Welcome & Introductions

MnCHOICES

- Help Desk
- Project Manager(s)
- Business Team
• All participants are muted
• Use the WebEx Q&A panel
  • To submit technical issues
• Use operator to ask questions
• Can revisit Office Hours on the webinar archive
Office Hours Agenda

1. Announcements
2. Help Desk Update
3. IT Update: MnA and MnSP
4. LTSS
5. Q & A Session
Announcements

• MnA Outage: April 13, 2018
• LTSS Report Update
• Add Mentor
• updated contact form
Who contacts the Help Desk?

- Mentors
- Users contacting the Help Desk will be referred to their mentor
- User access
MnCHOICES Support Plan Update
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LTSS Improvement Updates Outline

• Upcoming available resources
  • User Manual
  • Amended FAQ
  • April webinar
• Review workflow
• Save, Close, and Submit
Workflow after the 18.1 MnSP Release

1. For the upcoming mid-year visit, create LTSS evaluations based on the last closed CSSP (on MnSP)

2. Either use the online version or use the eDocs (filled with info about selected provider)

3. Visit the person and ask questions
Case manager wants to update the CSSP based on what they learned from their visit

Before 18.1: Create a CSSP, before entering all the data in the evaluation, would close the evaluation

After 18.1: Create a CSSP, the evaluation remains open so the case manager can enter the evaluation data and make changes/updates to the CSSP at the same time
Align the evaluation questions with mid-year visit

• Case managers should close the CSSP

• Recommended that the Evaluations are generated close to the mid-year visit dates

• Case managers complete an evaluation on the “Closed” CSSP in the field and enter the data

• Create CSSP to make adjustments to a new CSSP, (back in the office)

• Close the Evaluation when data is entered and Close the CSSP after the revisions are done
LTSS Evaluations: Save and close

There are two buttons available: Save and Close.

• **Save**: If a user wants to save the evaluation, click on ‘Save’. This does not ‘Submit’ the evaluation.

• **Close**: If a user wants to submit the evaluation, click on ‘Close’. This will ‘Submit’ the evaluation.

• After the evaluation is closed, none of the data in the evaluation can be edited.
Close = submit

• Click the Close button: After you have finished entering data in the evaluation and are ready to submit the data

• Dialog box will confirm that you want to close the evaluation

• Submit/close the evaluation, click "Yes".

• Continue working in the evaluation, click "No".
Support Plan: Control-F5 after a release
Release documents posted to MnCHOICES County Link, Communications Page

- **18.1 Release Notes**
- **18.1 Release Notes Companion**
Person Information & Caregiver: Release 18.1

Person Information Enhancement

• Health Insurance Payer
• Providers
• Legal and Non-Legal Authority

Caregiver Enhancement

• Click the button for the table to expand
• Data is no longer dependent on the assessment

• Enhancement: Add and edit data

• Will copy over into future plans

Let’s take a peek

• MTZ-SP
Reassessment Roll Out: Best Practices

Best practices:

• CFR confirm receipt of the information to the COR

• Contracted agency notes in the MnCHOICES Reassessment Communication Form the CFR or lead agency they are working for
When it states for May 31st SA end date, can you please review whether it is the end of April the assessor has to have everything completed, May 1st has to go to the CM?

Answer: CBSM page Reassessments when the COR and CFR are different
During these first 4 months in 2018, can the CFR choose to do a reassessment 2 months early rather than making a referral to the COR? So if we have someone whose service agreement ends June 30th - could the CFR complete the reassessment in April?

Answer: CBSM reference **Change in condition**
MnCHOICES Office Hours: Question and Answer session
Thank you!

MnCHOICES Support Plan
Office Hours