should plan to attend the MnCHOICES MCO Call in Session.
- Review in full DHS's recent email communication from MN_DHS_MNHELP, sent on 7/31/2023 with subject line: *July 2023 release fixes and other key items*. This information is also available in *Current Functionality v5* document.
- **REGARDING REFUSALS & UTRS:** DHS and Blue Plus had previously instructed users to mark Refusals and Unable to Reach/Not located as "Discard." **Following July fixes, these entries should be entered and marked as "Complete."**

MMIS entries Clarification from 8/4/2023 Office Hours:

- Continue to enter screening documents into MMIS for Care Coordinator changes, regardless of how your agency plans to complete assessments (legacy forms or MnCHOICES).
- Continue to enter screening documents into MMIS when:
 - Person is assessed/reassessed for Elderly Waiver
 - Person is or will be assessed/reassessed for PCA services (CFSS in the future)
- Do not enter these screening document types into MMIS if completed in MnCHOICES 2.0: Unable to reach, Refusal, Transitional HRA, or HRA-MCO assessment.

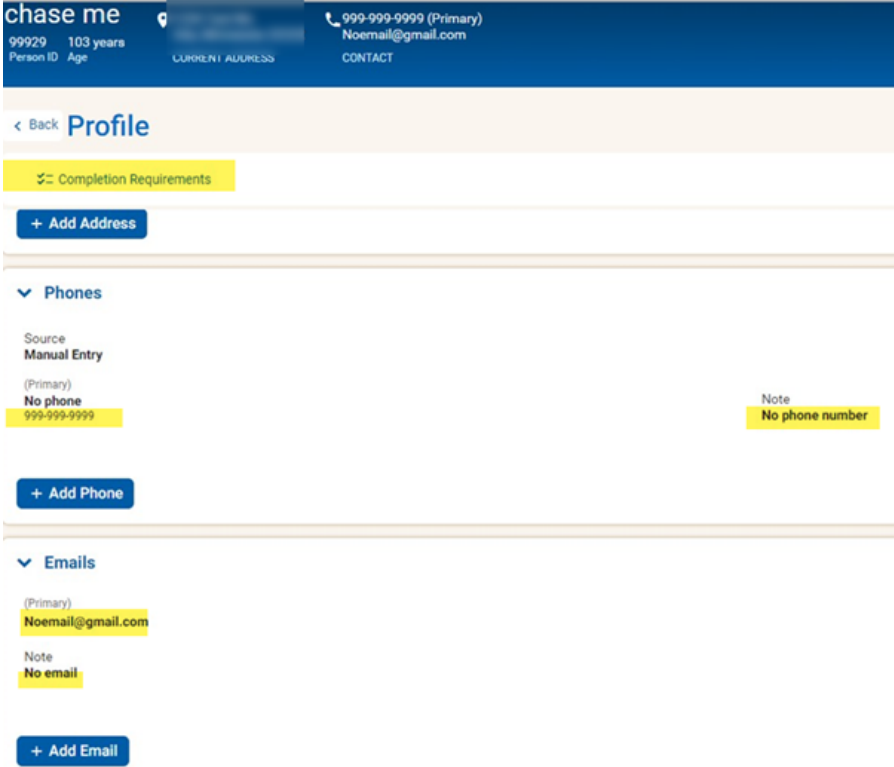
Please email your PR Consultant any Questions/Answers your agency has exchanged with the MnCHOICES Help Desk, as well as any helpful tips so we can learn from each other.

- Example #1: If a phone number or email is required in a person's profile to meet all the required fields, but is not available, users can enter all 9's for the phone number or noemail@gmail.com to meet the *Completion Requirements*. Users would also add a comment in the Note fields that there is no phone number and/or no email.

Partner Relations
Team
Government
Markets

Manager:
Stormy Church

Consultants:
Kim Flom
Melinda Heaser
Cate Ness
Kim Pirkl
Wendy Schultz
Ricky Vang



The screenshot displays a user profile for 'chase me' (Person ID: 99929, Age: 103 years). The profile is mostly empty, with sections for 'Completion Requirements', 'Addresses', 'Phones', and 'Emails'. The 'Phones' section shows a note 'No phone number' and the 'Emails' section shows a note 'No email'.

- Example #2: We have intermittently experienced *Location Assigned Roles* become auto unassigned in the Revised MnCHOICES (2.0) application regardless of the requestor's permission level such as Lead Agency Security Liaison, Lead Agency Supervisor and Delegate Supervisor updating roles.

Is it possible this is related to Delegate agencies trying to add Staff Organization Roles and the patch DHS recently implemented or a larger issue?

Per the MnCHOICES Office hours, a MnCHOICES DHS Help Desk Ticket should be submitted. If you have also experienced this, please have your mentor submit a ticket so that DHS understands the depth of the issue.

8-4-2023

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Revised: Smart Guide: Production-Adding User v3 was corrected to note

- The DHS security team will add certified assessor credentials. Instructions for the lead agency security admin to add credentials were removed.
- TrainLink IDs are unique to staff member and to not request them to be changed. If you have changed a TrainLink ID for a certified assessor submit on the MnCHOICES Help Desk ticket the change to ensure the credential database is updated.
- Do not assign staff organization roles. The Team is seeing this is causing issues with drop down menus for assignment and display issues with some case load tiles.
- This is an important resource for agencies wanting to learn how to add user access to the system.

Your feedback is important to us, as depending on the severity of the issue/concern, how many users these issues impact and the frequency of how often this is occurring, it could affect the implementation of phase 2 or 3 of the rolling launch if it cannot be resolved timely and impacts our ability to complete assessments.

Remember to refer to:

[Forms for long-term services and supports \(LTSS\) assessment, eligibility and support planning](#) for forms that should be used when completing assessment in the Revised MnCHOICES

REMINDER: DHS HOSTS CALL-IN SESSIONS FOR MANAGED CARE ORGS & THEIR DELEGATE AGENCIES. THE PURPOSE OF A CALL-IN SESSION IS TO PROVIDE AN OPPORTUNITY TO ASK QUESTIONS AS MENTORS PROVIDE SUPPORT TO STAFF USING MNCHOICES. NEXT SESSION: AUGUST 16TH, 9:30-11:30 AM. WEBINAR INSTRUCTIONS TO BE EMAILED TO THE MCO MENTOR LIST THE DAY BEFORE THE CALL.

Please reach out to your PR Consultant with any questions.