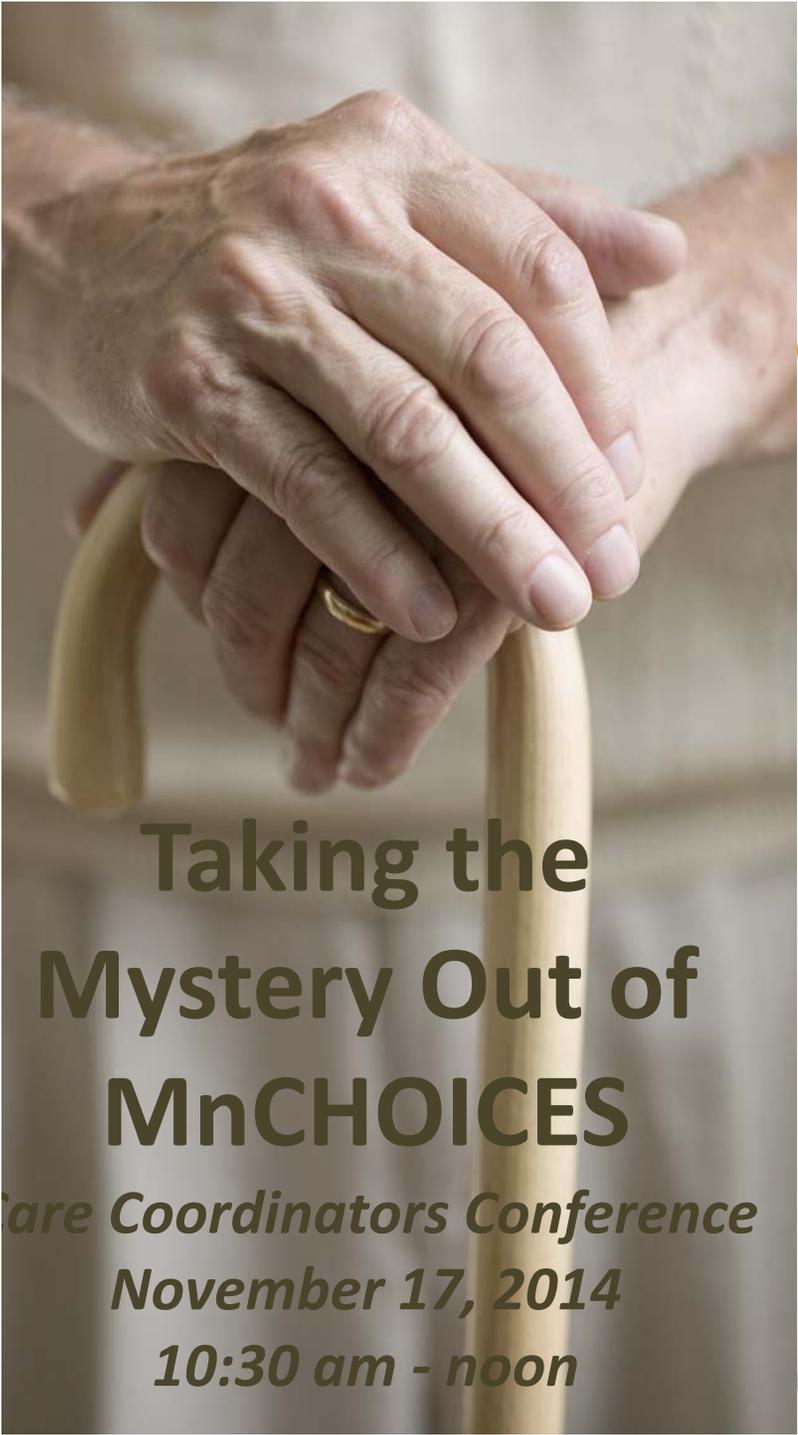


Minnesota Department of **Human Services**

Mn CHOICES



**Taking the
Mystery Out of
MnCHOICES**

Care Coordinators Conference

November 17, 2014

10:30 am - noon



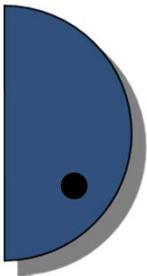
Learning Objectives

- Participants will be able to:
 - Discuss the lessons learned from counties and tribes using MnCHOICES
 - Understand how to proceed with Step 3 of MnCHOICES Certified Assessor Training (MnCAT)
 - Describe the workflow components of MnCHOICES
 - Share answers to at least three questions with colleagues on their team



Agenda

- Refresher
- Launching and learning
- Myth or Fact
- MnCAT Step 3
- Demonstration



Refresher

Why *Mn*CHOICES?

