

# WORKER TRAINING TOOLKIT - WORKER RESOURCES

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This document will cover a number of resources available to you in your job as a financial worker. You will explore the help available to you within MAXIS, the DHS Public Website, CountyLink, and the DHS SIR website

Types of resources include:

- Bulletins
- eDocs
- Health Care Programs Manual
- Combined Manual
- PolicyQuest
- HealthQuest
- Insurance Affordability Programs Manual
- System announcements and alerts
- Secure web mail
- ONEsource
- Help Desks
- MMIS User Manual

Please follow along in the system as we explore these resources.

## MAXIS Help

Let's look at the online help available to us in MAXIS.

### POLI Function

On the SELF menu, navigate to the function of POLI.

Function:           **POLI**

### **Transmit**

The Policy Manual Review Menu is displayed.

This panel is benefit month-specific. Be sure you are in the footer month that you wish to refer to.

You will see two manuals in the POLI function: the Combined (CM) and the Temporary (TEMP) Manual.

The Combined Manual covers policy-related information for cash and food assistance programs.

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As of October of 2010, the Combined Manual is no longer maintained on MAXIS and is available online. Only policy dating prior to this date will be available in POLI. The online Combined Manual will be looked at a little later.

The TEMP Manual covers MAXIS-related procedural information for cash, food, and health care programs.

The TEMP Manual provides information on:

- New MAXIS procedures
- How to enter information or perform certain tasks
- Information of a temporary nature such as system workarounds

To access the TEMP Manual from POLI:

Manual:       **TEMP**

- Use the TABLE, or the Table of Contents, when you have a manual reference number that you want to look up.
- To look up information by subject name, use INDEX, or the Index of Topics.

Command:       **Index**

**Transmit**

Beginning with:       **Duplicate PMI**

**Transmit**

Find the topic QTIP #84 – How to Avoid Duplicate PMIs.

Type an **X** on the select field in front of the topic.

**Transmit**

The TEMP manual reference number for this section, TE19.084, is in white at the top. These pages give you information about the PMI file and how to avoid creating duplicate PMI numbers. The TEMP manual reminds you to always go through the PERS function before assigning PMI numbers, and lists some of the ways you can avoid creating duplicates.

Transmit or use the PF8 key to scroll forward until you reach the last page of this section. Most sections have a "REFERENCES" section at the end.

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Using your arrow key put your cursor anywhere on the line that reads TEMP PMI MERGE REQUESTS.

### **Transmit.**

You will navigate directly to that section.

**PF3** until you return to the Policy Manual Review panel.

To find a TEMP manual section using the reference number:

Manual:           **TEMP**

Command:       **TABLE**

### **Transmit**

We will look up that same section using the reference number.

Beginning with:   **TE19.084**

### **Transmit**

This brings you directly to that section. The TABLE command is helpful if you already have the reference number of the section you want to check.

## **DHS Public Website**

To navigate to the DHS Public website, go to [www.dhs.state.mn.us](http://www.dhs.state.mn.us) .

The DHS Public Website is a great resource to all Minnesota residents. It allows anyone to access information about public assistance programs including the policy manuals, monthly program statistics, required forms, premium calculators and has links to many community resources.

You can refer clients to the DHS website to get more information or to print off forms that they need such as application or renewal forms.

Policy information is always available to the public. Take a few minutes to explore the DHS Public Website. Familiarizing yourself with this site will make it easier for you to refer clients to the information they need.

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## CountyLink

Let's look at the resources available on the CountyLink website.

On the DHS Public Website, hover over the Partners and Providers tab in the lime green navigation bar

Click: Partners and Providers Tab

Click: Counties and Tribes in the drop down

Click: County Link – located in the middle of the page

## Bulletins

In the dark green navigation bar across the top you will see links to Bulletins, eDocs, and A-Z Topics. The grey tool bar below that provides links to other information such as Program Resources, System Updates, Manuals, Policy Inquiries, and TrainLink.

