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 *MnCHOICES*?

- **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 *MnCHOICES*? (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 *MnCHOICES*?

**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
Refresher

*MnCHOICES* 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:
  - 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

30
Myth or Fact: Person-centered

MnCHOICES is person-centered

True
False
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
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 MnCHOICESES app is most like a:

1. Luxury sedan
2. SUV
3. Pickup truck
4. Cargo van
MnCHOICES Certified Assessor Training (MnCAT)

Remember…..

Only certified assessors can use MnCHOICES to complete an assessment
MnCAT (Certified Assessor Training)

Recertification

Professional Development

Step 4

Certified Assessor

MnCHOICES

Step 3

Application

Step 2

Principles

Foundation

Step 1

Certification

Step 3

Step 2

Step 1

Qualifications + Experience
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
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.)

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<th>Track B</th>
<th>Track C</th>
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<td>Certified Assessors Managed Care Organizations</td>
<td>All Other Users</td>
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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**

- **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)