- **Home and Community-Based Services**
 - Since the early 1980's
 - Programs developed independently
 - Each used own assessment criteria/tool
- **Vision shortly after 2000**
 - Greater consistency in eligibility determination
 - Use a uniform assessment process
 - For all people/programs and services



Refresher

Why *Mn*CHOICES? (Part 2)

Two Main Goals:

1. Provide greater consistency statewide when determining eligibility for publicly funded long-term services and supports
2. Use a single comprehensive tool to:
 - A. Determine needs
 - B. Develop support plans



Refresher

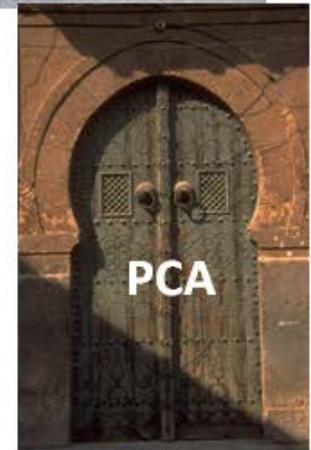
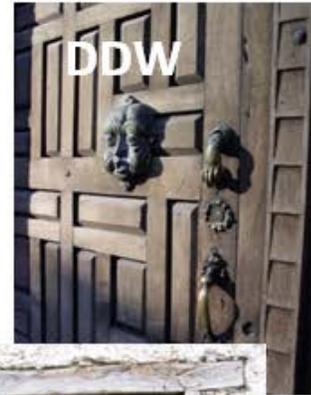
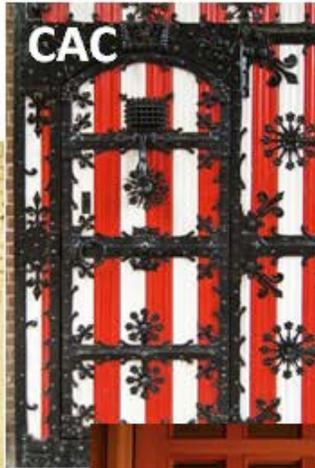
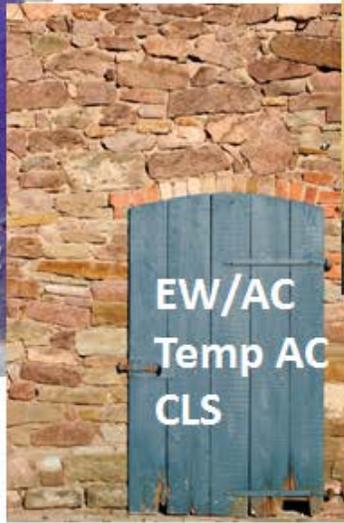
What is *Mn*CHOICES?

Vision and Values:

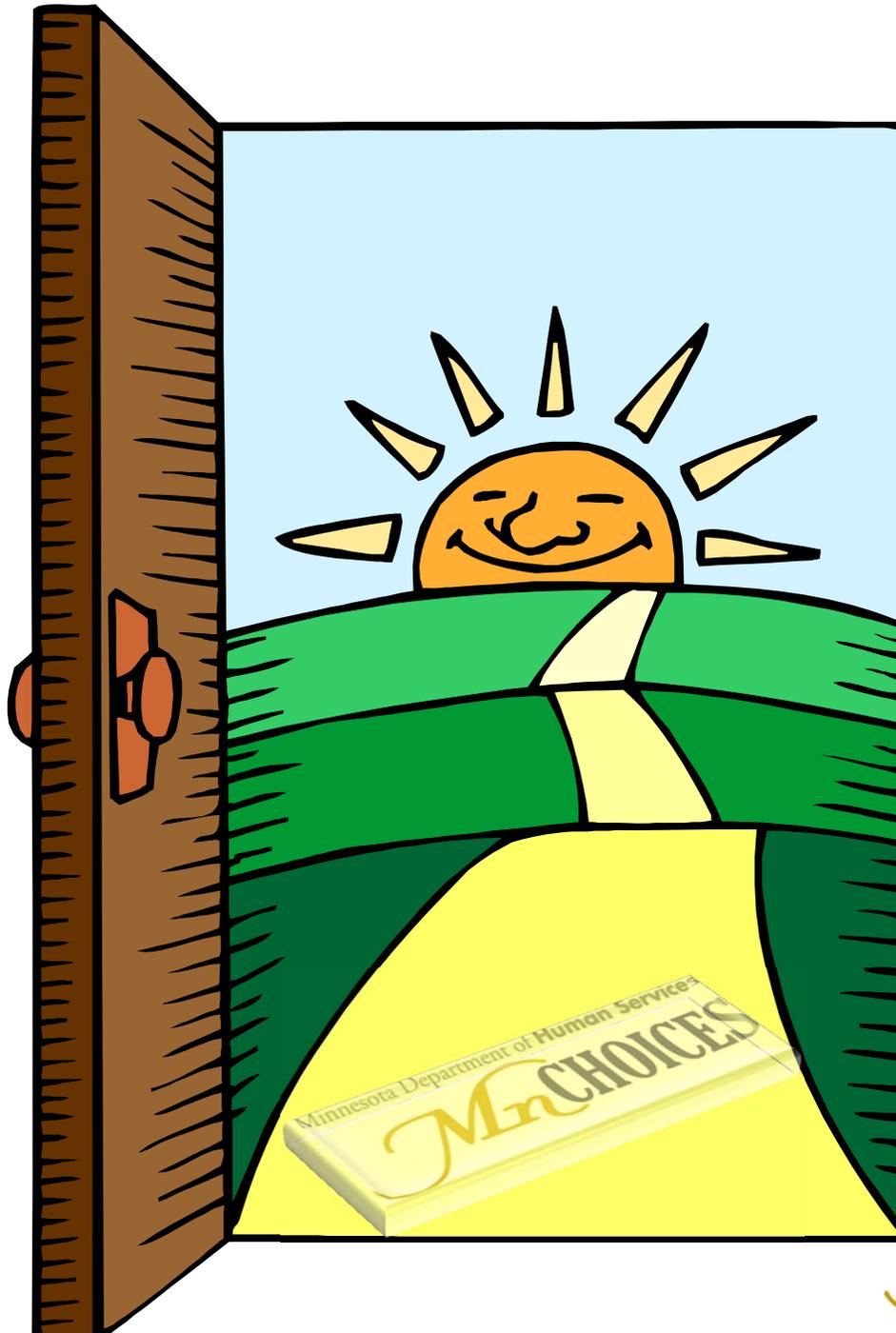
- Comprehensive assessment
- Person-centered thinking and planning
- Common data collection tool
- Policy/rule based eligibility determination
- Web-based with offline capability
- Reduce paperwork



Pre-MnCHOICES



*Mn*CHOICES



7 *Mr*CHOICES



Refresher

*Mn*CHOICES Key Points

- Focuses on the people, not programs
- Asks: What is important to and for the person being assessed
- “Policy rules-based” eligibility that aligns regulations, statutes and policies
- Determines level of care, case mix, eligibility for programs and services, home care rating and hours of PCA
- Only Certified Assessors conduct MnCHOICES assessments
- Not connected to internet when conducting the assessment interview



Launching and Learning

What we've learned from launching Counties and Tribes:

- Agency workflow and processes: Anticipate and plan, but be flexible. Make changes as needed.
- In many ways, being a Certified Assessor like starting a new job. Take your time. Ask questions.
- Go slowly at first. Not realistic for a Certified Assessor to do all work in MnCHOICES starting on Day 1.
- Assessments get easier with practice.



MnCHOICES Status As of October 2014

- 67 agencies have launched MnCHOICES, representing 72 counties and 2 tribes.
- Remaining counties and tribes will launch in November and December 2014.
- At initial launch, counties and tribes are completing assessments for people who are “new” – meaning they are not currently receiving LTSS for which MnCHOICES determines eligibility.



MSHO/MSC+ Launch Update

- MCO's Launch for MSHO/MSC+ has been delayed. Anticipated launch: end of third quarter 2015.
- Goal is to ensure successful launch for MSHO/MSC+.
- Decision was informed by conversations with MCOs.
- Update will be provided in January 2015.



MSHO/MSC+: What We Know

- MnCHOICES allows care coordinators to complete a:
 - Full MnCHOICES Assessment (HRA Full or Reassessment); OR
 - Health Risk Assessment (sub-set of questions from the full assessments)
- Training plan for MSHO/MSC+ Care Coordinators will be announced in 2015.
 - Full training for care coordinators who aren't yet certified.
 - Abbreviated training for care coordinators who are already certified through their county/tribe.



MSHO/MSC+: What We Know (Part 2)

- MCOs will have a single launch phase for MSHO/MSC+ (instead of starting with “new” assessments only).
 - DHS does not expect care coordinators to be at 100% MnCHOICES on Day 1. It takes time to get there.
- MnCHOICES Mentors for MCO users.

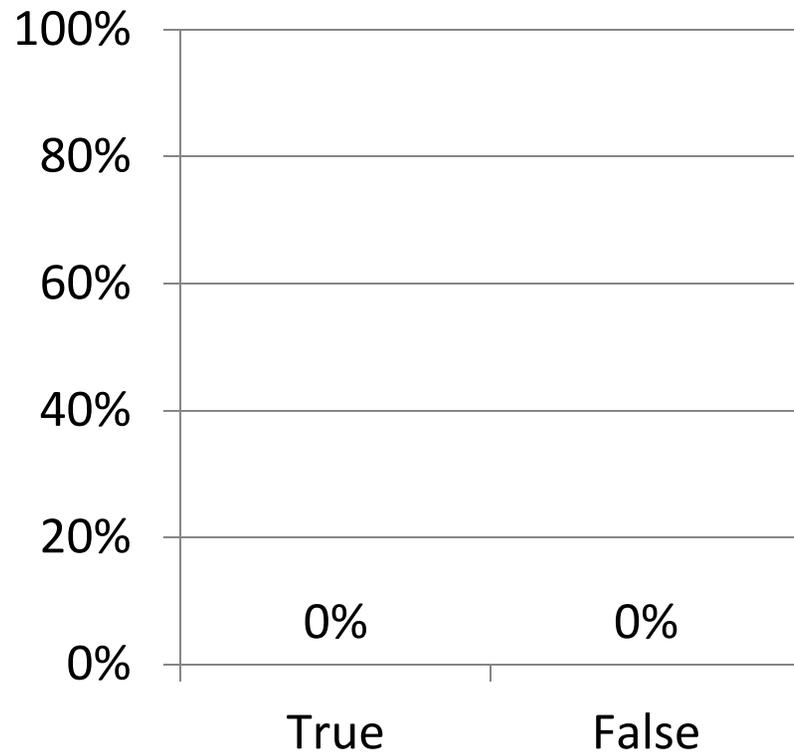


Myth or Fact: Transfers

Before we launch MnCHOICES there is no way for us to “see” an assessment completed by a county.

True

False

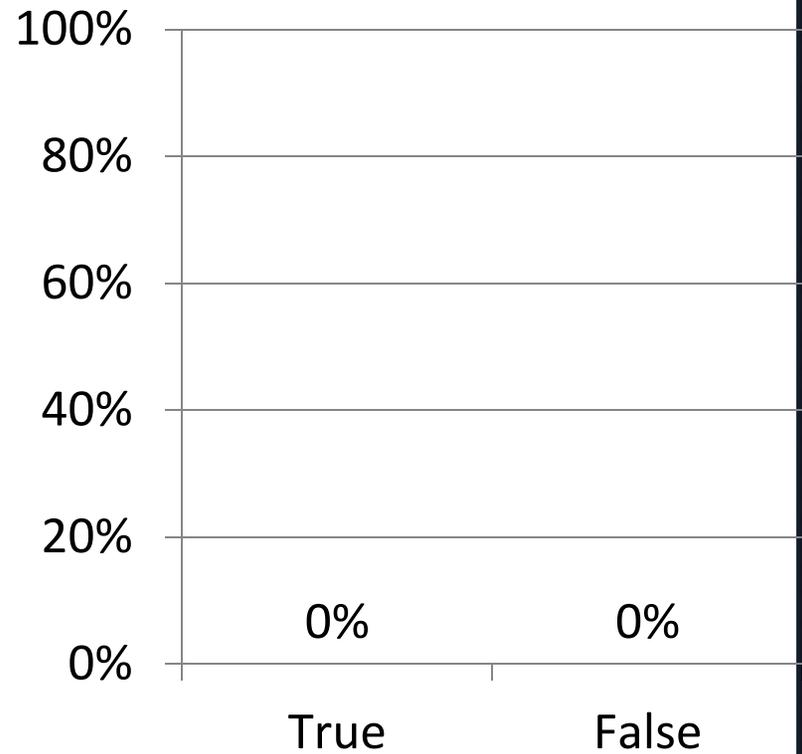


Myth or Fact: Person-centered

MnCHOICES is person-centered

True

False



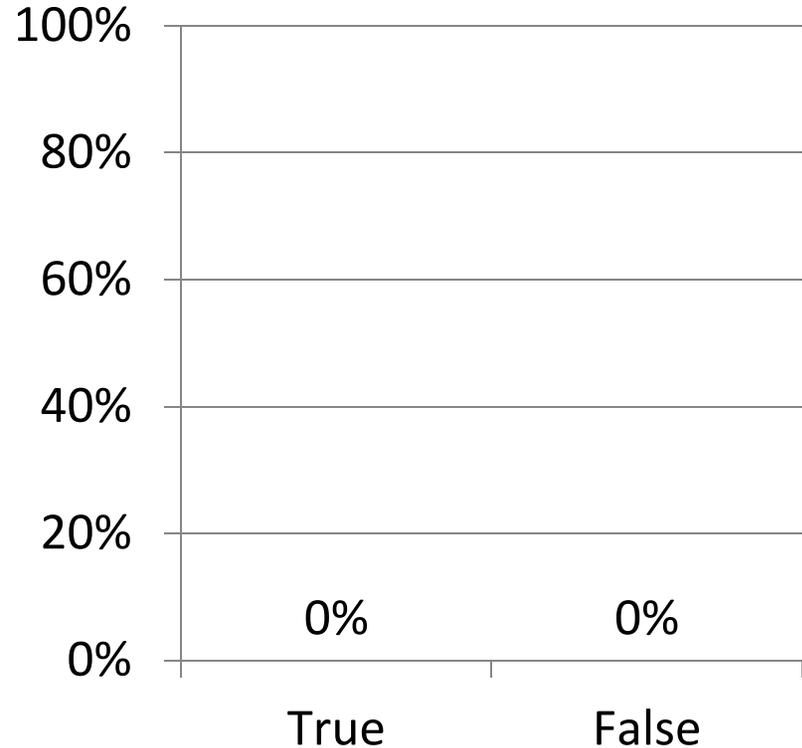
*Mn*CHOICES



Myth or Fact: Time

Certified Assessors usually spend 4 or more hours conducting a MnCHOICES Interview

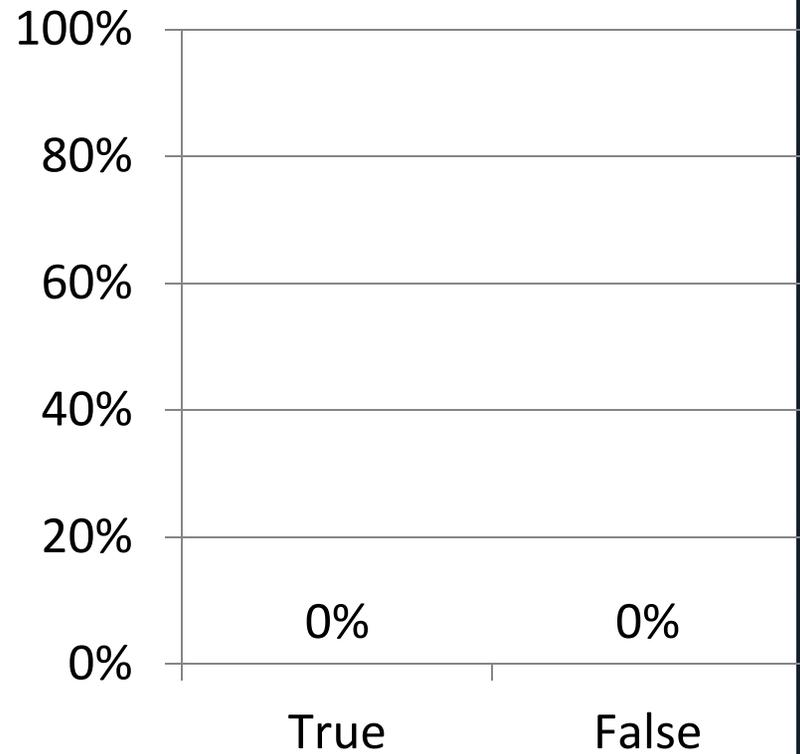
1. True
2. False



Myth or Fact: Answer Options

Questions must be asked the MnCHOICES way.

1. True
2. False

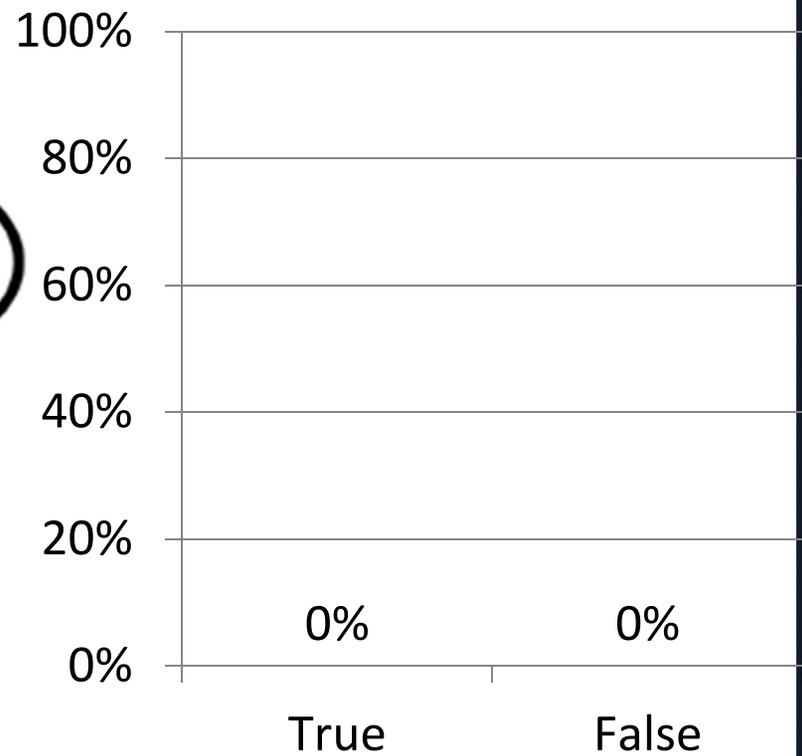
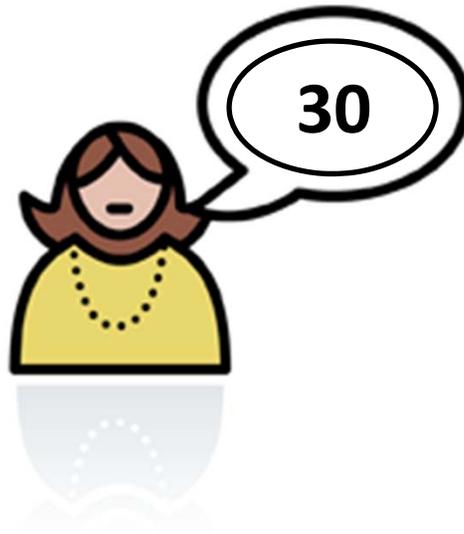


