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| **New functionality for staff members with Care Coordinator – MSHO/MSC+ role**The Care Coordinator - MSHO/MSC+ role will have all current certified assessor permissions in addition to the permissions that already exist for the Care Coordinator – MSHO/MSC+ role. This means Care Coordinator – MSHO/MSC+ role have the permission to create, edit and complete MnCHOICES assessment forms.This enhancement provides an efficiency because two different agency staff can be assigned to a person record and complete MnCHOICES assessment forms at the same time:* **Certified assessor:** County or Tribal Nation staff
* **Care Coordinator – MSHO/MSC+:** Managed Care Organization (MCO) staff

**What does this mean for staff with the Care Coordinator - MSHO/MSC+ role:** * **Assessor certification/recertification remains a requirement:** Staff members with the Care Coordinator - MSHO/MSC+ role must continue to be certified assessors meeting the statutory education/experience requirements. They must have completed MnCHOICES certified assessor training (MnCAT) and complete their recertification prior to the certificates end date.
* **Staff member credentials must have TrainLink ID:** It is important for these staff members to have credentials (TrainLink ID) in their staff member profile. Credentials that are current show a staff member completed all the specialized training for assessor certification/recertification.

Screenshot from MnCHOICES application of a staff member's provide displaying the credentials section. The TrainkLink ID data displays in the Credentials section.* **Person record assignment**: MCO and MCO delegate staff must have the Care Coordinator - MSHO/MSC+ role and be assigned to the person record as a Care Coordinator MSHO/MSC+ to complete a MnCHOICES Assessment. Staff members completing assessments on behalf of an MCOs or their delegate should no longer be assigned as a Certified Assessor in a person record to create a MnCHOICES assessment form.
* **Agencies must continue workflow best practices**:It is important for staff members to pay close attention to which form they are entering when doing their work as to not inadvertently work on someone else's assessment.Staff should contact the agency before they unassign other agency staff from the person record.

**MnCHOICES Reminders****Each delegate agency:*** Must have a process in place to monitor Assessments and Support Plans to ensure they are moved to their final status timely (within 60 days of the assessment activity date or sooner). This does not change the requirement that support plans must be sent to the member/authorized representative within 30 days of support plan completion.
* Must have a process in place to monitor and track Certified Assessor Status. Certified Assessor must be renewed prior to expiration.
* Must submit updated Bridgeview Web Tool & Revised MnCHOICES User Access Form when there are changes (including changes in roles), deactivations, off boarding, etc.
* Must review and notify us of MnCHOICES Mentor changes on an ongoing basis. Mentor List is located on website (last uploaded on July 2024): <https://carecoordination.bluecrossmn.com/mnchoices/mnchoices-mentors/>
* Be sure you are entering the correct date of your assessment into MnCHOICES which should match the date entered into Bridgeview. If the date is incorrect, Supervisor roles can reopen an HRA up to 60 days after completion. After 60 days, a ticket needs to be submitted to DHS to reopen (see last functionality update below).

**Feb 2025 Functionality Updates from DHS****1.** **Resolved Current Functionality items:** * **Person Record: Health information heading-Description:** MSHO/MSC+ care coordinators did not have role permissions to create a MnCHOICES assessment form and had to be assigned to a person record as certified assessor.
	+ **Changes made:** The Care Coordinator - MSHO/MSC+ role will have all current certified assessor permissions in addition to the permissions that already exist for Care Coordinator – MSHO/MSC+.

The Care Coordinator - MSHO/MSC+: * + - Must meet the statutory education/experience requirements and have completed MnCHOICES certified assessor training (MnCAT) certification/recertification. Their staff profile must have credentials (TrainLink ID).
		- Will no longer have to assign themselves as a certified assessor in a person record to create a MnCHOICES assessment form.
		- Can be assigned to a person record at the same time as a certified assessor from a different agency.
* **Support plan printout heading-Description:** When more than one service entered had the same total cost of another service, the overall cost of services section showed correctly on SP — MCO/MnA and SP – MnA in the application but incorrect on the support plan printout. For example, if a person had two services each costing a total of $79, the total for authorized services showed correctly as $158 in the overall cost of services section of “My supports.” However, the support plan printout showed an incorrect total of $79.
	+ **Changes made:** The support plan printout will display the correct overall cost of services when more than one service entered has the same total cost of another service.

**6.** **Other changes made - not listed in the Current Functionality and Future Enhancements document:*** **Description:** The Staying Healthy section - Preventative Screening subsection of the MnCHOICES assessment form does not include an option for “Other” in the list of Immunizations/Vaccines.
	+ **Changes made:** The Immunizations/Vaccines will have an additional response option of “Other” and when selected, a “Describe other immunizations/vaccines” text field and “Approximate date” field will display.
	+ **Important user details:** Only one “Other” immunization/vaccine response option can be selected. If multiple other immunizations/vaccines response options are needed, the user must use the narrative box to list the names of the additional immunizations/vaccines and dates. A future release will include the functionality to allow for multiple “Other” response options.
* **Description:** Previous MnCHOICES assessment information pulls into a new MnCHOICES assessment in a variety of scenarios. When it did, a series of dashes and the text “--------------------------------------------------------------------------------- Copy from previous assessment ---------------------------------------------------------------------------------” displayed in every narrative box.
	+ **Changes made:** When a user creates a new MnCHOICES assessment form the dashes and copy from previous assessment text will not display in any of the narrative boxes. For assessments created prior to the February release, if a user did not delete "--------------------------------------------------------------------------------- Copy from previous assessment ---------------------------------------------------------------------------------" and creates a new MnCHOICES assessment form which would result in assessment information copying into the new assessment this text will be treated like normal text and continue to display in the narrative boxes.
* **Description:** The certified assessor role did not have permissions to view and print support plan forms and documents.
	+ **Changes made:** Certified assessor role now has permissions to view Support Plan MnA, Support Plan MCO/MnA, and Support Plan HRA forms. This role also has the permissions to view and print the following documents:
		- Support plan print
		- Standard service agreement for all programs
		- CFSS type B service agreement
		- About Me My Care Team
		- About Me My Life
		- About Plan
		- Care Coordination Next Steps indicator report.
* **Description:** Health Risk Assessment (HRA) forms could not be reopened by any user role.
	+ **Changes made:** When the status of an HRA form has been moved to 'Complete', users with Lead agency Supervisor and Delegate Supervisor roles will have the ability to reopen an HRA form up to 60 days after the completion date. The DHS Admin role will also be able to reopen an HRA form after 60 days. MnCHOICES mentors must submit a [MnCHOICES Help Desk Contact Form, DHS-6979](https://urldefense.com/v3/__https%3A/edocs.mn.gov/forms/DHS-6979-ENG__;!!CwIvYz4dIaSa!Np5A52wjWaUAZjH5pQaNJ2PtisIUUf6_zHnbDI87nXbG_yPdi4SZ4cyAMGSFuM1GaXHsb0wsnBXdJSTUXWxbGtIKcJWytg$) and select Question Type: Policy and in the Policy Type Question select Managed care: HRA, support plan or programs, with a description of why the HRA needs to be reopened.
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