MnCHOICES Office Hours
June 5, 2020

MnCHOICES Team
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Aron Buchanan, Aging Policy
Denise Hauge - MnCHOICES Communication
Beth Siewert - MnCHOICES Policy
Teresa vanderBent - MnCHOICES Training
Housekeeping

- All participants are muted
- Do submit technical issues
  - Use the WebEx Q&A panel
- Operator assisted call
- Submit questions through web-ex
MnCHOICES Office Hours agenda

1. MnCHOICES HelpDesk update
2. MnCHOICES RFP Update
3. Elderly Waiver Residential Services Tool launch updates
4. MnSP 20.6 Release content review
5. Project Manager Update: Assessment
6. MnA 20.7 Release content review
7. Mentor updates
8. Office hours questions
MnCHOICES HelpDesk update
When is auto closing a plan an issue?

- Plans will auto close after being open for 14-months
- Plans that are auto closing for other reasons:
  - Mentors should be reviewing the reason for auto closing and
  - Reporting to MnCHOICES HelpDesk
MnCHOICES RFP Update
MnCHOICES Project Manager update

MnCHOICES Support Plan
### RS Tool launch update

#### Minnesota Department of Human Services | mn.gov/dhs

**My Agency**: ZBeta Test Aitkin  **Lead Agency**: ZBeta Test Aitkin

<table>
<thead>
<tr>
<th>Agreement Type:</th>
<th>Service Name: Foster Care, Adult, Corporate - Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Span:</td>
<td>Units: 30</td>
</tr>
<tr>
<td></td>
<td>HCPC: SS140U9</td>
</tr>
<tr>
<td></td>
<td>County of Residence: Anoka</td>
</tr>
</tbody>
</table>

#### Person & Provider | Additional Detail | Service Detail | Rate Information

#### Screening Document Results

<table>
<thead>
<tr>
<th>MMIS Document Control #</th>
<th>Dressing (38)</th>
<th>Grooming (39)</th>
<th>Bathing (40)</th>
<th>Eating (41)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed Mobility (42)</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Toileting (46)</td>
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<tr>
<td>Current Case Mix (50)</td>
<td>E</td>
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<tr>
<td>Communication (56)</td>
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<tr>
<td>Shopping (61)</td>
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<tr>
<td>Laundry (65)</td>
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<tr>
<td>Transportation (69)</td>
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</tr>
<tr>
<td>Vent Dependent (74)</td>
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</tr>
</tbody>
</table>

**Notes:**

- Each task can be assigned a checkbox to mark as completed.
- The service details provide a comprehensive overview of the care plan.

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**Minnesota Department of Human Services | mn.gov/dhs**
1. Quality of Life “Referrals needed” section now displays in the person's CSP.

2. The “xRichTextGoal Statement” no longer displays in the Goal Statement table in the preview/print of the CSP/CSSP.

3. A notification displays when the “Date this plan was mailed field” needs to be saved.

4. To assist data entry, users will tab through fields right to left and top to bottom in the service agreement and service lines screens.

5 and 6. Users can preview and edit service lines from the service agreement screen. A user no longer needs to wait for the system to catch up with their work when the

7. MMIS agreement type is chosen in the service agreement

8. NPI/UMPI number is typed in service line
Referrals - Quality of life information

**Before:** The Quality of Life “Referrals Needed” information does not display in preview or in the printed copy of the person’s CSP.

**After:** The Quality of Life “Referrals Needed” information displays in the preview and in the printed copy of the person’s CSP.
**Before:** “xRichTextGoal Statement” displays in the Goal Statement table in the preview/print of the CSP/CSSP when there are no goals to print.

**After:** The text no longer displays in the Goal statement table in the preview/print of the CSP/CSSP.
**Before:**

When the user clicks the drop down arrow to present the date picker and does not click a date on the calendar, the date will not save when the user navigating to another tab.

**After:** The user taking these steps will receive a notification to save their changes when using the date picker and navigating to a new tab.
**Improvements: Service agreement/service lines tabbing**

**Before:** When tabbing in the service agreement and service lines, the cursor tabs to the field label and then the data entry box, slowing a user’s work flow.

**After:** The planner is able to tab across to the data entry boxes in the service lines left to right and top to bottom.
**Improvements: Service line-Preview button**

**Before:** Users were unable to preview the service lines without opening a service line.

**After:** Preview button is available on each service line in the service agreement section for
- EW Residential Services (RS Tool) and DWRS services.
- all other services the button is not available
**Improvements:** Service line – Edit button

- **Before:** Users were unable to edit the service lines without opening a service line.
- **After:** In the service agreement section for each service line:
  - An edit button displays for open plans
  - A view button displays for a closed plan
**Improvements: MMIS agreement type**

**Before:** On the *service agreement* screen,

- The user selects the MMIS agreement type and continues to enter data while the field populates.

- Data after the MMIS agreement type is not saved (i.e., COR and case mix).

**After:**

- COR and case mix are retained after the MMIS agreement data is entered.

- The notification message should not display unless a user does not enter COR.
Improvements: Service line NPI/UMPI

**Before:** Data following the NPI/UMPI is not saved when the user continues entering data in other fields while the provider name is loading.