Click: **Bulletins**

Bulletins are a method of communication used to convey new policy information from DHS to the counties. Generally, this information is later incorporated into the Combined or Health Care Programs Manuals. Bulletins are available for two years.

You are able to select by year to find a specific bulletin. Let's look at a bulletin from this year. In the left frame you will see some year links, as well as shortcuts to Fact Sheets, News Releases and more.

Click: ***(current year)***

You see a list of categories or topics. You may click on any of these categories or topics; they are bookmarks that will take you to the list of bulletins on that topic.

Scroll down to see a brief description for each bulletin. If you wanted to view and/or print a bulletin, you would click on the link to open the PDF document.

## eDocs

eDocs is DHS' electronic document system. It provides access to DHS forms and documents in multiple languages. The eDocs search engine allows clients, county workers and state employees to easily access the most current versions of DHS documents.

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In the lime green navigation bar:

Click: **Forms (eDocs)**

In the Search box, type:

Search for: **CAF**

Click: **Search**

On the Search Results page, you see a number of documents that may have helpful information for clients. **Scroll down** the page until you see DHS-5223-ENG, MDHS Combined Application Form.

Clicking on this link will open up the Combined Application Form, which is fillable and printable.

You can use this function to search for any DHS form.

Click: **X** to close the eDocs browser window.

Let's go back to the CountyLink home page by clicking on the link in the lime green navigation bar:

Click: **County and Tribal Workers**

Some manuals are available on CountyLink. Locate the link for Manuals on the grey toolbar.

Click: **Manuals**

[Health Care Programs Manual \(HCPM\)](#)

The Health Care Programs Manual (HCPM) provides the policy for determining health care eligibility for people age 65 or older, disabled, blind or for specific populations.

Click: **Health Care Programs Manual**

Click: **Health Care Programs Manual**

Click: **Standard Format**

This opens the Health Care Programs Manual in a separate browser window.

In the center section are links to Manual Letters, Bullets, and others resources. Manual letters are issued to convey policy changes from DHS to county agencies.

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On the left in the Table of Contents there is a blue book icon in front of each chapter heading. Clicking on the book or chapter heading allows you to expand the information for each chapter. Clicking a second time will collapse the chapter information.

Go to chapter seven of the manual, Applications.

Click: **07 Applications**

This also expands the outline for Chapter 7 in the Table of Contents, where you see additional references.

Click: **07.20 Processing Applications**

This expands the number of related subsections in the Table of Contents. They are all yellow page icons; there are no additional subsections for these.

Click: **07.20.05 Date of Application**

This displays the Date of Application section in the right frame, but as you see, there are no further subsections in the Table of Contents for a yellow page icon.

You may find the reference you need by navigating through the Table of Contents. You can also use the Index and Search functions.

Close the Health Care Programs Manual window by clicking the back arrow at the top left on your screen to return to the main Manuals page.

To go back to the main Manuals page:

Click: **Manuals Home Page** tab

### Insurance Affordability Programs Manual

The Insurance Affordability Programs Manual (IAPM) provides the policy under the Affordable Care Act for Medical Assistance (MA) for Families with Children and Adults, MinnesotaCare, and Advanced Premium Tax Credit (APTC) with Cost Sharing Reduction (CSR).

Select: Insurance Affordability Programs Manual

Select: Insurance Affordability Programs Manual

In the center section are links to Manual Letters, Bullets, and others resources. Manual letters are issued to convey policy changes from DHS to county agencies.

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On the left in the Table of Contents there is a blue book icon in front of each chapter heading. Clicking on the book or chapter heading allows you to expand the information for each chapter. Clicking a second time will collapse the chapter information.

Select: Chapter 200 Minnesota Insurance Affordability Programs

Select: Hierarchy for Program Eligibility

This displays the information in the right frame, but as you see, there are no further subsections in the Table of Contents for a yellow page icon.

