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
For: Launch leads and mentors who have launched into Support Plan

Purpose: To ask questions, provide training and updates for Support Plan Production users.

Agenda:

1. MnCHOICES Support Plan Follow-up and Updates
2. Lead Agency questions about the computer application
Support Plan Post-Launch Call Schedule

MnCHOICES Office Hours, first Friday of the month, 9:30 to 11 a.m.

Second set of post launch calls, following Thursdays, 9:30 to 11 a.m.

• Sept. 14 and 28
• Oct. 12 and 26
• Nov. 9 and 16
• Dec. 14
User Access in the Support Plan
Support Plan: Adding users

- Identify the Systems, Security and Access Management (SSAM) Security Liaison for your lead agency.

- Submit a request for the addition or change needed, following your lead agency’s protocols, to your SSAM Security Liaison.

- The SSAM Security Liaison will submit the “MnCHOICES Support Plan Request and Authorization Form” to SSAM and DHS.
Follow-up and Updates
MnCHOICES County Link Update: User Access

Support Plan
Build and Print: CSP/CSSP Crosswalk
Crosswalk: Assessment and Support Plan
Launch Schedule: Groups and Dates – MnCHOICES Support Plan
MnCHOICES Support Plan Pre- and Post-Launch Calls
Support Plan Known Issues 6-16-17
Support Plan training
Support Plan Try It! Companion Document
Support Plan User Access
Webinar archive: Disability Services Division
Webinar Schedule
Which Support Plan Tabs do I use to create a CSP/CSSP?
Need to make changes to a closed CSP

**Issue**

1. Case manager reports to the Support Plan mentor that changes need to be made to a CSP with status of closed

2. Mentor submits a ticket to the MnCHOICES Help Desk to reopen the CSP with details of why it needs to be opened

• **Problem Data incorrect:** The case manager can make notes in the CSSP

• **Solution Data Incorrect:** Work flow change: Assessor and case manager review the CSP prior to the assessor closing it to ensure data is correct

• **Problem CSP dates are incorrect:** correct the dates in the About Plan in the closed CSP but they receive error message ...
Recommendation: Create services in the CSSP

• Calculate rates in CSSP to decrease the need to recalculate rates

• Creates services in CSSP and not CSP

  • If the services were created in the CSP and the planner needs to change the About Plan start date, it requires several steps of date changes - in this order
    
    Service lines
    Service Agreement
    About Plan
Services tab and date conflicts in the Rate Plan and CSSP

Date options

1. Apples-to-Apples

Plan dates are set in the About Plan tab for all plans (CSP, Rates and CSSP)

Service Tab constraints for dates

1. About Plan can be more than one year

2. Service agreement only allows one year, but can do more than one service agreement to accommodate a longer span

3. Service line has to be within the date of the service agreement
To minimize notification messages

1. For each plan begin at the About Plan tab and choose the date

2. Working ahead in the CSP?
   • Pay attention to dates – set them in the About Plan tab

2. Before you close your CSP
   • Service Agreement: approved
   • Service lines: Choose pending or approved
Demonstrations
Questions
Thank you!

MnCHOICES Support Plan
Post-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 are calculated or entered in the services tab 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 lead agency: Use MnCHOICES Support Plan to complete the CSP. Provide the unlaunched agency a CSP printed from the Support Plan.

Unlaunched agency: Use DHS-6791B to complete the CSSP.