

## Resource: CFSS mid-year changes for people age 65 or older who are enrolled in a managed care organization (MCO)

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This page is a resource for MCOs and CFSS providers when people using CFSS experience changes in the middle of their service year. It applies to CFSS services only and assumes the person selects in-network providers.

This page includes information about:

- [Changes for people on Minnesota Senior Health Options \(MSHO\) or Minnesota Senior Care Plus \(MSC+\), with or without Elderly Waiver \(EW\).](#)
- [Changes for people on MSHO or MSC+ with Brain Injury \(BI\), Community Alternative Care \(CAC\), Community Access for Disability Inclusion \(CADI\) or Developmental Disabilities \(DD\) waivers.](#)

For information about the processes for counties/tribal nations, refer to [CFSS Manual – CFSS mid-year changes for counties and tribal nations](#).

**Note:** If a person is using CFSS on a waiver/AC, the case manager must confirm any changes to their services are within their consumer directed consumer supports (CDCS) and/or AC/EW budget, if applicable. For more information, refer to [CFSS Manual – PCA/CFSS services on a waiver/AC](#).

### Changes for people on MSHO or MSC+, with or without EW

Type of change	Does consultation services provider revise CFSS service delivery plan?	Does MCO care coordinator review CFSS service delivery plan?	Additional required actions
Moving units/dollars between personal care, goods/services, personal emergency response systems (PERS) and financial management services (FMS) fee	Yes, revise the service delivery plan	Yes, review the service delivery plan	The MCO: <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a denial, termination or reduction (DTR) to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>
Changing the cost of a specific good/service or PERS services	Yes, revise the service delivery plan	Yes, review the service delivery plan	The MCO: <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>

			<ul style="list-style-type: none"> <li>• applicable.</li> </ul>
Changing a good/service or worker training and development class	Yes, revise the service delivery plan	Yes, review the service delivery plan	<p>The MCO:</p> <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>
Adding more consultation services sessions	No	N/A	<p>The consultation services provider contacts the MCO care coordinator to request authorization.</p> <p>The MCO follows its authorization process.</p>
Adding more worker training and development	No	N/A	<p>The CFSS provider agency or FMS provider contacts the MCO care coordinator to request an increase.</p> <p>The MCO follows its authorization process</p>
Adding failed background study (budget model only)	No	N/A	<p>The FMS provider follows the MCO's process. The cost must fit within the CFSS budget.</p> <p>The MCO follows its authorization process.</p>
Changing models	Yes, revise the service delivery plan	Yes, review the service delivery plan	<p>The MCO:</p> <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>

Changing or adding an FMS provider	Yes, revise the service delivery plan	Yes, review the service delivery plan for conflicts of interest	The MCO adjusts the authorization, if applicable.
Changing or adding a CFSS provider agency	Yes, revise the service delivery plan	Yes, review the service delivery plan for conflicts of interest	The MCO adjusts the authorization, if applicable.
Changing or adding a consultation services provider	No	N/A	The new consultation services provider contacts the MCO care coordinator to request authorization. The MCO follows its authorization process.
Changing or adding a PERS provider	Yes, revise the service delivery plan	No	The MCO follows its authorization process.
Changing the participant's representative	Yes, revise the service delivery plan with the new representative's signature on the plan	No	The consultation services provider contacts the MCO care coordinator about the change. The MCO follows its authorization process and makes any needed changes within its systems.

**Changes for people on MSHO or MSC+ with BI, CAC, CADI or DD waivers**

The MCO care coordinator and county/tribal nation waiver case manager use [Recommendation for State Plan Services, DHS-5841](#) to coordinate changes to the person's services.

<b>Type of change</b>	<b>Does consultation services provider revise CFSS service delivery plan?</b>	<b>Does county/tribal nation and MCO review CFSS service delivery plan?</b>	<b>Additional required actions</b>
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Moving units/dollars between personal care, goods/services, PERS and FMS fee	Yes, revise the service delivery plan	Yes, review the service delivery plan	The county/tribal nation sends DHS-5841 to the MCO. The MCO: <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>
Changing the cost of a specific good/service or PERS	Yes, revise the service delivery plan	Yes, review the service delivery plan	The county/tribal nation sends DHS-5841 to the MCO. The MCO: <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>
Changing a good/service or worker training and development class	Yes, revise the service delivery plan	Yes, review the service delivery plan	The county/tribal nation sends DHS-5841 to the MCO. The MCO: <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>
Adding more consultation services sessions	No	N/A	The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.

Adding more worker training and development	No	N/A	The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.
Adding failed background study (budget model only)	No	N/A	The FMS provider gives the information to the county/tribal nation. The cost must fit within the CFSS budget. The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.
Changing models	Yes, revise the service delivery plan	Yes, review the service delivery plan	The county/tribal nation reviews the service delivery plan and sends DHS-5841 to the MCO. The MCO: <ul style="list-style-type: none"> <li>• Sends a new copy of the approved service delivery plan or sends a DTR to the person and their providers.</li> <li>• Adjusts the authorization, if applicable.</li> </ul>
Changing or adding an FMS provider	Yes, revise the service delivery plan	Yes, review the service delivery plan for conflicts of interest	The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.
Changing or adding a CFSS provider agency	Yes, revise the service delivery plan	Yes, review the service delivery plan for conflicts of interest	The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.
Changing or adding a consultation services provider	No	N/A	The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.

Changing or adding a PERS provider	Yes, revise the service delivery plan	No	The county/tribal nation sends DHS-5841 to the MCO. The MCO adjusts the authorization, if applicable.
Changing the participant's representative	Yes, revise the service delivery plan	No	The county/tribal nation sends DHS-5841 to the MCO. The MCO follows its authorization process.

**Resources**

[CFSS Manual – CFSS mid-year changes for counties and tribal nations](#)

[CFSS Manual – Overview of the PCA and CFSS processes](#)

[Recommendation for State Plan Services, DHS-5841](#)