MEMO

Date: October 29, 2015

To: MnCHOICES Administrative Contacts and Mentors for Counties, Tribes and MCOs
Managed Care Organization Administrators
County Administrators
County Human Services Directors
County Public Health Nursing Directors
Community Health Services Directors
Tribal Health Directors of White Earth Nation, Leech Lake and Mille Lacs Bands of Ojibwe

From: Alex Bartolic, Director of DSD, and Gretchen Ulbee, Manager of Medicaid Special Needs Purchasing

CC: Chandra Breen, Loren Colman, Jennifer DeCubellis, Katherine Finlayson, Lori Miller, Jeanine Wilson, Jean Wood and Marie Zimmerman

Re: MnCHOICES Assessments for Families and Children (PMAP) Enrollees – Start of Phase One

In response to requests from some counties, DHS worked together with managed care organizations (MCOs), counties and tribes to develop a process for using MnCHOICES to conduct assessments for Families and Children (F/C) [PMAP] enrollees requesting county or tribe administered programs and services. The F/C [PMAP] benefit set includes PCA services which are authorized by MCOs. The process includes an agreement by MCOs to accept the PCA services eligibility results following a MnCHOICES assessment.

Effective October 29, 2015, Phase One for F/C [PMAP] enrollees begins. This means counties and tribes will conduct MnCHOICES assessments for enrollees when the enrollee requests a program and/or service such as a waiver, Rule 185/DD case management or the Family Support Grant (FSG). If the enrollee requests only PCA services, the MCO is responsible for conducting the assessment using the legacy PCA assessment tool.

For Phase Two, counties and tribes will conduct all assessments using MnCHOICES for F/C (PMAP) enrollees requesting county or tribe administered programs and services or requesting only PCA services. The start date for this phase will be decided after the launch of MCOs – MSHO/MSC+.

The attached guidance and reference documents clarify expectations, responsibilities and workflow processes for communication and sharing of MnCHOICES assessment and support planning reports.

Attachments: These documents will be posted to CountyLink soon.

- When to use MnCHOICES (currently on CountyLink)
- MnCHOICES Assessments and PCA Services for Families and Children Enrollees
- MnCHOICES Documents and Reports
- Families and Children MCO Contact List 10-29-2015
- MnCHOICES Interagency Contact Point (MICP) Contact List (currently on CountyLink)

Thank you to everyone who participated in developing this process and documents.
When to use MnCHOICES to conduct assessments and reassessments

As of 8/31/15

Updates
Changes to this document from the previous version dated 11/07/2014 include:

- Changed and added questions to help counties/tribes identify their role for conducting a MnCHOICES assessment.
- Revised the anticipated launch date for MCOs (MSHO/MSC+). Refer to question #2.
- Deleted information that was no longer current.

Overview
The purpose of this document is to provide guidance to lead agencies (counties, tribes, and managed care organizations) about when to use MnCHOICES to conduct an assessment for a person and when to use a legacy tool for an assessment, e.g., Long Term Care Consultations, Personal Care Assistance Assessment, and Developmental Disability Screening.

Counties/tribes need to answer the following questions to determine if a MnCHOICES assessment is conducted.

1. Is the person currently enrolled in a Medicaid managed care organization (MCO)? If the person is enrolled which program are they enrolled in?
2. Is the county/tribe responsible for conducting the MnCHOICES assessment, e.g., does the MCO have a contract with a county/tribe to provide care coordination that includes conducting assessments and providing support planning?
3. Where is the county/tribe in their implementation of the MnCHOICES Reassessment Rollout?

1. Is the person currently enrolled in a Prepaid Medical Assistance Program (PMAP) through a Minnesota managed care organization (MCO)? If the person is enrolled which program are they enrolled in?

The three (3) Medicaid MCO programs are:

- Minnesota Senior Health Options/Minnesota Senior Care Plus (MSHO/MSC+)
- Special Needs BasicCare (SNBC)
- Families and Children (F/C)/PMAP
• **Minnesota Senior Health Options/Minnesota Senior Care Plus (MSHO/MSC+):** MSHO/MSC+ is a voluntary Minnesota health care program for people age 65 and older who are enrolled in Medical Assistance (MA) and Medicare Parts A and B. The MSHO/MSC+ benefit sets include all medical assistance covered long-term services and supports1. Each enrollee is assigned a care coordinator. MSHO/MSC+ care coordinators will use MnCHOICES to complete health risk assessments (HRAs) and full assessments but not until MCOs launch for MSHO/MSC+ in 2016.

Note: MSHO/MSC+ care coordinators may be MCO employees or employees of another agency, such as a county/tribe or care system that the MCO contracts with to provide care coordination.

• **Special Needs BasicCare (SNBC):** SNBC is a voluntary managed care program for people with disabilities ages 18 through 64 who have Medicaid.1 Enrollees may have a care coordinator or navigator to help them get health care and support services. The SNBC benefit set does not include home and community-based waivers [Community Alternatives for Disabled Individuals (CADI), Community Alternative Care (CAC), Developmental Disability, or Brain Injury (BI)], Personal Care Assistance (PCA) services, or Home Care Nursing (HCN), formerly private duty nursing (PDN).

  o A MnCHOICES assessment is conducted by the county/tribe to determine eligibility for and authorization of fee-for-service payment of waiver services, PCA, or HCN.

  o SNBC care coordinators/navigators conduct Health Risk Assessments. They may be MCO employees or employees of another agency, such as a county/tribe or care system that the MCO contracts with to provide care coordination/navigation services.

• **Families and Children (F/C)/PMAP:** This program is commonly known as PMAP (Prepaid Medical Assistance Program). It is a mandatory managed care program that covers health care for the following people who have Medical Assistance:

  o Children under the age of 21,
  o Parents and caretakers of a dependent child,
  o Pregnant women, and
  o Certain low-income adults without a dependent child.

The F/C benefit set includes Personal Care Assistance (PCA) Services. The MCO is currently responsible to conduct PCA assessments using the legacy PCA Assessment tool for persons who request PCA services. **Note:** Tribes may already be conducting PCA assessments using the legacy PCA Assessment tool for tribal members who are F/C enrollees.

Note: Lead agencies should review the person’s recipient file in MMIS to determine if the person is enrolled in an MCO program.

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1 EXCEPTION: People 65+ who receive disability waiver services (CAC, CADI, BI, or DD) receive case management and reassessments from the county or tribe.

1 Persons age 65 and older may choose to remain enrolled in SNBC.
2. Is the county/tribe responsible for conducting the MnCHOICES assessment, e.g., does the county/tribe perform care coordination/navigation under contract with an MCO?

- **MSHO/MSC+** - Counties/tribes may work under a contract with an MCO to conduct assessments and provide care coordination.
  - If an MCO contracts with a county/tribe for these programs, then in this contracted care coordinator role the county/tribe staff conduct assessments and provide support planning on behalf of the MCO.
  - Currently, MCOs use legacy assessments, e.g. LTCC and PCA Assessment.
  - In the future, when MSHO/MSC+ MCOs are launched into MnCHOICES, MnCHOICES assessments will be conducted by care coordinators. Anticipated launch date is no sooner than January 2016.

- **SNBC** – Counties/tribes may work under contract with an MCO to provide SNBC care coordination/navigation and conduct HRAs on behalf of the MCO.
  - If an MCO contracts with a county/tribe for this program, then in this contracted care coordinator/navigator role the county/tribe staff conduct health risk assessments (HRAs) and provide navigation support on behalf of the MCO.
  - This MCO program does not include conducting MnCHOICES assessments, LTCCs, and PCA Assessments.
  - Counties/tribes continue to be responsible for conducting MnCHOICES assessments for SNBC enrollees.

- **Families and Children (F/C)** – MCOs are responsible to assure PCA assessments are conducted for F/C enrollees. Typically, counties/tribes are not under contract with an MCO to conduct PCA assessments for this program.
  - In the event that an MCO contracts with a county/tribe for this program, then in this contracted role the county/tribe staff conduct PCA assessments on behalf of the MCO.
  - Currently, counties/tribes continue to use legacy LTCC and DD Screening tools with F/C enrollees who request an assessment for waivers, Rule 185/DD case management or FSG. This will change with the start of Phase One for transitioning this population into MnCHOICES.
  - Conducting MnCHOICES assessments by counties/tribes for F/C enrollees is being launched in two phases.
    - **Phase One (1):** Counties/tribes conduct MnCHOICES assessments for F/C enrollees who request services/programs other than only PCA services, e.g., waivers, Rule 185/DD case management and FSG, which are administered by the county/tribe. When PCA eligibility is identified as a result of a MnCHOICES assessment, the MCO retains the responsibility for authorizing and funding PCA services. Note: Some tribes may already be conducting PCA assessments using the legacy PCA Assessment tool for tribal members who are F/C enrollees.
      - When F/C (PMAP) enrollees request an assessment for only PCA Services, the county refers the enrollee to the MCO. These PCA assessments continue to be the responsibility of the MCO and are completed using the legacy PCA Assessment tool.
      - Phase One (1) will begin fall of 2015. Date to be announced. A guidance document titled: MnCHOICES Assessments and PCA Services for Families and Children Enrollees will be provided at the start of Phase One.
      - When an F/C enrollee requests county/tribe administered services/programs and is CURRENTLY receiving PCA services which are authorized through an MCO, the county/tribe conducts a MnCHOICES reassessment based on MnCHOICES definitions. Note: A MnCHOICES reassessment is conducted for persons who are already receiving services for which MnCHOICES determines eligibility.
Phase Two (2): Counties/tribes conduct MnCHOICES assessments for all F/C enrollees who request an assessment for long term services and supports (LTSS) for which MnCHOICES determines eligibility, e.g., PCA services, waivers, Rule 185/DD case management and FSG.

- Counties/tribes will NOT work under a contract with an MCO to conduct MnCHOICES assessments for F/C enrollees.

3. Where is the county/tribe in their implementation of the MnCHOICES Reassessment Rollout?

- The MnCHOICES Reassessment Rollout begins September 2015.
- From September 2015 – August 2016, counties/tribes have flexibility in using MnCHOICES for conducting reassessments with the requirement of having at least 50% of recipients receiving a MnCHOICES reassessment.
- From September 2016 forward, counties/tribes are required to use MnCHOICES to conduct all reassessments.
- See the memo issued April 2015 Announcing MnCHOICES reassessment rollout plan and schedule for Counties and Tribes for additional details.
MnCHOICES Interagency Contact Point (MICP) List

Purpose of MnCHOICES Interagency Contact Point (MICP):

To facilitate communications and processes between lead agencies on behalf of a Minnesota resident when completing MnCHOICES activities.

*Note: The MnCHOICES Interagency Contact Point does not replace the MnCHOICES Mentor, lead agency intake contact process, etc. The contact function is a location/site and not a single individual. This MICP is an interagency function only. For more information on the MICP, you will find the MnCHOICES Interagency Contact Point document on the MnCHOICES CountyLink site.*

How do we submit MICP information and updates?

An initial survey document was sent to each lead agency to gather information for the MICP. Now, and in the future, lead agencies may use this link to provide or update MICP information.

**Aitkin County Health & Human Services**
PHONE: 218-927-7200
EMAIL: achhs@co.aitkin.mn.us
FAX: 218-927-7210

**Anoka County Community Social Services and Behavioral Health-Long Term Services and Supports**
PHONE: 763-323-6089
EMAIL: ltss_intake@co.anoka.mn.us
FAX: 763-323-5294

**Beltrami County Health and Human Services**
PHONE: 218-333-4133
EMAIL: robertconner@co.beltrami.mn.us
FAX: 218-333-8307

**Benton County Human Services**
PHONE: 320-968-5152
EMAIL: amiller@co.benton.mn.us
FAX: 320-968-5330

**Big Stone County Family Services**
PHONE: 320-839-2555
EMAIL: FamilyServiceCenter@co.big-stone.mn.us
FAX: 320-839-3966

**Blue Earth County**
PHONE: 507-304-4444
EMAIL: MNChoicesCommunication@blueearthcountymn.gov
FAX: 507-304-4387

**Brown County Family Services**
PHONE: 507-359-6500
EMAIL: frontdesk1@co.brown.mn.us
FAX: 507-359-6542

**Carlton County Public Health and Human Services**
PHONE: 218-878-2854
EMAIL: MICP@co.carlton.mn.us
FAX: 218-878-2845

**Carver County Home and Community Based Care Department**
PHONE: 952-361-1999
EMAIL: hcbcintake@co.carver.mn.us
FAX: 952-442-7665

**Chisago County Health & Human Services**
PHONE: 651-213-5239
EMAIL: MICP@chisagocounty.us
FAX: 651-213-8955
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<th>County</th>
<th>Phone</th>
<th>Email</th>
<th>Fax</th>
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<tr>
<td>CLAY COUNTY SOCIAL SERVICES</td>
<td>218-299-5200</td>
<td><a href="mailto:Adult.Intake@co.clay.mn.us">Adult.Intake@co.clay.mn.us</a></td>
<td>218-299-7515</td>
</tr>
<tr>
<td>DesMoines Valley Health and Human Services (COTTONWOOD, JACKSON)</td>
<td>507-847-4000</td>
<td><a href="mailto:dvhhs-hs-socservintake@dvhs.org">dvhhs-hs-socservintake@dvhs.org</a></td>
<td>507-847-5616</td>
</tr>
<tr>
<td>HUMAN SERVICES OF FARIBAULT &amp; MARTIN COUNTIES</td>
<td>507-238-8409</td>
<td><a href="mailto:MnCHOICES@fmchs.com">MnCHOICES@fmchs.com</a></td>
<td>507-238-1485</td>
</tr>
<tr>
<td>FREEBORN COUNTY DEPARTMENT OF HUMAN SERVICES</td>
<td>507-373-3961</td>
<td><a href="mailto:mn.choices@co.freeborn.mn.us">mn.choices@co.freeborn.mn.us</a></td>
<td>507-377-5505</td>
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<tr>
<td>GOODHUE COUNTY HEALTH AND HUMAN SERVICES</td>
<td>651-385-6100</td>
<td><a href="mailto:GCPhS@co.goodhue.mn.us">GCPhS@co.goodhue.mn.us</a></td>
<td>651-385-6182</td>
</tr>
<tr>
<td>HORIZON PUBLIC HEALTH (DOUGLAS, GRANT, POPE, STEVENS AND TRAVERSE)</td>
<td>320-762-3019</td>
<td><a href="mailto:betsyh@horizonph.org">betsyh@horizonph.org</a></td>
<td>320-763-4127</td>
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<tr>
<td>HOUSTON COUNTY HUMAN SERVICES</td>
<td>507-725-5811</td>
<td><a href="mailto:bethany.moen@co.houston.mn.us">bethany.moen@co.houston.mn.us</a></td>
<td>507-556-3012</td>
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<tr>
<td>HUBBARD COUNTY SOCIAL SERVICES</td>
<td>218-732-1451</td>
<td><a href="mailto:mnchoices@co.hubbard.mn.us">mnchoices@co.hubbard.mn.us</a></td>
<td>218-732-3231</td>
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<tr>
<td>ISANTI COUNTY FAMILY SERVICES</td>
<td>763-689-1711</td>
<td><a href="mailto:mnchoices.intake@co.isanti.mn.us">mnchoices.intake@co.isanti.mn.us</a></td>
<td>763-689-9877</td>
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<td>ITASCA COUNTY HEALTH AND HUMAN SERVICES</td>
<td>218-327-2941</td>
<td><a href="mailto:MNCCHOICES@co.itasca.mn.us">MNCCHOICES@co.itasca.mn.us</a></td>
<td>218-327-5535</td>
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<td>KANDIYOHI COUNTY HEALTH AND HUMAN SERVICES</td>
<td>320-231-7800</td>
<td><a href="mailto:mnchoices@co.kandiyohi.mn.us">mnchoices@co.kandiyohi.mn.us</a></td>
<td>320-231-6285</td>
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<tr>
<td>LAKE COUNTY HEALTH &amp; HUMAN SERVICES</td>
<td>218-834-8416</td>
<td><a href="mailto:Beth.Swanson@co.lake.mn.us">Beth.Swanson@co.lake.mn.us</a></td>
<td>218-834-8412</td>
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<tr>
<td>LAKE OF THE WOODS COUNTY SOCIAL SERVICES</td>
<td>218-634-2642</td>
<td><a href="mailto:low.waivers@co.lake-of-the-woods.mn.us">low.waivers@co.lake-of-the-woods.mn.us</a></td>
<td>218-634-4520</td>
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<tr>
<td>LE SUEUR COUNTY PUBLIC HEALTH</td>
<td>507-357-8246</td>
<td><a href="mailto:mnchoices@co.le-sueur.mn.us">mnchoices@co.le-sueur.mn.us</a></td>
<td>507-357-4223</td>
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<td>LEECH LAKE BAND OF OJIBWE</td>
<td>218-335-4548</td>
<td><a href="mailto:karen.jones@llojibwe.org">karen.jones@llojibwe.org</a></td>
<td>218-335-4560</td>
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<tr>
<td>MCELOD SOCIAL SERVICE CENTER</td>
<td>320-864-3144</td>
<td><a href="mailto:mcleod.mnchoices@co.mcleod.mn.us">mcleod.mnchoices@co.mcleod.mn.us</a></td>
<td>320-864-1341</td>
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<tr>
<td>MEKER COUNTY SOCIAL SERVICES</td>
<td>320-693-5300</td>
<td><a href="mailto:MNCCHOICES@co.meeker.mn.us">MNCCHOICES@co.meeker.mn.us</a></td>
<td>320-693-5344</td>
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<td><strong>Mille Lacs County Community and Veterans Services</strong></td>
<td>320-983-8208</td>
<td><a href="mailto:jenna.stromback@co.mille-lacs.mn.us">jenna.stromback@co.mille-lacs.mn.us</a></td>
<td>320-983-8306</td>
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<tr>
<td><strong>Rice County Social Services</strong></td>
<td>507-332-5953</td>
<td><a href="mailto:crist@co.rice.mn.us">crist@co.rice.mn.us</a></td>
<td>507-332-6247</td>
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<td><strong>Mower County Health and Human Services</strong></td>
<td>507-437-9732</td>
<td><a href="mailto:lisam@co.mower.mn.us">lisam@co.mower.mn.us</a></td>
<td>507-437-9721</td>
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<td><strong>Roseau County Social Services</strong></td>
<td>218-463-2411</td>
<td><a href="mailto:carrie.rath@co.roseau.mn.us">carrie.rath@co.roseau.mn.us</a></td>
<td>218-463-3872</td>
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<td><strong>Nicollet County Public Health</strong></td>
<td>507-934-7220</td>
<td><a href="mailto:MNChoices@co.nicollet.mn.us">MNChoices@co.nicollet.mn.us</a></td>
<td>507-934-7110</td>
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<tr>
<td><strong>Scott County Health and Human Services</strong></td>
<td>952-496-8556</td>
<td><a href="mailto:hccintake@co.scott.mn.us">hccintake@co.scott.mn.us</a></td>
<td>952-496-8016</td>
</tr>
<tr>
<td><strong>Nobles County Community Services</strong></td>
<td>507-295-5213</td>
<td><a href="mailto:CommunityServices@co.nobles.mn.us">CommunityServices@co.nobles.mn.us</a></td>
<td>507-372-5094</td>
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<tr>
<td><strong>Sherburne County Health and Human Services</strong></td>
<td>763-765-4000</td>
<td><a href="mailto:hhs@co.sherburne.mn.us">hhs@co.sherburne.mn.us</a></td>
<td>763-765-4096</td>
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<td><strong>Olmsted County Community Services</strong></td>
<td>507-328-6519</td>
<td><a href="mailto:haccintake@co.olmsted.mn.us">haccintake@co.olmsted.mn.us</a></td>
<td>507-328-6519</td>
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<td><strong>Sibley County Public Health and Human Services</strong></td>
<td>507-237-4000</td>
<td><a href="mailto:contactPHHS@co.sibley.mn.us">contactPHHS@co.sibley.mn.us</a></td>
<td>507-237-4031</td>
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<td><strong>Otter Tail County Human Services</strong></td>
<td>218-998-8150</td>
<td><a href="mailto:MnChoices@co.ottertail.mn.us">MnChoices@co.ottertail.mn.us</a></td>
<td>218-998-8213</td>
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<td><strong>St Louis County Public Health and Human Services</strong></td>
<td>218-726-2063</td>
<td><a href="mailto:micp@stlouiscountymn.gov">micp@stlouiscountymn.gov</a></td>
<td>218-725-5191</td>
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<td><strong>Pennington County Human Services</strong></td>
<td>218-681-2880</td>
<td><a href="mailto:mareuter@co.pennington.mn.us">mareuter@co.pennington.mn.us</a></td>
<td>218-683-7013</td>
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<td><strong>Swift County Human Services</strong></td>
<td>320-843-3160</td>
<td><a href="mailto:schsmnc@co.swift.mn.us">schsmnc@co.swift.mn.us</a></td>
<td>320-843-4582</td>
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<td><strong>Polk County Social Services</strong></td>
<td>218-470-8483</td>
<td><a href="mailto:ssintake@co.polk.mn.us">ssintake@co.polk.mn.us</a></td>
<td>218-281-3926</td>
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<td><strong>Todd County Health and Human Services</strong></td>
<td>320-533-4653</td>
<td><a href="mailto:amy.zimmerman@co.todd.mn.us">amy.zimmerman@co.todd.mn.us</a></td>
<td>320-732-4445</td>
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<tr>
<td><strong>Renville County Human Services</strong></td>
<td>320-523-2202</td>
<td><a href="mailto:MNChoices@renvillecountymn.com">MNChoices@renvillecountymn.com</a></td>
<td>320-523-3559</td>
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<tr>
<td><strong>Wabash County Public Health</strong></td>
<td>651-565-5200</td>
<td><a href="mailto:tfiedler@co.wabasha.mn.us">tfiedler@co.wabasha.mn.us</a></td>
<td>651-565-2637</td>
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WASHINGTON COUNTY
PHONE: 651-430-6484
EMAIL: ComSvsAMH-AP-CH@co.washington.mn.us
FAX: 651-430-6527

WATONWAN COUNTY HUMAN SERVICES
PHONE: 507-375-3294
EMAIL: mnchoices@co.watonwan.mn.us
FAX: 507-375-7359

WHITE EARTH HOME HEALTH AGENCY
PHONE: 218-983-3286
EMAIL: jen.stevens@whiteearth-nsn.gov
FAX: 218-983-3724

WILKIN COUNTY FAMILY SERVICE AGENCY
PHONE: 218-643-8013
EMAIL: btripp@co.wilkin.mn.us
FAX: 218-643-7175

WRIGHT COUNTY HEALTH AND HUMAN SERVICES
PHONE: 763-682-7914
EMAIL: HSMnCHOICES@co.wright.mn.us
FAX: 763-682-7701

YELLOW MEDICINE COUNTY FAMILY SERVICE CENTER
PHONE: 320-564-2211
EMAIL: mnchoices@co.ym.mn.gov
FAX: 320-564-4165

STILL WAITING TO HEAR FROM:
Becker
Cass
Chippewa
Clearwater
Cook
Crow Wing
Dakota
Fillmore
Hennepin
Kanabec
Kittson
Koochiching
Lac qui Parle
Mahnomen
Marshall
Morrison
Ramsey
Red Lake
Wadena
Winona
MnCHOICES Assessments and PCA Services for Families and Children (F/C) [PMAP] Enrollees

Purpose of Guidance Document for Phase One:

To provide guidance and clarification to counties and tribes when Families and Children (F/C) [PMAP] enrollees request county/tribe provided programs and services, e.g., waivers for persons with disabilities, Rule 185/DD case management, and Family Support Grant (FSG). Counties and tribes conduct the assessments using MnCHOICES.

- **Counties:** When F/C (PMAP) enrollees request an assessment for only PCA Services, the county refers the enrollee to the MCO. These PCA assessments continue to be the responsibility of the MCO and are completed using the legacy PCA Assessment tool.
- **Tribes:** Some tribes may already be conducting PCA assessments using the legacy PCA Assessment tool for tribal members who are F/C enrollees.

**A. MCO Responsibilities**

1. Accept MnCHOICES eligibility results for PCA services.
2. Communicate and coordinate with county/tribe agency.
3. Provide MCO contact information to DHS and counties/tribes.
4. Develop process for maintaining MnCHOICES information.
5. Provide support to the member when a PCA provider is selected.
6. Allow adequate transition time, if member is new to the MCO.
7. Provide follow-up when assessed needs indicate a referral for other state plan services such as skilled nursing visits, home health aide (HHA) and/or therapies located in the PCA Provider Summary and the MnCHOICES Assessment Report.
8. Maintain PCA Provider Network.
9. Contact certified assessor lead agency management with identified assessment result trends specific to a certified assessor, as needed.

**B. County/Tribe Responsibilities:**

1. Conduct MnCHOICES assessment within the required timelines.
2. Communicate MnCHOICES assessment and support planning information to MCOs.
3. Use the Recommendation for State Plan Home Care Services Form DHS-5841 and existing processes when a person is on a waiver for people with disabilities and when service needs are assessed that the MCO is responsible to authorize and pay.

C. DHS Responsibilities:

1. Provide a report to counties showing the total number of Families and Children enrollees currently receiving PCA services. The report will identify enrollees by MCO, by county, and by age group, e.g., adults and children.

<table>
<thead>
<tr>
<th>1. Intake and Assessment</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>County/Tribe Tasks:</td>
<td>• Intake staff should ask the enrollee/caller if any services are being provided, e.g., PCA, skilled nursing, home health aide, therapies, when processing a referral.</td>
</tr>
<tr>
<td>a. Processes intake assessment referral when requesting county/tribe administered services and programs. If the enrollee is receiving PCA services at the time of the request, intake contacts the MCO for the amount of PCA services authorized.</td>
<td>• Intake staff documents the number of PCA hours the MCO is authorizing at the time of the request to inform the certified assessor.</td>
</tr>
<tr>
<td>b. Completes a MnCHOICES assessment within 20 calendar days of the person requesting/accepting assessment – certified assessor responsibility.</td>
<td></td>
</tr>
<tr>
<td>c. Enters a Long-Term Care Screening Document (LTC SD) into MMIS following every MnCHOICES assessment.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Following a MnCHOICES assessment, the enrollee is eligible for and accepts PCA services only</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>County/Tribe Tasks:</td>
<td>• The MnCHOICES Community Support Plan with the Coordinated Services and Support Plan DHS-6791B includes both the CSP and CSSP. The MCO will receive only the CSP portion of this document because the county/tribe is not authorizing PCA services via the CSSP.</td>
</tr>
<tr>
<td>a. Provides the MnCHOICES Community Support Plan Worksheet DHS-6791A to the person/legal representative at the assessment – certified assessor responsibility.</td>
<td>• The member is eligible for PCA services from the date of the initial/new assessment.¹</td>
</tr>
<tr>
<td>b. Provides the county/tribe support plan which meets state and federal requirements or the MnCHOICES Community Support Plan form DHS-6791B and completes the Coordinated Services and Supports Plan section: Emergency and Back-up Plan for Services and Supports and provides to the person/legal representative and MCO within 40 calendar days from the assessment.</td>
<td>• If more than one new/initial assessment request is made to both the MCO and the county/tribe which results in multiple assessments, the assessment with the most recent date will be utilized to determine the authorization.</td>
</tr>
</tbody>
</table>

¹ A “new” MnCHOICES assessment means the person is not receiving any LTSS services for which MnCHOICES determines eligibility at the time of the assessment.
c. Sends the MnCHOICES Assessment Report, Eligibility Summary, and the PCA (Provider) Summary to the MCO within 10 working days from the assessment.
d. Instructs the member to contact the MCO Member Services to select a provider(s) within the MCO network – certified assessor responsibility.
e. Does not enter PCA services authorization in MMIS.

MCO Tasks:

a. Authorizes PCA services within 10 working days of receipt of the MnCHOICES information.
b. Authorizes PCA services from the date of the assessment.
c. Provides follow-up with the enrollee when the PCA Provider Summary and/or the MnCHOICES Assessment Report indicate a referral for other state plan services such as skilled nursing visits, home health aide (HHA) and/or therapies.

- At the time of the notification of member choosing a provider, the authorization is pro-rated from assessment date to the end of the current authorization period.
- Referrals are included in the PCA (Provider) Summary under “Recipient Referrals.”
- PCA services can be authorized for up to one year.

3. Following a MnCHOICES assessment, the enrollee is eligible for PCA services AND is eligible for and chooses a service or program administered by a county/tribe

<table>
<thead>
<tr>
<th>County/Tribe Tasks:</th>
<th>Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Provides the MnCHOICES Community Support Plan Worksheet DHS-6791A to the person/legal representative at the assessment – certified assessor responsibility.</td>
<td>• Member cannot access the Consumer Support Grant (CSG) when on Families and Children. • SNBC members can access Consumer Support Grant (CSG).</td>
</tr>
<tr>
<td>b. Provides the county/tribe support plan which meets state and federal requirements or MnCHOICES Community Support Plan (CSP) DHS-6791B to the person/legal representative and MCO within 40 calendar days from the assessment.</td>
<td></td>
</tr>
<tr>
<td>c. Sends the MnCHOICES Assessment Report, Eligibility Summary, and the PCA (Provider) Summary to the MCO within 10 working days of the assessment.</td>
<td></td>
</tr>
<tr>
<td>d. Instructs the member to contact the MCO Member Services to select a provider within the MCO network – certified assessor responsibility.</td>
<td></td>
</tr>
<tr>
<td>e. Determines eligibility for a waiver, the Family Support Grant (FSG) and/or Rule 185/DD case management.</td>
<td></td>
</tr>
</tbody>
</table>
### Waiver Case Manager Tasks:

a. Provides the county/tribe support plan which meets state and federal requirements or the MnCHOICES Coordinated Services and Support Plan (CSSP) DHS-6791B to the person/legal representative within 10 working days after receiving the CSP.

b. Uses pseudo code X5609 for PCA services and all state plan services on the CSSP. This information is entered into MMIS to account for MCO funded services.

c. Sends the *Recommendation for State Plan Home Care Services Form* DHS-5841 to the MCO within 10 working days following the assessment.

d. Communicates the change of waiver status, e.g., if person goes off the waiver, to the MCO.

### MCO Tasks:

a. Follows instructions on *Recommendation for State Plan Home Care Services Form* DHS-5841 to communicate back to the waiver case manager.

### County/Tribe Tasks:

a. Provides a *Notice of Action* DHS-2828 when PCA services are requested and enrollee is determined not eligible for PCA services.

b. Sends the *Eligibility Summary* to the MCO within 10 working days from the assessment.

### MCO Tasks:

a. Processes PCA assessments as requested per MCO policy.

### 4. Following a MnCHOICES assessment, enrollee is not eligible for PCA services

**Explanations**

### County/Tribe Tasks:

**n/a**

### MCO Tasks:

**n/a**

### 5. Agency Provider Model and PCA Choice/Participant Employer Model

**Explanations**

- Certified assessor is required to explain the limitations of choice of model to the person who is a restricted recipient.

- The MnCHOICES certified assessor does not need to be notified when an enrollee changes providers or models.
b. Determines the enrollee’s eligibility for choice of model by checking MMIS to see if the enrollee is in the Minnesota Restricted Recipient Program – certified assessor responsibility.

**MCO Tasks:**
- a. Makes changes to authorization to reflect enrollees choice of model, if required by MCO process.

**PCA Provider Tasks:**
- a. Complies with and provides the enrollee with the Home Care Bill of Rights.
- b. Have a written agreement on file for all PCA recipients that include all the components outlined in Minnesota Statute 256B.0659, subd 20 and subd 28.

### 6. Shared Care

**County/Tribe Tasks:**
- a. Determines selection of Shared Care option – certified assessor responsibility.

**MCO Tasks:**
- a. Makes changes to authorization when enrollee moves to Shared Care per MCO process.
- b. Communicates with the Qualified Professional regarding Shared Care if the enrollee is interested in Shared Care.

**Provider Tasks:**
- a. Works with enrollee to arrange Shared Care.
- b. Maintains the enrollee’s Shared Care written agreement.
- c. Develops the care plan for utilization of Shared Care.
- d. Submits claims with a modifier that indicates the amount of Shared Care utilized by each enrollee.

- MCOs are not required by DHS to track an enrollees utilization of Agency Provider Model or PCA Choice/Participant Employer Model

**Explanation:**
- Shared Care information is communicated in the MnCHOICES Assessment Report in the “Assessor Conclusions” domain.
### 7. Responsible Party

**County/Tribe Tasks:**
- a. Notifies/invites the responsible party to the assessment, if a responsible party is known.
- b. Includes the name of the responsible party in the MnCHOICES Assessment and PCA (Provider) Summary, if a responsible party is known/identified.

**Explanations**
- If a person needs a responsible party, the responsible party is not required to be present during the MnCHOICES assessment.

### 8. Notice of Action (NOA) / Denials, Terminations or Reductions (DTR)

**County/Tribe Tasks:**
- a. Gives a Notice of Action DHS-2828 to the enrollee and MCO when PCA services are denied, decreased or terminated as a result of the assessment – certified assessor responsibility

**MCO Tasks:**
- a. Provides a DTR with a denial, termination or reduction in PCA services when the MCO action is not consistent with the results of the MnCHOICES assessment due to duplication of services

**Explanations**
- The agency that performs the assessment and the outcome is a denial, termination, or reduction in PCA services provides the NOA to the enrollee.
- The MCO does not send the enrollee a DTR when implementing county/tribe assessment results.

### 9. Appeals

**County/Tribe Tasks:**
- a. Represents the action taken when enrollee/legal representative appeals the MnCHOICES assessment eligibility results.

**MCO Tasks:**
- a. Represents the action taken when enrollee/legal representative appeals on MCO authorization that is not consistent with the MnCHOICES eligibility results.

**Explanations**
- The MCO authorization may not be consistent with the MnCHOICES eligibility results when the MCO determines the services are duplicative, e.g., home health aide services (HHA).
- Note: Not all HHA services are duplicative of PCA services. HHA services may be appropriate due to the skill required to perform the tasks and the supervision needed by a nurse.

### 10. Minnesota Restricted Recipient Program (MRRP)

**MCO Tasks:**
- a. Follows the MRRP requirements according to the contract.
- b. Provides prior authorization and ensures continuity of care.

**Explanations**
- DHS may restrict enrollees to certain providers of health care services for the following reasons:
  - To prevent duplication or abuse of services
  - To prevent violation of prior authorization requirements
  - To ensure continuity of care
### 11. Interpreters

<table>
<thead>
<tr>
<th>County/Tribe Tasks:</th>
<th>Explanations</th>
</tr>
</thead>
</table>
| a. Bills Minnesota Health Care Programs (MHCP) for interpreter services. | • All MHCP-enrolled providers may bill MHCP for sign and spoken language interpreter services if the provider cannot effectively communicate with the recipient.  
• Use code T1013 to bill for interpreter services. |

Additional Resources:
- [PCA Consumer Information Website](#)
- [PCA Program Manual](#)
- [Community Based Services Manual (CBSM) Forms](#)
- [MnCHOICES CountyLink page](#)
**MnCHOICES Documents and Reports**

**Purpose of document:** To inform lead agencies of documents and reports that can be created following a MnCHOICES assessment.

<table>
<thead>
<tr>
<th>Document/Report Title</th>
<th>Purpose of Document/Report</th>
<th>Content</th>
<th>Created By</th>
<th>Source</th>
<th>Completion Timeline</th>
<th>Received By</th>
</tr>
</thead>
<tbody>
<tr>
<td>MnCHOICES Assessment Report</td>
<td>• To provide a copy of information documented in the MnCHOICES assessment</td>
<td>• All assessment content: demographic information, answered questions, comments, and required questions whether answered or not. • Referrals</td>
<td>Certified Assessor</td>
<td>• Created in and printed from MnCHOICES</td>
<td>• Within 5 working days of request by person/legal representative</td>
<td>• Person/legal representative on request</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Can be printed from any open or closed assessment.</td>
<td>• MCO</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>• Waiver case manager (CM)</td>
</tr>
<tr>
<td>MnCHOICES Eligibility Summary</td>
<td>• To provide detailed information about MnCHOICES eligibility determination</td>
<td>• Assessed Needs and Support Planning Implications • Eligibility Criteria Met and Not Met for: Level of Care, Programs and Services, Case Mix, ADLS, and Behavior/Emotions/Symptoms</td>
<td>Certified Assessor</td>
<td>• Created in and printed from MnCHOICES</td>
<td>• Within 5 working days of request by person/legal representative</td>
<td>• MCO</td>
</tr>
<tr>
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<td>• Within 10 working days to MCO</td>
<td>• Waiver case manager</td>
</tr>
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<td>• Sent with CSP to waiver CM</td>
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</tr>
<tr>
<td>MnCHOICES Planning Summary</td>
<td>• To provide a simplified, person-friendly version of the Eligibility Summary</td>
<td>• Assessed Needs and Support Planning Implications • Eligibility Determinations for Programs, Services and Level of Care • Programs for under age 65 and 65 and older</td>
<td>Certified Assessor</td>
<td>• Created in and printed from MnCHOICES</td>
<td>• Within 40 calendar days from the assessment</td>
<td>• Person/legal representative</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>• Provided with the CSP</td>
<td>• MCO</td>
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<tr>
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<td></td>
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<td></td>
<td>• Waiver case manager</td>
</tr>
<tr>
<td>MnCHOICES PCA (Provider) Summary</td>
<td>• To provide information for delivery of PCA services based on assessment results</td>
<td>Selected information from the MnCHOICES assessment: • Directing Own Care Determination • Medications, Medication Management, and Equipment • Complex Health Related Needs • Behaviors and ADLs</td>
<td>Certified Assessor</td>
<td>• Created in and printed from MnCHOICES</td>
<td>• Within 10 working days from all assessments, regardless of eligibility, to the MCO.</td>
<td>• MCO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Sent with CSP to waiver CM</td>
<td>• PCA Provider</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Waiver case manager</td>
</tr>
<tr>
<td>Document/Report Title</td>
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<td>Content</td>
<td>Created By</td>
<td>Source</td>
<td>Completion Timeline</td>
<td>Received By</td>
</tr>
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</tr>
</tbody>
</table>
| MnCHOICES Community Support Plan (CSP) DHS-6791B | To provide information about services and support options based on assessed needs | • Referrals  
• Authorization Summary Based on Assessment  
• Support Plan Goals  
• Support Options and Strengths  
• Health and Safety  
• Funding Options  
• CSP Signatures | Certified Assessor | eDocs Form, completed based on assessment information | Within 40 calendar days from assessment | Person/legal representative  
MCO  
Waiver case manager |
| MnCHOICES Coordinated Services and Support Plan (CSSP) DHS-6791B | To provide detailed information about services and supports that will address the person’s assessed needs  
• Required when a person receives publicly-funded, fee-for-service long-term services and supports (LTSS)  
• Used to enter authorization information into MMIS | • Summary of Services  
• Service Funding Plan  
• Emergency and Back-up Plan for Services and Supports  
• Cognitive and Behavioral Support Plan  
• Choice of Community LTSS questions  
• CSSP Signatures | Certified Assessor or Waiver Case Manager | eDocs form; completed based on assessment information and CSP | Within 10 working days of receiving CSP | Person/legal representative  
Provider as permitted by person/legal representative |
**Purpose of Document:** To provide contact information to counties/tribes when providing information to MCOs following a MnCHOICES assessment for Families and Children enrollees.

<table>
<thead>
<tr>
<th>Lead Agency Contact</th>
<th>Contact Name for EMAIL</th>
<th>Email Address</th>
<th>Contact Name for FAX</th>
<th>Fax #</th>
<th>Contact Name for MAIL</th>
<th>Mailing Address</th>
<th>Contact Name PHONE</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Plus - Assessment Results</td>
<td>Intake Operations-PCA</td>
<td>N/A – we currently don’t accept these via email</td>
<td>Intake Operations-PCA</td>
<td>651-662-4022 or 866-800-1665</td>
<td>Intake Operations - PCA</td>
<td>Blue Cross and Blue Shield of MN P.O. Box 64560 Eagan, MN 55164-0560</td>
<td>Intake Operations Health Management</td>
<td>651-662-5540</td>
</tr>
<tr>
<td>Blue Plus – Appeals¹</td>
<td>Consumer Service Center</td>
<td>N/A - we currently don’t accept these via email</td>
<td>Consumer Service Center</td>
<td>651-662-9517</td>
<td>Consumer Service Center</td>
<td>Blue Cross and Blue Shield of MN P.O. Box 64560 Eagan, MN 55164-0560</td>
<td>Consumer Service Center</td>
<td>651-662-4357</td>
</tr>
<tr>
<td>Health Partners – Assessment Results</td>
<td>We cannot accept any emails that contain PHI. Assessments need to be faxed or mailed.</td>
<td>We cannot accept any emails that contain PHI. Assessments need to be faxed or mailed.</td>
<td>If problems w/ fax transmission call medical management triage line 952-883-6333</td>
<td>952-853-8712</td>
<td>Lisa Ganser Medical Policy Supervisor</td>
<td>HealthPartners PO Box 1309 Medical Policy 22108T Minneapolis, MN 55440-1309</td>
<td>Primary contact: Lisa Ganser, Supervisor HHC/PCA Backup: Roxanne Jes Manager, Medical Policy</td>
<td>952-883-5418</td>
</tr>
</tbody>
</table>

¹ “Appeals” These are related to the eligibility results of a MnCHOICES assessment conducted by a county/tribe.
### Families and Children MCO Contact List for Counties and Tribes

