Welcome & Introductions

MnCHOICES

- Business Team Supervisor
- Support Plan Project Manager
- Support Plan Business Analysts
- Policy staff
- Operations staff
Housekeeping

• All participants are muted
• Do submit technical issues
  • Use the WebEx Q&A panel
• Type your questions into Web-ex
• Can revisit this training on the webinar archive
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
Problem solving: How to close a CSSP?

Problem Solving

1. Go back to the Training
2. Go to User Manual
3. Answer: About Plan Tab, Change Status to Closed
Why close a CSSP?

• Captures point in time
• Closed when person has agreed on initial plan
• Close each time an adjustment is made to the plan
• Footprints of the plan changes: as each change is captured
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
Notifications: Service Agreement & Service Lines

Provide direction for entry

• Plan dates aren’t aligning

• County of Residence is needed to create a service and calculate the rate correctly

• Notification provides knowledge

• Click Okay and proceed with work
The combined rate for all PERS services should not exceed $3,000 per year.
Assessment and Support Plan

• Changed the password reset requirement from 30 to 60 days
1. **LTSS Improvements Tool**

- Captures the person’s experience with his/her CSSP and Service Provider
- Completed by the case manager during the mid-year quality visit or certified assessor during the annual reassessment visit
- Webinar scheduled for November 1\textsuperscript{st} 1:30 p.m.
2. **COR Service Lines** were repaired to align with the banding of DHS Reconciliation, MCRE Medical Support, DHS PCUR Unit, etc. They are all at the end of the COR list.

3. **MMIS/Service agreement report** has been repaired so the answer reports correctly for:
   - Lives with Responsible Party
   - PCA Provider Owner
   - Date of Birth

4. **NPI/UMPI** Lookup has been updated
5. **Goals tab** repairs

- When there are more than ten goals, all goals appear in the Goals table
- Goals table sorts correctly
- The NPI number now displays in the goals table
- Duplicate goals no longer display

6. **Search Tab** performance improved
7. CSSP header displays Closed

8. About Plan

• *Date this document was mailed* correctly displays

• CSSP: when choose Complete the plan can be set back to Open
Support Plan Questions
Launch Instructions for Monday, Nov. 6, 2017

1. Successfully onboarded email (Friday)

2. Go Email (Monday)
   • Known Issues: links
   • Release Notes & Companion Documents: attached
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 agency will not see an email. But will log in as the new combination
Part 1: MnCHOICES Support Plan New User Notification

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: hcsITICO

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.favorites]
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 rellogin 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

### My Plans tab

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

### Services tab

<table>
<thead>
<tr>
<th>Issue</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<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 – Group 9