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| R-MnCHOICES August Release Summary  **Purpose:** To provide MnCHOICES mentors and users with the following update and release summary. **1. Resolved Current Functionality items: Fixed in the release** **(5 fixes which includes 1 critical functionality item)**  * **MnCHOICES Assessment: Assessment Summary heading-Description:** The name of the health care provider was printing in the Assessment Summary, but the address was displaying only dashes.   + **Changes made:** The Assessment Summary printout will display the name of the health care provider and their address. * **Support plan: Services and Supports, Service Type- Services that Support Me heading-Description:** Managed Care Organizations (MCOs) could not add non-enrolled providers who deliver “Direct Delivery Services” and “Purchased Item Services” to support plans in the services that support me section because they were not a provider type.   + **Changes made:** Waiver Provider“Managed Care Organization” is added to existing provider list. MCOs will search for and use this provider to authorize non-enrolled providers in support plans. The provider name includes the services that are available.   Services that support me:Create a service that was listed in MCO Waiver provider list. In the Provider Name select “Managed Care Organization” from the drop-down menu and in the contact information indicate the type of service.   * **Support plan: Services and Supports, Service Type- Services that Support Me heading-Description:** Only one entry showed up in print view when a user added more than one “Modification, Assistive Technology and Remote Support” entry for all support plans in the service and support section.   + **Changes made:** All entries will display in print view when a user adds “Modification, Assistive Technology, and Remote Support” entries for all support plans in the services and supports section. * **Support Plan: Service Agreement heading-Description:** Elderly Waiver Residential Services (EWRS) rate tool was not counting the hours per day and hours per week towards the 50 hours minimum monthly total needed to qualify individuals for 24-hour CL. It was only counting hours entered in the “hours per month" column.   + **Changes made:**  The hours per day and hours per week entered in the Elderly Waiver Residential Services (EWRS) rate tool will accurately count towards the 50 hours minimum monthly total needed to qualify individuals for 24-hour CL.  **2. Resolved Functionality and Future Enhancements document items requiring additional user action:**   * **N/A**  **3. Partially resolved Current Functionality and Future Enhancements document items:**   * **N/A**  **4. Updated Current Functionality and Future Enhancements document items:**   * **Description:** The “Contacts” icon in the person record requires an address to be entered for each contact to fulfill completion requirements.   + **Updated Directions:** If a contact address is unknown, user will select “Lives with Person” in the address field, include a note in the contact section that the address is unknown and cross out the contact’s address on the Assessment Summary printout.  **5. Removed Current Functionality and Future Enhancements document items:**   * **N/A**  **6. Other changes made - not listed in the Current Functionality and Future Enhancements document:**  * **Description:** New workflow has been created for the MnCHOICES assessment and support plan eliminating the duplication of work for counties and tribal nations serving as delegate agencies by allowing the user to complete one assessment and one support plan.   + **Changes made:** The MnCHOICES Assessment “I am Care Coordinator” drop down is updated and includes an option for users to select an assessment which includes the Staying Heathy, Notice of Action, Assessment and Program Acknowledgement and Signatures sections. When the assessment is complete, the user will create a Support Plan-MCO MnCHOICES Assessment. (Additional details regarding new workflow, new functionality and training materials were provided in the email communication sent to mentors on August 20.) * **Description:** Users had been unable to delete Waiver Providers in support plans since the 7/1 release. An error "An error has occurred" appeared when users attempted to delete a provider, even when a waiver provider was not associated with a service.   + **Changes made:** Waiver providers can be deleted from support plans. * **Description:** Managed Care Organizations will discontinue use of All Data reports as they transition to Snowflake.   + **Changes made:** The All Data reports (Health Risk Assessment, MnCHOICES Assessment, Support Plans) will no longer be available in MnCHOICES.  **7. New additions to the Current Functionality and Future Enhancements document (7 additions which include 0 critical functionality items):**  * **Person record: Contacts-Description:** The “Contacts” icon in the person record requires a county to be entered when a contact’s address is in a province so completion requirements are fulfilled.   + **Directions:** Select “Lives with person” in the address field and enter the contact’s address under note if a contact’s address includes a province. Cross out the contact’s address on the Assessment Summary printout. * **Person record: Health Information-Description:** “Health insurance” might not populate correctly when a person is covered by Medical Assistance (MA) — the state-administered Medicaid program — in the health information icon window in the person record.   + **Directions:** Confirm a person is eligible for MA if it is not already listed in the health insurance section. A MnCHOICES mentor at the agency should submit a MnCHOICES Help Desk Contact Form, DHS-6979, requesting the health insurance record is updated. * **MnCHOICES Assessment-Description:** The system requires an option to be selected for “Additional information provided and discussed as needed” in the Assessment and Program Acknowledgement section for completion requirements to be met.   + **Directions:** If neither of the “I know me” forms nor other forms in “Additional information provided and discussed as needed” are provided to the person, check “Other” and enter “N/A” into the text field. * **MnCHOICES Assessment-Description:** If a user moves a reassessment status beyond "In progress," information from the new assessment will be pulled into the person's current support plan. This process cannot be reversed.   + **Directions:** With a case manager, determine a date when the assessment can move to a status beyond "In progress." Changes to the span of a person's current support plan will pull eligibility information from the reassessment.   MSHO/MSC+ care coordinators must make sure all updates are made to the current support plan before they create a new assessment and support plan for the next span. Since care coordinators are also certified assessors, they complete the assessment and support plan at the same time.  (Note: Two Support Plan - MnCHOICES Assessment (SP- MnA) forms cannot have a status of “In Progress” or “In Progress – Assessment Complete” at the same time. This would make it so the care coordinator could not revise the support plan for the current time span.)   * **Support plan-Date Support Plan: Assessment Results-Description:** The system will not save “Date support plan shared” in a revised support plan when a user selects “No” or does not enter a date for an original support plan in “My care team” in an SP — MCO/MnA or SP — HRA.   + **Directions:** On the support plan printout, write the date that the support plan was shared with the primary doctor or support team member. * **Support plan: Services and Supports, Service Type-Services that Support Me-Description:** For individuals using CFSS needing to choose a Consultation Services Provider:   + - Consultation Services Provider is not currently available to select in the support plan as a service provider.   + **Directions:** In the Support Plan, choose “Add service or support.” Select “People and community organizations that support me,” and type in the organization’s name. Include a support description that includes the service details. Then enter the appropriate consultation type:     - Orientation/Annual Renewal T1023, and/or     - Consultation Ongoing support T1023 TS, and/or     - Consultation-QA/Remediation T1023 U2 * **Support plan signature-Description:** When a person is on a waiver and eligible for CFSS, they can choose to use part or all of their CFSS time for alternative services. This information is captured on the signature sheet, however it does not appear on the printout.   + **Directions:** Enter the person’s choice in the comments section of the support plan signature sheet printout. The comment should say something like "The person is choosing to use all of their time for CFSS,” or "The person is choosing to use X minutes of CFSS time for alternative services."   **8. Help Center updates:**   * **Current Functionality and Future Enhancements v.08.2024 document:** Will be loaded into the MnCHOICES Help Center the week of August 26, 2024. * **Procedure – MnCHOICES Assessment: Track completion time:** Assessor instructions for documenting time in a person's assessment for intake and assessment activities.(Additional details regarding new procedure for tracking completion time of MnCHOICES Assessments were provided in the email communication sent to mentors on August 16.) * **Practice Guide: HRA v.2:** Updated the section on the person declines HRA or unable to locate (page 7). Helpful tips are updated throughout the guide. Sections with references to contacts in the person record are changed to include the Contacts icon functionality. Assessment Information (page 9) indicates fields that auto-populate. Clarified referral and date of health risk assessment instructions (page 10 and 11). Who do you currently live with is updated (page 11). Link was added for the DHS Housing Stabilization Services (page 13). Instructions were added for informal caregiver yes is selected (page 15). Medications section includes attach a medications list and refers the user to the Help Center Smart Guide: Attachments for a naming convention. Reference that some MCOs have benefit for prenatal care (page 33). * **Smart Guide SP-HRA v.4:** These changes were made of the document: Is the person receiving other services? Select Yes from the dropdown menu to be able to plan for other services. Support plan type: Select “Support Plan – HRA”. Waiver providers section: Add a provider. Formal supports section includes Zero is an allowable rate value. Provider is not identified/not available: provides instructions. |