# Blue Plus Care Coordinator – Lead -- Supervisor Orientation Checklist

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| **This checklist is a training tool for new Care Coordinators, leads and Care Coordination Supervisors. Care Coordinators, Leads and Supervisors must complete the mandatory training tasks and electronically sign the attestation, returning to their assigned Partner Relations Consultant within 90 days of hire.** | | |
| ***Mandatory* Tasks requiring Attestation of Completion (below)**  ***Mandatory* Tasks requiring Attestation of Completion (below)** | **Care Coordination Website Review** | ***Visit:*** [Blue Plus Care Coordination Website](http://www.bluecrossmn.com/carecoordination) ***(save to your favorites) and review the following tabs:***  [Home Page:](https://carecoordination.bluecrossmn.com/) Updated regularly with new information and upcoming trainings.  [Care Coordination:](https://carecoordination.bluecrossmn.com/care-coordination/) Includes guidelines, forms, letters, and helpful resources including our EW T2029 Guide and DME Payor Determination Guidelines & Checklist.  MSHO and MSC+ Community Care Coordination Guidelines  MSHO and MSC+ Nursing Home Care Coordination Guidelines  [MSHO:](https://carecoordination.bluecrossmn.com/msho/)  [SecureBlue MSHO Supplemental Benefits:](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-supplemental-benefits/) Review MSHO Supplemental Benefits Grid.  [SecureBlue MSHO Enrollment:](https://carecoordination.bluecrossmn.com/msho/secureblue-msho-enrollment/)Review MSHO and MSC+ Comparison Flier for a list of differences between products.  [Training:](https://carecoordination.bluecrossmn.com/training/) Blue Plus facilitated and DHS Care Coordinator trainings and webinars.  [Resources:](https://carecoordination.bluecrossmn.com/resources/) Includes various resources including Audits, CDCS, Dental, MHCP and DHS manuals, Member/Community resources-Health Exchange, Person-Centered Planning, Provider and Pharmacy Directories, BlueRide, and other helpful links  [Care Coordination Audits:](https://carecoordination.bluecrossmn.com/resources/care-coordination-audits/)  Review current DHS MCO Audit Protocols.  [Bridgeview:](https://carecoordination.bluecrossmn.com/bridgeview/) Includes links to Bridgeview, Bridgeview Care Coordination User Guide.  Bridgeview Care Coordination User Guide  [MnCHOICES:](https://carecoordination.bluecrossmn.com/mnchoices/) Resources for MnCHOICES Mentors and Certified Assessors. |
| **Trainings** | ***View the following trainings via our*** [Care Coordination Website Training page](https://carecoordination.bluecrossmn.com/training/)***:***  Appeals and Grievances  Blue Plus Care Coordination 101  Care Coordinator Nugget Trainings  Fall Prevention: Improving Member Healthy Related Quality of Life  Model of Care  Person Centered Planning  [“Renewing eligibility and reporting changes for MN Health Care Programs/Medicaid”](https://carecoordination.bluecrossmn.com/online-on-demand-trainings/) training and FAQ.  ***Compliance and Fraud Waste and Abuse (FWA) – (retain attestation at your agency):***  Complete the Blue Plus training created for all provider types, which includes Care Coordination at: [Provider/FDR Medicare Training](https://www.bluecrossmn.com/sites/default/files/DAM/2023-05/bcbsbp-fdr-medicare-training.pdf)  **OR**  Complete equivalent Compliance and FWA training provided from another source (ie. counties, agencies, CMS). |
| **MnCHOICES** | Complete MnCHOICES [Handling MN Information Securely](https://data-securitytraining.dhs.mn.gov/Account/Login) (must renew annually)  If not currently a certified assessor, initiate revised MnCHOICES [Certified Assessor Training](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=DHS-330139) (MnCAT). |
| **Other tasks** | Confirm Manager/Supervisor has completed the current [“*Bridgeview Web Tool and Revised MnCHOICES Access Request Form*](https://carecoordination.bluecrossmn.com/mnchoices/)*”* to obtain access to Bridgeview and the MnCHOICES application.  Request access to MMIS through agency’s MMIS liaison  Learn how to access and use MMIS system by completing [MMIS online training](https://mn.gov/dhs/partners-and-providers/training-conferences/aging/#6) and accessing DHS-4669 and  DHS-4625 through [Edocs](https://mn.gov/dhs/general-public/publications-forms-resources/edocs/) |
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| ***Optional***  **Tasks for Review** | **Resource Links (recommend to add to favorites)** | **Blue Plus:**  [MSC+](https://www.bluecrossmn.com/shop-plans/minnesota-health-care-programs/blue-plus-minnesota-senior-care-plus-msc): MN Senior Care Plus (Member handbook, Provider and Pharmacy directory, Formulary-drug list)  [MSHO MN Senior Health Options](https://www.bluecrossmn.com/shop-plans/minnesota-health-care-programs/secureblue-minnesota-senior-health-options): (Member handbook, Provider and Pharmacy directory, Formulary-drug list)  [Find-a-Doctor](https://www.bluecrossmnonline.com/find-a-doctor/home)  <https://www.caregivercornermn.com>  [findhelp Community Resource Link](https://mnbcbs.findhelp.com/)  [My Prime](https://www.myprime.com/en/medicines.html#find-medicine) (MSHO formulary and [Medicare Prescription Drug Claim Form](https://www.myprime.com/en/forms.html))  [Provider prior authorization forms](https://provider.publicprograms.bluecrossmn.com/minnesota-provider/resources/forms)  <https://bridgeview.bluecrossmn.com/>  **Department of Human Services (DHS):**  [DHS Document Library](https://mn.gov/dhs/general-public/publications-forms-resources/edocs/) (search eDocs)  [DHS](https://mn.gov/dhs/) (Bulletins, CountyLink, DHS Partners and Providers)  [MN DHS Trainings](https://www.youtube.com/user/MNDHStraining/videos?app=desktop&view=0&sort=dd&shelf_id=1)  [TrainLink](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Training)  [MHCP Supplies and Equipment Coverage Guide](https://mn.gov/dhs/assets/medical-supply-coverage-guide_tcm1053-293319.pdf)  [EW Rate Limits](https://edocs.dhs.state.mn.us/lfserver/Public/DHS-3945-ENG)  [MN-ITS](https://mn-its.dhs.state.mn.us/GatewayWebUnprotected/index.faces) (verify MA eligibility)  **DHS Manuals:**  [Community Based Services Manual (CBSM)](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000402) (The CBSM is a resource for lead agencies who administer home and community-based services that support older adults and people with disabilities)  [Minnesota Health Care Programs MHCP Provider Manual](http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000094)  [MHCP Eligibility Policy Manual](http://hcopub.dhs.state.mn.us/epm/index.htm#t=1.htm)  [MMIS User Manual](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_025733)  **Other:**  [Minnesotahelp.Info](https://www.minnesotahelp.info/public/) (to search DHS EW enrolled providers)  [Medicare.gov](https://www.medicare.gov/)  [CMS.gov](https://www.cms.gov/) |

**ATTESTATION:**

*Please electronically sign and return a copy of this checklist to* [*Partner.Relations@bluecrossmn.com*](mailto:Partner.Relations@bluecrossmn.com) *within 90 days of hire. By signing this checklist, the Delegate*

*agency is attesting the new Care Coordinator, Lead or Supervisor has completed all mandatory training requirements outlined in the table above.*

Today’s date:

New Hire Name:

Delegate Agency:

New Hire Signature: