

All Products

Cultural Competency Training

We are excited to share that we will be providing *Cultural Competency and Humility: Beginning the Conversation* training for ALL care coordinators on **January 11, 2022 at noon to 1:30pm**. The training will be held via WebEx events. The link to the training was sent out in an email and a reminder will be sent closer to the date.

Long-term services and supports rates changes

Service rate and budget changes effective Jan. 1, 2022

The 2021 Minnesota Legislature authorized several rate and budget increases for home and community-based services. The following service rates and monthly budgets will increase effective Jan. 1, 2022:

- Home care nursing, home health agency and therapy services in state plan home care, Alternative Care (AC), Brain Injury (BI), Community Access for Disability Inclusion (CADI), Community Alternative Care (CAC), Developmental Disabilities (DD) and Elderly Waiver (EW) programs
- PCA enhanced payment eligibility reduced from 12 hours/day PCA to 10 hours/day in PCA, CDCS and CSG
- Component values for many Disability Waiver Rate System (DWRS) framework services under BI, CAC, CADI and DD
- Adult companion, adult day, adult day bath, adult foster care, chore, customized living, homemaker, individual community living supports and respite under AC, EW and Essential Community Supports (ECS)
- Customized living and 24-hour customized living daily and monthly limits under EW
- Monthly consumer directed community supports (CDCS) and case mix budgets for AC and EW

- Monthly budget for ECS

Minnesota Seeks to Train 1,000 as CNAs

Governor Tim Walz recently announced a new initiative to recruit, train and deploy at least 1,000 new certified nursing assistants (CNAs) by the end of January for Minnesota long-term care facilities experiencing staffing



shortages. The five Minnesota Veterans Homes could benefit from this as all locations are hiring CNAs referred to as Human Services Technicians (HSTs) in Minnesota state government. Learn more about MDVA job openings at MinnesotaVeteran.org/Careers.

The effort is a partnership between state government, colleges and long-term care providers led by the Minnesota Office of Higher Education. It will recruit qualified Minnesotans and enroll them in certification courses at Minnesota State campuses.

[Read More >](#)

MnCHOICES Update

Take-aways from the MCO pre-launch call with DHS on December 16, 2021.

[MnCHOICES Revision Project](#)

[Questions asked by MCOs about the launch of the revised MnCHOICES application](#)

[MnCHOICES Training Page](#)

Revised MnCHOICES Application training instructions

- Assessment training instructions
- Health risk assessment training instructions
- Support plan training instructions

Will the DHS-3428Q be used when we are in the revised MnCHOICES Application?

The DHS-3428Q is tied to completing the DHS-3428 as a legacy document. Once the revised MnCHOICES application is launched, the DHS-3428Q will be retired as the contents will be included within the MnCHOICES application.

What role should a Care Coordinator have in Staff Assignments?

SNBC care coordinator: Can create/complete an HRA and Support plan

MSHO/MS+ Care coordinator both assignment types to the same staff member:

- Care Coordinator: Can create/complete an HRA and Support Plan
- Certified assessor: MnCHOICES Assessment

Policy Updates

The following policies have been updated and are in the process of being loaded to the website. Below is a summary of the changes that may impact your role as a CC.

- Assessment Schedule MSHO/MS+
 - Updated name of 3428H to Health Risk Assessment
 - Updated instructions regarding use of Transfer Health Risk Assessment to include its use if there is assessment to review that is reflective of determination for opening Elderly Waiver (65th birthday assessment and must be a full LTCC or Full MnCHOICES assessment)
- Assessment Schedule SNBC
 - Updated name of 3428H to Health Risk Assessment
- Interdisciplinary Care Team
 - Care Plan definition updated to reflect MnCHOICES changes in the future
 - The ICT will include is the member, the Care Coordinator and the Primary Care Provider, if known
- Transition of Care
 - Care Plan definition updated to reflect MnCHOICES changes in the future
 - Transitions of care are considered an additional opportunity to engage with members and ensure that the care plan continues to meet the member's needs. The goal of the CC's efforts is to reduce incidents related to fragmented or unsafe care, by assisting in planning and preparations for transitions, coordinating follow-up care, and in facilitating communication with all involved parties.
 - MSHO and SNBC Enhanced transitions will require a TOC log to be completed (EFFECTIVE 1/1/2022) ***This is a new requirement for SNBC Enhanced membership.
 - PCP notification: If the PCP is not known, the CC will attempt to determine who the PCP is.

- Adjustments were made to Coleman's Four Pillars and social determinants of health questions were added.
- Addition: CC will summarize hospitalization including the reason for admission and potential changes in care needs.
- Unable to Reach/Refusing Member
 - Suggested additional contact attempts added
 - Self Report Health Risk Assessment changed to mailed Health Risk Assessment (in preparation for MnCHOICES)
 - UTR/Ref care plan will be updated as the CC is made aware of changes or on an annual basis.
 - If the member provides information indicating who their Primary Care Physician (PCP) is, or if CC has identified is aware of member's PCP from another source, the CC will complete the PCP letter and send it indicating that they have been unable to find the member to complete a HRA and provide the CC contact information to the PCP.
 - If a PCP is not identified, the ICT will consist of the member/responsible party and the CC.
 - If the member indicates they do not want to be contacted via phone or mail. The CC will respect the member's wishes and document this in the case file.
 - MSHO & MSC+ nursing facility members & transferred members with an open elderly waiver (EW) span DO NOT get entered in MMIS.
 - Added a grid of Medica required actions for UTR/Ref member process

Postponed: Updates to OBRA Level I, DHS-3426 and Senior LinkAge Line referrals

DHS and the Minnesota Board on Aging have postponed changes to the OBRA Level I policy, OBRA Level I Criteria – Screening for Developmental Disabilities or Mental Illness (DHS-3426) and Senior LinkAge Line online referrals (including preadmission screening). This delay will allow additional time for further testing.

For detailed information, visit the full announcement: [**Postponed: Updates to OBRA Level I, DHS-3426 and Senior LinkAge Line referrals**](#)

SNBC Enhanced Expansion

We have our current delegates, Morrison, Todd and Wadena counties who will begin providing care coordination to ISNBC (SNBC Enhanced) members effective 1/1/2022. We look forward to this continued relationship and engaging new membership in these counties.

We would like to take this time to say thank you to all of our delegates and care coordinators for all your hard work over the past year. We know it has been unprecedented times and you have all risen to the occasion! We are fortunate to have such wonderful partnerships with you all. Thank you for all you do!

Hoping for a brighter, healthy and safe 2022. Wishing you and yours a very Happy Holiday season.



We're here to help.

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