*Mn*CHOICES

Myth or Fact: Comments

Because it is a standardized assessment, MnCHOICES does not capture comments from or about the person.

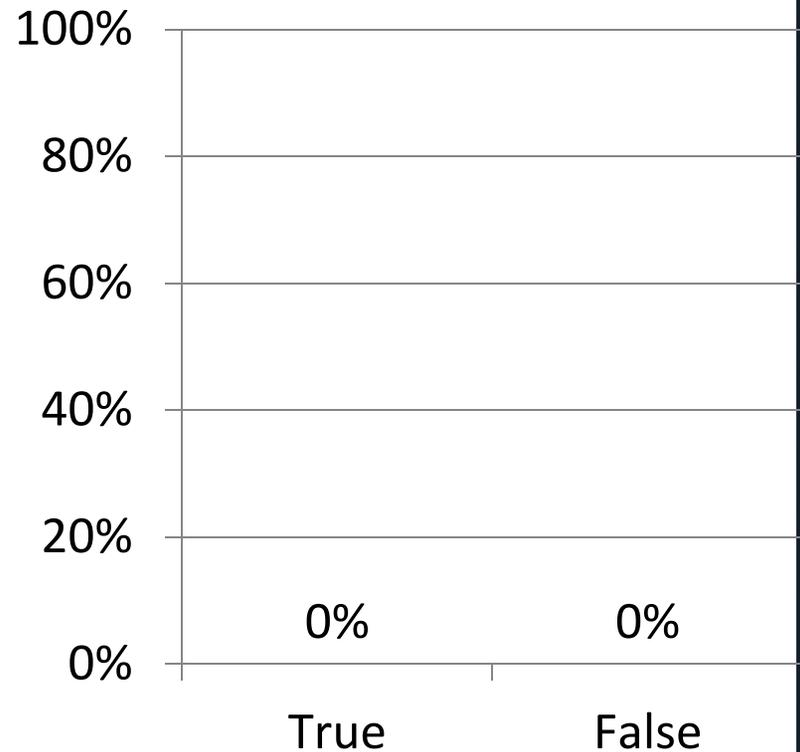
1. True
2. False



Myth or Fact: Audits

Care Coordinators are required to answer **ALL** questions, not just those with question indicators

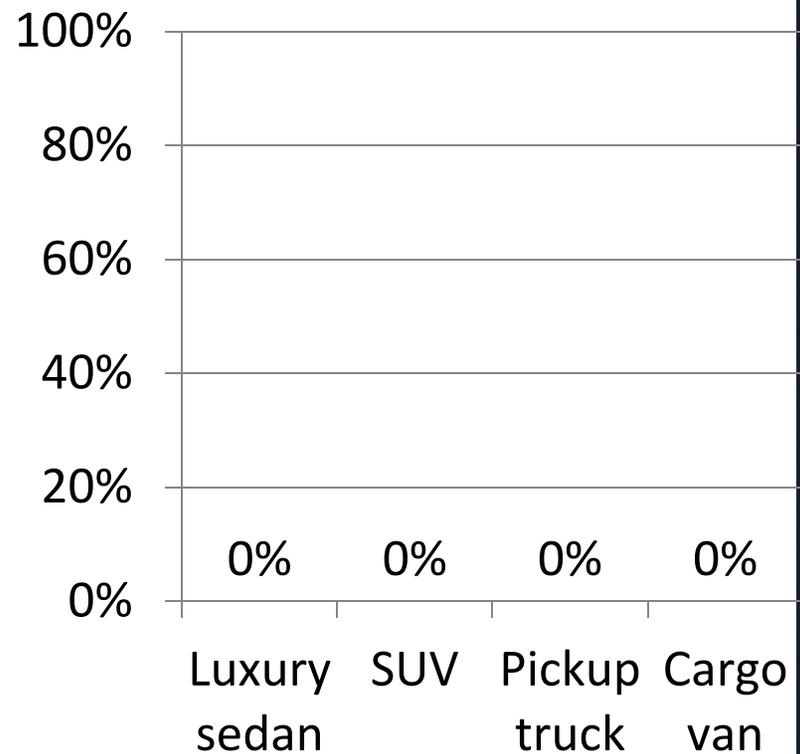
1. True
2. False



Myth or Fact: Type

Today's MnCHOICES app is most like a:

