

# MnCHOICES Assessment: Track completion time

## Audience

Lead agency staff who conduct MnCHOICES assessments.

## Overview

Lead agencies must conduct long-term care consultations/MnCHOICES assessments within 20 working days from the day a person is referred or recommended. People in Minnesota are experiencing delayed access to MnCHOICES/long-term services and supports (LTSS) assessments, which keep them from accessing HCBS services and supports they need in their home and community.

Some lead agencies are unable to meet these timelines. To better understand how long the assessment process takes, lead agencies must document the time it takes to conduct all MnCHOICES assessments so DHS can analyze the data to help create more streamlined processes.

## Policy

Completion time for every assessment will be tracked in the MnCHOICES application. Certified assessors must track the time it takes to conduct specific areas of the assessment activities, including intake.

## Procedure

After every assessment, lead agencies must document the time they spent on intake and assessment activities. Tracking starts on the date the lead agency received the referral or recommendation according to [Minn. Stat. §256B.0911](#).

In the MnCHOICES application, a user will enter the time needed to complete a given activity in the assessment interview time section under “Activity information.”

Assessment interview time

Hours  
2

Minutes  
0

These activities, from the [Social Services Time Study \(SSTS\) Activity Categories, Codes and Definitions](#), should be included:

## Intake

Activities to collect a person’s information that is needed to start an assessment for LTSS, including HCBS waivers. Specific activities include:

- Gather a person’s contact and general information.
  - Phone number
  - Demographic information.
- Collect source information from the referral.
- Understand the specific reason a person called about LTSS.
- Get diagnostic information for a person (medical or psychological).
- Collect disability certification information (excludes the actual process to determine SMRT eligibility).
- Get health insurance information.
- Figure out if there is another decision maker or other authorized representative.
  - Get their contact information.
- Give the person information about medical assistance eligibility.

## Assessment

Tasks a certified assessor or case aide does during an LTSS eligibility assessment. This includes most work that happens between the completion of an intake and the hand off to a case manager.

- All preparation and follow-up activities related to the assessment including:
  - Gathering or reviewing information
  - If completed after handoff from intake.
    - Scheduling an appointment for the assessment - including time, location, persons necessary to be present.
  - Arranging special accommodations, including the need for an interpreter and making arrangements when needed
  - Communicating with the person or their representative (e.g. face-to-face, by phone, in writing or by other personal or electronic methods)
  - Conducting the assessment interview
  - Completing financial eligibility worksheets for Alternative Care or Essential Community Supports.
  - Consulting with others regarding assessment and support planning
  - Making referrals, if completed as part of the assessment process
  - Communicating with case manager
  - Preparing for and participating in appeals related to assessments for LTSS
- Travel and paperwork associated with these activities
- Activities conducted by a certified assessor or case aide
  - Preparing assessment packets
  - Entering screening documents and other forms
  - Editing or updating person specific demographics information.

## Exceptions

These tasks are not considered part of the intake or assessment for purposes of this data collection.

- Gather or help get information and documents related to MA eligibility.
- Help a person complete an MA eligibility application.
- Verify income, social security number and citizenship status.
- Complete a referral for income maintenance related to Medical Assistance.
- Work through the SMRT or TEFRA processes (complete and/or collect related paperwork).
- Other activities to help determine eligibility for other programs like MA.

# Links

[Assessment Practice Guide — MnCHOICES Help Center](#)  
[Time Study — SSTS](#)