You may find the reference you need by navigating through the Table of Contents. You can also use the Index and Search functions.

Close the IAPM window by clicking the back arrow at the top left on your screen to return to the main Manuals page.

To go back to the main Manuals page:

Select: **Manuals Home Page** tab

### Combined Manual

The Combined Manual contains policy related to cash and food support programs.

Click: **Combined Manual**

On the right you will find different links, including "what's new," the current version, and archived sections.

Click: **Current Version of the Entire CM**

Click: **05 – APPLICATIONS**

More manual section links open to the right.

Click: **0005.12.06 – WHO MUST SIGN APPLICATIONS**

The section begins with general policy applying to all programs and then it provides specific information by program.

Always read both the general provisions and the program-specific provisions. Neither stands alone.

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Close the Combined Manual window by clicking the back arrow at the top left on your screen to return to the main Manuals page.

## MMIS User Manual

The MMIS User Manual provides coding and procedural information for entering and managing health care cases on MMIS. It is a protected document. Ask your supervisor for the user name and password to access this manual.

Links to all manuals are also available through the SIR website.

The next tool you will look at on CountyLink is Policy Inquiries.

On the gray navigation bar:

Click:       **Policy Inquiries**

## Policy Inquiries

There are several policy inquiry options here, depending on the policy topic. PolicyQuest pertains to cash, food support, and child care. HealthQuest gives responses to case specific health care questions.

If you have case-specific questions, and you are unable to determine how to apply policy after reviewing the appropriate manual(s) and utilizing your agency resources, you may consult DHS policy staff. Follow your agency's procedures for submitting policy inquiries.

## **SIR Website**

The DHS SIR (System Information Resource) website provides users with system availability information, announcements, access to ONEsource and access to a secure mail feature that

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allows the State and Counties to communicate with one another without compromising data privacy.

## SIR Logon

The address of the SIR site is: <https://www.dhssir.cty.dhs.state.mn.us>.

Access the SIR website from CountyLink or type the address into their web browser.

**User name:** Your X1 number

**Password:** Must be eight characters and include at least one upper and lower case letter, one character, one number, and is separate from your passwords for any other system. Contact your security liaison for security access to SIR.



After entering your user name and password, click OK to navigate to the SIR home page.

## SIR Home Page

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My Site | My Links | Welcome Durnell, Shannon

DHS-SIR

MAXIS MEC<sup>2</sup> MHCC MMIS PRISM SMI SSIS SoFS Help Search

DHS-SIR

**Welcome to DHS-SIR!**  
The DHS Systems Information Resource (SIR) provides system availability information, announcements, and targeted links and content.  
[Click here for a new user orientation to DHS-SIR.](#)

System	Status
Child Support Calculator	●
CPAT Reports	●
EBT/EDGE	●
Learning Centers	●
MAXIS	●
MEC <sup>2</sup>	●
MEC <sup>2</sup> PRO	●
Minnesota Child Support Online	●
MMIS	●
PRISM	●
SAM	●

**Announcements**

**MAXIS**  
Annual Tax Notice for Benefit Year 2010  
Combined Manual January 2011 Updates  
TEMP Manual Updates – 12/2010  
Delayed Warrant Issuance  
New Notice Text for MA Closures and Denials  
County Name Changes  
MAXIS 10-Day Notice Issue  
Address Book in SIR Web Mail  
POLI/TEMP January 2011 Medicare Changes  
COLA - 2011 Medicare Annual Changes and DAIL Messages for HC  
MFIP children to be removed from MFIP when they turn 19  
TIME Scrolling Install  
Duplicate or Irrelevant SSA Dal Messages

**PRISM**  
4113 CPAT Reports Conversion  
[4111 Nebraska Independent Contractors](#)  
4110 Genetic Testing Costs for Intergovernmental Cases

