Welcome & Introductions

MnCHOICES

• Business Team Supervisor

• Support Plan Project Manager

• Support Plan Business Analysts

• Policy staff

• Operations staff
• All participants are muted
• Do submit technical issues
  • Use the WebEx Q&A panel
• Type in your questions into Web-ex
• Can revisit this training on the webinar archive
Pre-Launch Call Agenda

**For:** Launch leads and mentors who have completed their Support Plan Supervisor Mentor Training and have access into MTZ-SP

**Purpose:** To ask questions about training and using the Support Plan computer application. When your agency launches you no longer need to attend this call.

**Agenda:**

1. MnCHOICES Support Plan Follow-up and Updates
2. Lead Agency questions about the computer application
3. Launch Instructions per the schedule below
Support Plan Pre-Launch Call Schedule

September 20, 2017, 1:00 p.m. to 2:30 p.m., Launch Instructions Group 6

October 4, 2017, 1:00 p.m. to 2:30 p.m., Launch Instructions Group 7

October 18, 2017, 1:00 p.m. to 2:30 p.m., Launch Instructions Group 8 and 9
Follow-up and Updates
Launch Instructions

Go Email

Attachments to Go Email

• Known Issues

• Release Notes & Companion Documents: None
Successfully onboarded users:
Friday afternoon prior to launch

The MnCHOICES Help Desk has been notified that MnCHOICES Support Plan Launch Group 3 users are successfully onboarded: Big Stone, Blue Earth, Chippewa, Countryside, DVHHS (Cottonwood, Jackson), FMCHS (Faribault, Martin), Kandiyohi, Lac qui Parle, McLeod, Meeker, Nicollet, Nobles, Renville, Sibley, SWHHS (Lincoln, Lyon, Murray, Pipestone, Redwood, and Rock Counties), Swift, Waseca Public Health, Watonwan, Yellow Medicine
Login Credentials will be sent out directly to individual users in your agency the Friday prior to launch

- User Name: X number or a PW. If you already have one it will be your existing one

- User Password temporary, reset prompt at first log in

- If receive the email early the system won’t let you log in before your start date

- Contracted agency users who are onboarded with another lead will not see an email. But will log in as the new combination
This is an automated e-mail message, please do not reply.

8/29/2017

Hello Alpha User,

This post is to inform you of your new account on the MNCHOICES SUPPORT PLAN.

Please use these credentials when logging in:

User Id: TestUserAlpha

Password: Will be in a separate email immediately following this one.

You will be required to select a new password upon your first login.

You can access the MNCHOICES SUPPORT PLAN application by clicking this link: [Link]
This is an automated e-mail message, please do not reply.

8/29/2017

Hello Alpha User,

This post is to inform you of your new account on the MNCHOICES SUPPORT PLAN.

Please use these credentials when logging in:

User Id: Will be in a separate email immediately following this one.

Password: heSITICO

You will be required to select a new password upon your first login.

You can access the MNCHOICES SUPPORT PLAN application by clicking this link: [www."


MnCHOICES Support Plan Passwords

1. **Temporary passwords** Do not expire however at first use you will be forced to create a new password

2. **Changing your password** Email immediately following acknowledging the change

3. **Go to MnCHOICES Help Desk** for password resets
No email was sent to the user?

Mentor Steps to Take

1. Search users email
2. If they did not receive the emails, the security Liaison contacts SSAM
   Likely an email misspelling from the onboarding sheet
3. If not misspelling submit to the Help Desk
Creating your new password

Password must be between 8 and 20 characters. Password must contain at least one numeric character, one upper case letter, one lower case letter, and one special or punctuation character such as @ or +. Password cannot contain spaces.

Username: pwuxa57
Old Password: 
New Password: 
Confirm Password: 

You have successfully changed your password. Please logout of the application and relogin using your new password.
Go Email: Your agency may begin using MnCHOICES Support Plan in the production environment (PROD) to create CSPs, CSSPs from MnCHOICES Assessments and to run rates in the Rates Management System (RMS) in the Support Plan.

MnCHOICES Support Plan Mentors Must:
   1. Instruct all MnCHOICES Support Plan users to follow instructions below.
Known Issues

- Click on Table of Contents
- Organized by tabs
- Cross out means issue is fixed

<table>
<thead>
<tr>
<th>My Plans tab</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue</td>
<td></td>
</tr>
<tr>
<td>Change My Agency button may be displayed even if it is not needed</td>
<td>none</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services tab</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue</td>
<td></td>
</tr>
<tr>
<td>The Add Agreement button may not be visible when the navigation buttons take up two or more lines</td>
<td>Reduce the zoom level of your browser (hold down the Control button and click the minus button in Internet Explorer and Google Chrome) until the Add Agreement button is visible</td>
</tr>
</tbody>
</table>
Launch Questions?
Thank you!

MnCHOICES Support Plan
Pre-Launch Call
When launching MnCHOICES Support Plan for running rates and creating CSPs or CSSPs

- Use the Rate Management System in the Support Plan and not in SSIS-RMS.
- For all MnCHOICES assessments and reassessments, create CSP and CSSP in the MnCHOICES Support Plan, rates in the service agreements and service lines in the person’s CSSP.
- For all assessments created with the legacy document continue to use the Community Support Plan with the Coordinated Services and Supports Plan form (DHS-6791B-ENG)(PDF) and create rates at the person level in the Support Plan.
How do we work with agencies who haven’t launched in the MnCHOICES Support Plan?

**Launched Agency:** Complete the CSP in the MnCHOICES Support Plan and prints the CSP.

**Unlaunched agency:** Receives the CSP printed from the launched agency. Completes the DHS-6791B
How do we work with agencies who haven’t launched in the MnCHOICES Support Plan? cont.

Agency not launched: Complete the paper CSP and provide it as paper to the launched agency.

Launched agency receives the paper CSP, creates a rate plan at the person level in the Support Plan, and completes the CSSP using DHS6791B.