# Blue Plus Care Coordination Support Staff Orientation Checklist

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| **This checklist is a training tool for new Care Coordination Support Staff (Case Aide, Operations or other). Support Staff 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/) Audits, BlueRide[ ]  [Bridgeview:](https://carecoordination.bluecrossmn.com/bridgeview/) Includes links to Bridgeview, Bridgeview Care Coordination User Guide.[ ]  Bridgeview Care Coordination User Guide |
| **Trainings** | ***View the following trainings via our*** [Care Coordination Website Training page](https://carecoordination.bluecrossmn.com/training/)***:***[ ]  Model of Care***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**  |  [ ]  If applicable: Complete DHS MnCHOICES [Handling MN Information Securely](https://data-securitytraining.dhs.mn.gov/Account/Login) (must renew annually)  |
| **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*** ***(but recommended)* Tasks for Review** | **Resource Links (recommend 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)[ ]  [Bridgeview Company](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) [ ]  [PolicyQuest](https://policyquest.dhs.state.mn.us/) [ ]  [TrainLink](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Training) [ ]  [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* *within 90 days of hire. By signing this checklist, the Delegate*

*agency is attesting the new Support Staff has completed all mandatory training requirements outlined in the table above.*

Today’s date:

New Hire Name:

Delegate Agency:

New Hire Signature: