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| April 05, 2024Bridgeview Care Coordination User Guide UpdatesDear Care Coordination Partners, The Care Coordinator User Guide has been updated and will be posted to the Care Coordination and Bridgeview websites. The most recent changes will be in red font for easy identification. The following are a few highlights:* Due to many system enhancements and replacing M360 with Helios, many screenshots have been updated throughout.
* **Trouble Shooting Tips for Access Issues -** Instructions for What to do if locked out added.
* **Renewal reports**—new section added with a brief description and instructions related to this report.
* **Entering Health Risk Assessments General Process**—
	+ **HRA Form Drop-Down Options**—added clarifying language to some descriptions in this table.
	+ **Assessment In-person** field was changed. Instructions for the use of each drop-down option was added to assist in tracking when remote assessments are completed to assure the next assessment is done in person.
		- Select “yes” if assessment was completed in person.
		- Select “no” if assessment was completed remotely.
		- Select “Done by FFS/Other/MCO/Unknown” when entering the FFS assessment for Transitional HRA and CC is unaware if the previous assessment was done in person.
* **Requesting an Edit or Deletion of an HRA entry—** added new icon in Assessment History section. Users can click on the icon to view comments for approved assessment edits if applicable (comment section has a 250-character limit). Comments will only display if there has been an approved edit.
* **HRA Audit Process**—added clarifying language regarding documentation required for HRA audit process
* **Date of Death**—Additional instructions added: Members may continue to show as due/past due for their reassessment after date of death has been entered. Confirm the DOD is entered in this field and the DHS 5181 has been completed and sent to the Financial Worker. If this been completed and you want the assessment due/past due flag removed, send a secure email to bridgeview.service.agreements@bluecrossmn.com.
* **Consumer-directed community supports (CDCS) Service Agreements** —
	+ Additional clarifying language added related to Service Type; approved amounts/limits; and entering the required Case Management T2041 for Delegates with PMPM contracted arrangements.
	+ Added: all EW services should be included in the T2028 service agreement.
	+ CDCS Service Description requirements updated to include both increases and decreases in services require a statement in the description that the CDCS addendum was reviewed and completed.
	+ CDCS Legislative Rate Changes was updated that FMS provider while able to bill flexibly from month to month, must stay within the total approved limit authorized during the annual span which cannot be more than the CDCS Limit.

Let your Partner Relations Consultant know if you have any questions. |