**After:** The provider name loads and displays on the service details page after the user clicks the “Get Rate” button.
Project Manager update: MnA

MnCHOICES Assessment
1. Repair in MnA to remove inverted question mark in MnSP
2. LTC Screening document: Incorrect asset income and labels repaired
3. LTC Screening document: Remove current and planned program license fields 34 & 35
4. Person and activities: Invalid phone number or email being saved despite receiving errors
5. Person and activities: Does not allow address removal
6. Person and activities: Does not allow removal of address, phone or
7. Changes to functionality that the support the person and activities changes noted above.
Repair inverted question mark in MnSP

**Before:** Some items coming from the Question table and Choice Table in MnA display as inverted question marks in MnSP.

**After:** Inverted question marks are replaced with the correct character for these tables when carried from MnA to MnSP.
LTC Screening document change in the Assessment and printed document

Removing the following questions:

34. Current Program License and

35. Planned program License
LTC Screening document: Incorrect asset income and labels

Fields change from the current title to these titles

• 109-07 Gross income to AC/ECS gross income
• 109-08 Gross assets to AC/ECS gross assets
• 109-09 AC/ECS gross income to AC/ECS adjusted income
• 109-10 AC/ECS gross assets to AC/ECS adjusted assets
Before
• Despite receiving an error from the server
• User cannot remove the invalid phone number or email

After
• The user may remove the incorrect phone number or email and replace it with the correct one.
Person and activities: Does not allow removal of address, state or county

Before

Does not allow for removal of address, state and county

The user is unable to make another selection for state or county field

After

User will be able to make changes or clear data in the address, state and county fields
To update address data:

• **Add new data** in the field or

• **Clear individual detail:** Highlight and delete data or

• **Automatically clear data in the section:** Use the clear button at the top of each section

Update person button saves your changes
To clear state and county data:

- **State**: Use the Backspace arrow <- or the Delete keys on the keyboard to clear a State value and then be able to enter another value.

- **County**: Users can use the Backspace arrow <- or the Delete keys on the keyboard and enter another value.

The new values will save when

- All required fields are entered and

- The user clicks on Update person
**Person and activities:** Clearing phone number and email

Update a phone number and/or email

- User must enter a valid email or
- 10 digit phone number, with no hyphen(s)

• **Manually clear each field:** By highlighting and deleting or

• **Use the Clear button** for the row you want to clear

Key items you need to know

- Comment box is not required
- Update person saves your changes
Resolved: Supporting changes to Person and activities

These issues are resolved to support the changes made to Person and activities in previous slides.

1. When an address is updated in SSIS and the record is inserted into MnCHOICES, the latest address in the address type is not selected.

2. A MnA user completes the person and activities address section, clicks “Add a person” and checks for duplicates. Though the record exists in SSIS, a person does not display. The record is inserted in MnA but the information on the address tab is blank.

3. While working in MnA with an SSIS record the updates to the address do not remain intact.

4. Duplicate address records result in duplicate CSPs being created with the same Plan ID but different addresses.
Other mentor updates
New Service: Housing Stabilization Services

New MN State Plan benefit to help seniors and people with disabilities find and keep housing:

- **Services:** Begin Mid-July 2020
- **6791A and 6791B changes include** Housing Stabilization Services
- **Training:** Housing Stabilization Services will offer training in June/July
- **Housing Stabilization Services website**
- **Housing Stabilization You Tube training**
MnCHOICES County Link: Links to DHS COVID-19 resources

MnCHOICES

MnCHOICES is a single, comprehensive, web-based application that integrates assessment and support planning for all people who seek access to Minnesota’s long-term services and supports. These MnCHOICES brochures provide more information:

- MnCHOICES - Take the first step to get services to stay home [DHS-7283A]: Lead agencies may order this document in large quantities by visiting the order-fulfillment website. We encourage lead agencies to distribute the brochure locally (such as to hospitals and clinics).
- What you can expect with a MnCHOICES Assessment [DHS-7283B]

Latest News & Updates: 5/22/2020

Executive orders signed by Gov. Tim Walz grant DHS temporary authority to waive or modify administrative and regulatory requirements so that DHS and its partners can continue to provide essential programs and services to Minnesotans safely and without excessive delay during the COVID-19 pandemic. See the Waivers and modifications webpage for information about waivers and modifications in effect, including those pending federal approval and changes made by the DHS commissioner under existing authority.

Latest Information about COVID-19 from DSD

DHS homepage provides COVID-19 updates related to agency wide DHS programs. It has information for providers, counties, tribal nations and members of the public.
Added to MnA Known issues

Assessment loses the assessment date when there is an unreliable internet connection

• When the user clicks in the assessment date field, a red X and an error message display, The error message state [InvalidOperation NoValue]

**Workaround:** The user must call the help desk and ask to restore the assignable date to the assessment
For lead agencies who are experiencing problems after updating to Windows 10

Use the document to resolve - Users briefly see the following message when they attempt to run eligibility in offline mode

Source: Windows 10 Troubleshooting
MnCHOICES New Mentor Training

Training modules in TrainLink

• Responsive when a lead agency appoints a new mentor

• Support mentor for skills they need
New mentor training courses

**Module 1:** What is a MnCHOICES mentor?
**Module 2:** MnCHOICES mentor skills
**Module 3:** MnCHOICES mentor and communications
**Module 4:** The role of the MnCHOICES help desk
**Module 5:** MnCHOICES CountyLink: A mentor resource
**Module 6:** MnA mentor’s role
**Module 7:** MnSP mentor’s role

**Available:**
June 1, 2020
**Course:** MNCH9000
Recertification course 3 created

MNCH8018

• Created for an assessor’s third recertification

Other recertification courses

• MNCH8012: First recertification
• MNCH8015: Second recertification
Office Hours: Questions and answers
Thank you for attending MnCHOICES Office Hours

MnCHOICES Team