1. Luxury sedan
2. SUV
3. Pickup truck
4. Cargo van



*Mn*CHOICES

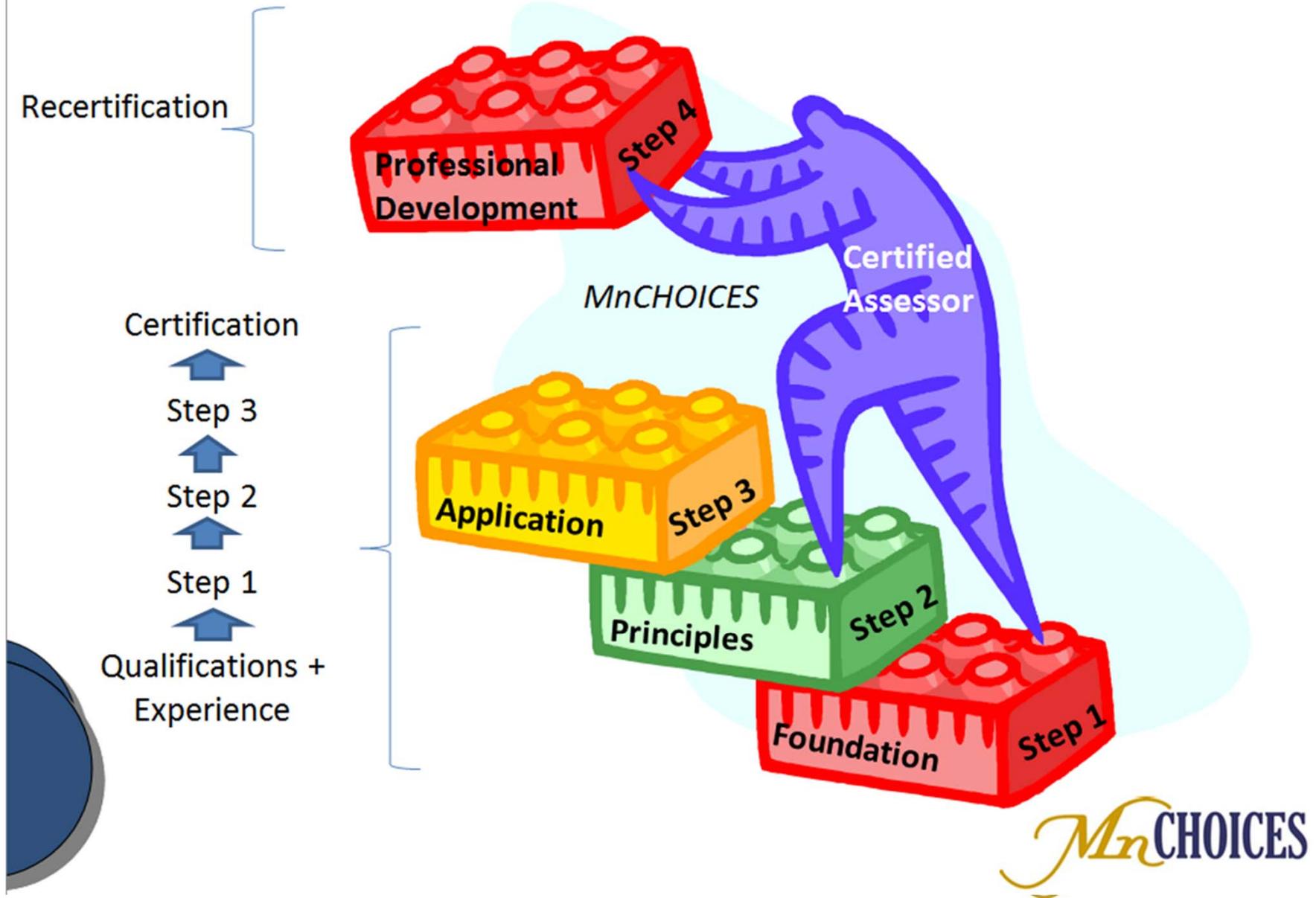
MnCHOICES Certified Assessor Training (MnCAT)

Remember.....

