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
1. Announcements

2. Help Desk Update

3. IT Update: MnA and MnSP


5. Q & A Session for computer application questions for the Support Plan

6. Q & A Session for computer application questions for MnCHOICES Assessment
MnCHOICES Mentor Alliance

Thursday, November 30, 2017, 9 a.m. to 3:30 p.m.

Holiday Inn, St Cloud

MnCHOICES Office Hours, first Friday of the month, 9:30 a.m. – December 1, 2017.

• November 3rd is cancelled.
1. LTSS Improvement Tool Webinar
   • November 1st 1:30 to 3:30 p.m.
   • Registration materials sent October 20, 2017

   • Train Link with the MnCHOICES Support Plan Training modules, MNSP1000, the last ones in the list
   • Available November 1, 2017
MnCHOICES Assessment Update
MnCHOICES Support Plan Update
Support Plan Frequently Asked Questions
Support Plan: Adding users

• Identify your lead agency’s Security Liaison or request the liaison list from the Help Desk

• Submit a request for the addition or change needed to your SSAM Security Liaison

• Security Liaison submits the “MnCHOICES Support Plan Request and Authorization Form” to SSAM
Date Plan Mailed

• Choose it

• Does not automatically close the CSP

• **When you wonder use MTZ-SP to test what will happen**
Why don’t the ADL & IADL pull into the CSP from the assessment?

• Isn’t this information needed in the plans?
• If not, why don’t the providers need this information?
• Do we update the CSSP to rate the amount of progress they have made throughout the time period?

• Do we keep our CSSPs open in order to do so?
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
Problem Solving

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

- When you are in the CSSP and choose close in the About Plan
- When you choose Create CSSP when you are in your CSP
- Does not auto close based on dates or statute
• Market Rate may auto fill to the dollar amount limit for a service

• Working to have it auto fill $0

• Auto filled rate can be over written

• Notification “This record has been saved but the rate has exceeded the recommended rate limit of $X for this service”

• Notifications aren’t error messages
Notifications: Service Agreement & Service Lines

- Notification provides knowledge
- Click Okay and proceed with work

Error

This record cannot be saved because the rate has exceeded the allowable limit of $25.46 for this service.
Rates are entered or run

- **Rates at the person level:** Legacy documents

- **Rates in the CSSP:** If creating a CSSP when you enter rates or run the rates management system inside the services tab
Rates at the person level

- All rate plans will show in the person search.
- When plan is complete close it.
- Rate plans aren't removed from the list.
- Sort by type.

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Create/Assessment Date</th>
<th>Type</th>
<th>ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emily ZZDHS-Anderson</td>
<td>Closed</td>
<td>06/13/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teresa Vandergent</td>
<td>Open</td>
<td>07/27/2017</td>
<td>Rate Plan</td>
<td>3723</td>
</tr>
<tr>
<td>Teresa Vandergent</td>
<td>Open</td>
<td>08/08/2017</td>
<td>Rate Plan</td>
<td>4334</td>
</tr>
<tr>
<td>Teresa Vandergent</td>
<td>Open</td>
<td>08/09/2017</td>
<td>Rate Plan</td>
<td>4144</td>
</tr>
<tr>
<td>Usred Red Lake</td>
<td>Closed</td>
<td>08/29/2017</td>
<td>Rate Plan</td>
<td>5333</td>
</tr>
</tbody>
</table>
With MnSP Support Plan Launch where should we complete our PCA work?

For MnCHOICES Assessments that ONLY results in PCA services

• PCA Summary in the Assessment?
• PCA in CSP with services? The services don’t print
• If it’s PCA only do we complete a CSSP?
• How do we create for PCA when it’s the only service?
With the Support Plan Launch where should complete our PCA work?

**Answer:**

- Complete CSP as summary of the assessment
- Create services and run rates in CSSP
- Services created in the CSP will not print in the CSP
- Services print only in the Community Services and Support Plan (CSSP)
MnCHOICES Support Plan 17.3 Release & Changes
Central Security Changes, October 20, 2017

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 1st 1:30 p.m.
MnSP 17.3 Changes: Service Agreements & Service Lines

2. **COR Service Lines** now 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:**
   - Lives with Responsible Party
   - PCA Provider Owner
   - Date of Birth

4. **NPI/UMPI:** Provider Numbers are now updating daily
5. Goals tab

- 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 the correct status

7. About Plan
   
   • *Date this document was mailed* correctly displays
   
   • CSSP: when Complete is chosen, the plan can be set back to Open
Questions
Thank you!

MnCHOICES Support Plan
Post-Launch Call