**SMI**  
SMI Display with Internet Explorer Version 7.0

**Links to Other Sites**  
Choose task [v] [→]

**Important Links**

- Webmail
- New User Orientation
- Password Change
- Logon Assistance
- Technical Support
- Frequently Asked Questions
- SIR Questions or Comments
- Service Delivery System Security Form
- Web mail distribution lists

**Note:** A new user orientation is available by clicking on the blue 'Click here' link below the Welcome.

The SIR home page provides you with a central point to navigate within the system. On this page you can access:

- DHS Systems availability
- Announcements
- Webmail
- Specific system areas (MAXIS, MEC<sup>2</sup>, MMIS)
- Systems production calendars
- Manuals
- ONEsource
- Important links

Click on the system name in the blue tool bar at the top of the page for access to each specific system's web page.

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The individual system pages contain more comprehensive information regarding those systems such as announcements, tools and resources, Help Desk availability and links to web mail forms necessary for contacting DHS staff. Users may customize their settings so that individual system's alerts and announcements go to their regular Outlook email.

## SIR Mail

SIR Mail provides secure, encrypted transmission of email between state and county staff and county to county staff.

Your SIR mail address is: your X1 number followed by @cty.dhs.state.mn.us.

Example: A worker's ID is X102823. That worker's SIR mail address is [X102823@cty.dhs.state.mn.us](mailto:X102823@cty.dhs.state.mn.us).

Do not use this address to send email to accounts outside the DHS-SIR directory, including county email systems.

Send all communications from state to county, county to state and county to county staff, especially those containing private data, via the worker's SIR mail address.

To launch SIR Mail, click the Webmail link located on the right side of the SIR and MAXIS, MEC<sup>2</sup> and MMIS home pages:

### Important Links

- [Webmail](#) ←
- [New User Orientation](#)
- [Password Change](#)
- [Logon Assistance](#)
- [Technical Support](#)
- [Frequently Asked Questions](#)
- [SIR Questions or Comments](#)
- [Service Delivery System Security Form](#)
- [Web mail distribution lists](#)

**TIP:** Make it a habit to check SIR and your webmail frequently for the most up to date information.

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To log off of SIR:

Click: on the down arrow by your name in the upper right corner of the page.

Click: Sign Out.

Simply closing by clicking on the 'X' in the upper right hand corner may not totally disconnect the secure connection.

## **ONEsource**

ONEsource is the tool for county, tribal and state staff for application, post-eligibility and case maintenance procedures and system instructions for the new eligibility system. It is available through the MMIS page on the SIR website. Ask your supervisor for information about how to log into ONEsource.

## **Resources Treasure Hunt**

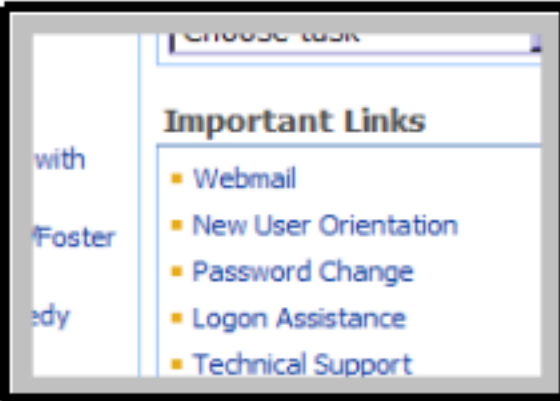
Next, practice what you have learned about Worker Resources by completing the Resources Treasure Hunt on the next page.

## **Conclusion**

You discovered the many resources available to you in your job as a financial worker. In future trainings, you will expand on this information.

# Resources Treasure Hunt

Using the clues given, identify the resource locations and what steps you used to get there. Some clues are pictures, some are riddles, and some give instructions.

1. 

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2. I come in many languages. I contain brochures, applications and a variety of forms. You can search, review, and print from me.