*Only certified assessors
can use MnCHOICES
to complete an assessment*

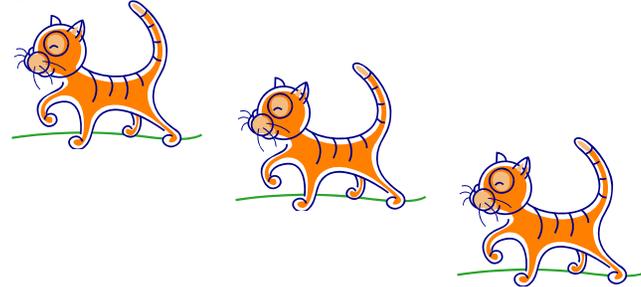


MnCAT (Certified Assessor Training)



MnCAT Step 3 – Application

3 Parts



Candidates:

- Learn how to access and navigate the application
- Become familiar with the content and functions of the application
- Practice using the application to complete an assessment, run and analyze eligibility and discuss results in a learning lab with multidisciplinary team



MnCAT Step 3

Access Different

- Need access to TrainLink from Mentor
 - Link for Part 1
 - Link for Part 2
 - Link to Part 3 Test



MnCAT Step 3

Access Different (part 2)

- Need access to MnCHOICES Training Zone (MTZ) from Mentor
 - Link
 - User name
 - Password



Minnesota Department of Human Services MnCHOICES Training Zone (MTZ)

*Mn*CHOICES

MnCAT Step 3 Training Tips

- Carefully review transcripts before starting Step 3
 - Disable pop-up blockers
 - Read and follow instructions
 - Use headphones
 - Allow yourself time to complete
 - Try to do each course in one sitting
 - Marathon or little chunks
 - Alone or group
- Print out results in case of transcript issues



MnCAT Step 3 – Part 1

Access and Navigation

- Twelve demonstration modules
- Three tracks
 - Track A: Qualified Candidates with County or Tribe
 - Prerequisites: Step 1 & 2
 - Track B: Qualified Candidates with MCO
 - Prerequisites: Step 1 & 2
 - Track C: All other users
 - No prerequisites



MnCAT Step 3 – Part 1

Access and Navigation (cont'd.)

Done	Demonstration Module	Track A Certified Assessors Counties & Tribes	Track B Certified Assessors Managed Care Organizations	Track C All Other Users
	Introduction (3.5")	Required	Required	Optional
	Logging in through the Internet (5")	Required but, Choose Internet and/or SSIS	Required	Optional
	Or Logging in through SSIS (3")	Required but, Choose SSIS and/or Internet	Not part of track B	Optional
	Person Search (7")	Required	Required	Optional
	Person Maintenance (5")	Required	Required	Optional
	Assignment (3")	Required	Required	Optional
	Intake (8")	Required	Not part of track B	Optional
	Health Risk Assessment (6")	Not part of track A	Required	Optional
	Working Offline (7")	Required	Required	Optional
	Assessment (9")	Required	Required	Optional
	Creating a Reassessment (5")	Required	Required	Optional
	Conducting a Reassessment (12")	Required	Required	Optional

- 
1. Conduct a Person Search
 2. Create and Assign an HRA
 3. Create and Assign an Assessment

MnCAT Step 3 – Part 2

Content

- Eighteen modules
 - Introduction
 - All 14 domains
 - Using the Eligibility Summary
 - Documents
 - Disposition



MnCAT Step 3 – Part 2

Content (cont'd.)

- Time
 - Modules range 2 – 19 minutes
 - Average 8.5 minutes
 - Does not include exploring time
- Try It!
 - Direct link to MTZ
 - Use Assessment created in Part 1



MnCAT Step 3 – Part 3

Practice and Certification

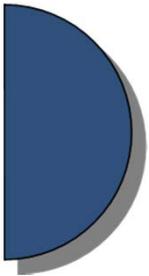
- Complete Assessment from scenario
 - About 3-4 hours
- Participate in Multidisciplinary Learning Lab
 - About 4.5 hours
- Take certification test
 - 5-10 minutes



Practice in MTZ until launch

- Regularly up to 1 hour / week

Demonstration



Resources

- [MnCHOICES at CountyLink](http://www.dhs.state.mn.us/mnchoices)
<http://www.dhs.state.mn.us/mnchoices>
- [DHS Public Web](http://mn.gov/dhs/partners-and-providers/continuing-care/reform-initiatives/mnchoices)
<http://mn.gov/dhs/partners-and-providers/continuing-care/reform-initiatives/mnchoices>
- [Community-Based Services Manual \(CBSM\)](http://www.dhs.state.mn.us/id_000810)
http://www.dhs.state.mn.us/id_000810
- [Minn. Stat. §256B.0911](https://www.revisor.mn.gov/statutes/?id=256B.0911)
<https://www.revisor.mn.gov/statutes/?id=256B.0911>



Questions

