Memo

Date: July 24, 2019

To: MnCHOICES administrative contacts and mentors
    County administrators
    County human services directors
    County public health nursing directors
    Community health services directors
    Tribal health directors of White Earth Nation, Leech Lake and Mille Lacs bands of Ojibwe, and Red Lake Nation
    Managed care organization administrators

From: Alexandra Bartolic, director, Disability Services Division
      Kari Benson, director, Aging and Adult Services Division

RE: Elderly Waiver residential services tool and MnCHOICES Support Plan

The Department of Human Services is working to incorporate the Elderly Waiver residential services tool into the MnCHOICES Support Plan application. Lead agencies use the residential services tool to develop rates and service plans for people who receive Elderly Waiver customized living services and adult foster care.

DHS and Minnesota IT Services have gathered the requirements to integrate the tool into MnCHOICES Support Plan. We are now in the development phase of the project.

The integration allows a clean, user-friendly interface and streamlines the process for DHS approval of fee-for-service authorizations. The change also creates several other efficiencies:

- Lead agencies will no longer manually submit the residential services tool, which saves lead agency staff resources.
- The system will not allow lead agencies to submit tools with errors, necessitating resubmission of corrected tools.
- The residential services tool will be compatible with Windows 10, assuring the application is working properly to decrease work for the user.
We expect to launch the integrated tool in the MnCHOICES Support Plan in the second quarter of 2020. Counties, tribal nations and health plans will transition to the new tool once it is launched. Case managers and care coordinators will be able to access the integrated tool without completing the rest of the support plan. When the tool launches in the MnCHOICES Support Plan, the existing tool will no longer be available to calculate rates.

DHS will provide training, technical assistance and answer questions through pre-launch webinars and post-launch calls to ensure a smooth transition. We will begin launch support about eight months before launch, which could be as early as October 2019. As progress continues, DHS will keep you updated through the following:

- Email announcements
- MnCHOICES MCO CountyLink page
- Memos and MnCHOICES Matters electronic newsletters found on the MnCHOICES CountyLink Communication page

We appreciate your patience, commitment and dedication and look forward to our continued partnership.

Questions
If you are a county or tribal nation and have questions or concerns, have a mentor contact the SSIS/MnCHOICES help desk by:

- Using the DHS-6979
- Sending a message to dhs.mnhelp@state.mn.us or
- Calling (651) 431-4801

If you are a managed care organization and have questions or concerns, contact the Aging and Adult Services Division at ewrshelp@state.mn.us.

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