<table>
<thead>
<tr>
<th>Lead Agency Contact</th>
<th>Contact Name for EMAIL</th>
<th>Email Address</th>
<th>Contact Name for FAX</th>
<th>Fax #</th>
<th>Contact Name for MAIL</th>
<th>Mailing Address</th>
<th>Contact Name PHONE</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Partners - Appeals</td>
<td>Maureen Reinhart</td>
<td><a href="mailto:Maureen.p.reinhart@healthpartners.com">Maureen.p.reinhart@healthpartners.com</a></td>
<td>Maureen Reinhart</td>
<td>952-853-8742</td>
<td>Maureen Reinhart</td>
<td>HealthPartners 8170 33rd Avenue South Bloomington, MN 55425</td>
<td>Maureen Reinhart</td>
<td>952-853-8742</td>
</tr>
<tr>
<td>Hennepin Health - Assessment Results</td>
<td>Monica Simmer</td>
<td><a href="mailto:Monica.Simmer@hennepin.us">Monica.Simmer@hennepin.us</a></td>
<td>Monica Simmer</td>
<td>612-677-6222</td>
<td>Monica Simmer</td>
<td>400 South Fourth Street Suite 201 Mpls MN 55415</td>
<td>Monica Simmer</td>
<td>612-596-9943</td>
</tr>
<tr>
<td>Hennepin Health Appeals</td>
<td>Debra Harper</td>
<td><a href="mailto:Debra.harper@hennepin.us">Debra.harper@hennepin.us</a></td>
<td>Debra Harper</td>
<td>612-632-8815</td>
<td>Debra Harper</td>
<td>400 South Fourth Street Suite 201 Mpls MN 55415</td>
<td>Debra Harper</td>
<td>612-596-9914</td>
</tr>
<tr>
<td>Itasca Medical Care Assessment Results</td>
<td>N/A</td>
<td>N/A</td>
<td>IMCare</td>
<td>218-327-5545</td>
<td>IMCare</td>
<td>Itasca Medical Care Itasca Resource Center 1219 SE 2nd Ave Grand Rapids, MN 55744</td>
<td>Brenda</td>
<td>218-327-6188</td>
</tr>
<tr>
<td>Itasca Medical Care Appeals</td>
<td>Leah Huso</td>
<td><a href="mailto:Leah.Huso@co.itasca.mn.us">Leah.Huso@co.itasca.mn.us</a></td>
<td>Leah Huso</td>
<td>218 - 327 5545</td>
<td>Itasca Medical Care</td>
<td>Itasca Medical Care Itasca Resource Center 1219 SE 2nd Ave Grand Rapids, MN 55744</td>
<td>Leah Huso</td>
<td>218-327-6183</td>
</tr>
<tr>
<td>Lead Agency Contact</td>
<td>Contact Name for EMAIL</td>
<td>Email Address</td>
<td>Contact Name for FAX</td>
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</tr>
<tr>
<td><strong>Medica</strong>&lt;br&gt;Assessment Results</td>
<td>Kelli Woodford</td>
<td><a href="mailto:referralinquiry@medica.com">referralinquiry@medica.com</a></td>
<td>Kelli Woodford</td>
<td>952-992-3556</td>
<td>Kelli Woodford</td>
<td>Medica UM PO Box 9310; CP 440 Minneapolis, MN 55440</td>
<td>Kelli Woodford</td>
<td>1-800-987-2459 option 2</td>
</tr>
<tr>
<td><strong>Medica</strong>&lt;br&gt;Appeals</td>
<td>Kelli Woodford</td>
<td><a href="mailto:clinicalappealscomm@medica.com">clinicalappealscomm@medica.com</a></td>
<td>Kelli Woodford</td>
<td>952-992-8403</td>
<td>Kelli Woodford</td>
<td>Medica Clinical Appeals PO Box 9310; CP 440 Minneapolis, MN 55440</td>
<td>Kelli Woodford</td>
<td>952-992-3201</td>
</tr>
<tr>
<td><strong>PrimeWest</strong>&lt;br&gt;Health Assessment Results</td>
<td>Jennifer Bundy</td>
<td><a href="mailto:Jennifer.bundy@primewest.org">Jennifer.bundy@primewest.org</a></td>
<td>Jennifer Bundy</td>
<td>320-335-5301</td>
<td>Jennifer Bundy</td>
<td>PrimeWest Health 3905 Dakota Street Alexandria, MN 56308</td>
<td>Jennifer Bundy</td>
<td>320-335-5351</td>
</tr>
<tr>
<td><strong>PrimeWest</strong>&lt;br&gt;Health Appeals</td>
<td>Rita Lee</td>
<td><a href="mailto:Rita.Lee@primewest.org">Rita.Lee@primewest.org</a></td>
<td>Judy Kluver</td>
<td>877-600-4912</td>
<td>Rita Lee</td>
<td>PrimeWest Health 3905 Dakota Street Alexandria, MN 56308</td>
<td>Rita Lee</td>
<td>320-335-5393</td>
</tr>
<tr>
<td><strong>South Country</strong>&lt;br&gt;Health Alliance Assessment Results</td>
<td>Heather Goodwin</td>
<td><a href="mailto:hgoodwin@mnscha.org">hgoodwin@mnscha.org</a></td>
<td>Heather Goodwin</td>
<td>(507) 431-6329</td>
<td>Heather Goodwin</td>
<td>2300 Park Drive, Suite 100 Owatonna MN 55060</td>
<td>Heather Goodwin</td>
<td>(507) 431-6383</td>
</tr>
<tr>
<td>Lead Agency Contact</td>
<td>Contact Name for EMAIL</td>
<td>Email Address</td>
<td>Contact Name for FAX</td>
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</tr>
<tr>
<td>South Country Health - Appeals</td>
<td>Suzette Miller</td>
<td><a href="mailto:Sumiller@mnscha.org">Sumiller@mnscha.org</a></td>
<td>Suzette Miller</td>
<td>(507) 431-6329</td>
<td>Suzette Miller</td>
<td></td>
<td>Suzette Miller</td>
<td>(507) 431-6373</td>
</tr>
<tr>
<td>UCare Assessment Results</td>
<td>Hester, Intake Manager</td>
<td><a href="mailto:ehester@ucare.org">ehester@ucare.org</a></td>
<td>PCA Intake</td>
<td>612-884-2049</td>
<td>PCA Intake</td>
<td>UCare PO Box 52 Minneapolis, MN 55440-0052</td>
<td>Esther V.Hester</td>
<td>612-676-3459</td>
</tr>
<tr>
<td></td>
<td>Elena Hawj, Intake Supervisor</td>
<td><a href="mailto:ehawj@ucare.org">ehawj@ucare.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Elena Hawj</td>
<td>612-676-3605</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:ucarepca@ucare.org">ucarepca@ucare.org</a></td>
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<td>612-676-6705</td>
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<td>UCare – Appeals</td>
<td>Amy Christensen, Manager</td>
<td><a href="mailto:cag@ucare.org">cag@ucare.org</a></td>
<td>Amy/Jill</td>
<td>612-884-2012</td>
<td>Amy Christensen/Jill Jacobs</td>
<td>UCare Appeals/Grievances PO Box 52 Minneapolis, MN 55440-0052</td>
<td>Amy/Jill</td>
<td>612-676-6841</td>
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<td>Jill Jacobs, Supervisor</td>
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