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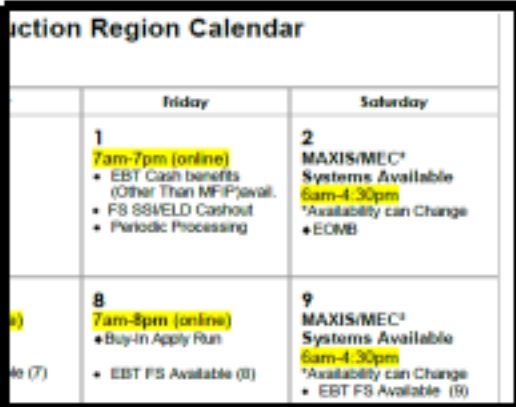
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3. 

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4.  Beginning with: VERIFICATION  
VERIFICATION  
Sel \*\*\*\*\* Title \*\*\*\*\*  
VERIFICATION  
- RETURNED MAIL PROCESSED  
- DAILY MESSAGE: SSN  
- EXPEDITED FOOD SUPPORT  
VERIFICATION FOR ENROLLMENT

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5. If MMIS seems tied up in knots, use me to help you lots.

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FOOD SUPPORT (01)  
[10-01-01](#) Statewide Waiver Of Time Limit fo  
Continue implementation of the sta  
[10-01-02](#) Data Sharing Permitted with Nutrit  
The Minnesota Department of Hum  
Extension and Minnesota Chippewa

PROGRAM ASSESSMENT AND INTEGRITY DIVISION (03)  
[10-03-01](#) DHS Releases Fourth Report in Se  
Release of report, At the Limit: Dec  
Month Time Limit. 01/29/10  
[10-03-02](#) DHS Releases Fourth Report in Se  
Release of fourth report in series: C

6.

7. Policy is my game.  
On me you cannot blame.  
I'll put you in the mood  
to learn all about cash and  
food.

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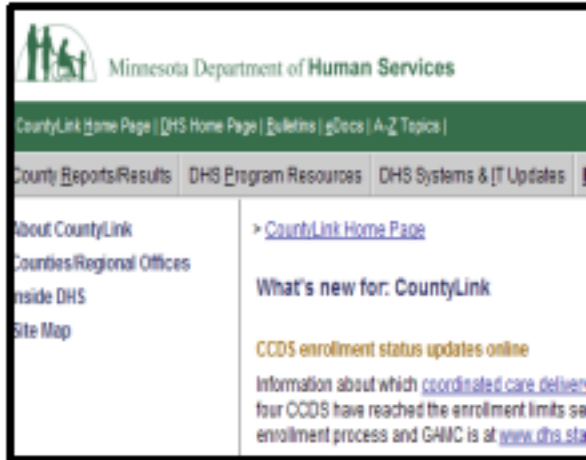
8. You can find me in many places. Problems, questions, confusion, too? Just email me or call me. I'm only here to help you!

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9. Access me using the "Standard Format." My Table of Contents contains little blue "chapter" books. I can answer your health care questions!

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11.

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# Resources Treasure Hunt Answer Key

1. SIR Webmail link on SIR Home Page (access from CountyLink, then DHS System and IT Updates, then System Information Resources, Webmail link on right)
2. eDocs (access from CountyLink)
3. TSS Production Calendar (access from CountyLink, then DHS System and IT Updates, then System Information Resources, then TSS Production Calendar)
4. MAXIS – POLI/TEMP
5. MMIS User Manual (access through SIR)
6. Bulletins (access from CountyLink)
7. Combined Manual (access from CountyLink, then Manuals)
8. Help Desks Page (access from CountyLink, then DHS System and IT Updates, then System Information Resources, then either the MAXIS, MMIS or MEC<sup>2</sup> tab)
9. CountyLink Home Page
10. Health Care Programs Manual – HCPM (access from CountyLink, then Manuals)
11. TSS Help Desk Request Form (access from SIR, MAXIS Tab, Web Form Links at right)