



MnCHOICES Reassessment Rollout

Frequently Asked Questions Version 1: 7/7/15

Purpose of Document

The purpose of this document is provide information about the MnCHOICES Reassessment Rollout by anticipating questions lead agencies will have when preparing for and implementing MnCHOICES Reassessments. This document will provide answers to the lead agency's anticipated questions.

A. Reassessment Rollout Implementation

- 1. Q: When does the County of Residence (COR) become responsible for the Reassessment of a person with a different County of Financial Responsibility (CFR)?**

A: Beginning September 2016, the COR will be the lead agency responsible to conduct MnCHOICES Reassessments with persons residing in their location who receive disability waiver services (CAC, CADI, BI, or DD Waiver) or DD Case Management services AND have a different CFR.

- The COR is currently responsible to conduct Reassessments for AC, EW (FFS), and PCA recipients as well as initial/new assessments for people not currently receiving LTSS. There is no change to this policy.

- 2. Q: Prior to September 2016, can the COR conduct Reassessments for persons on disability waivers or DD Case Management residing in their county who have a different CFR?**

A: No, not until September 2016. Although MN Statute 256B.0911 designates the COR or county of location to conduct eligibility assessments and Reassessments, the CFR will remain responsible until September 2016 for conducting Reassessments with persons on disability waivers or DD Case Management who reside in another county. Prior to September 2016, the CFR can conduct these Reassessments using MnCHOICES (if conducted by a certified assessor), or legacy tools of LTCC and DD Screening (if conducted by a case manager who is not a certified assessor).

- 3. Q: What is the DHS Recipient List Report?**

A: The *DHS Recipient List Report* is a new monthly report that is provided to counties and tribes through their MN-ITS mailbox. This report lists all the current recipients of Medicaid Waivers, Home Care (PCA), Alternative Care, ECS, and DD Case Management who require a MnCHOICES Reassessment during the year. It will be posted to the CML mailbox in MN-ITS on the 15th of the month, beginning in July 2015.

4. Q: What is the importance of the DHS Recipient List Report?

A: The DHS Recipient List Report is for assisting the COR to plan for the annual and monthly number of Reassessments they are responsible for conducting beginning in September 2016. This report will assist counties and tribes in planning staff resource alignment, managing assignments and managing other lead agency Reassessment responsibilities.

5. Q: What is the MnCHOICES Interagency Contact Point?

A: The MnCHOICES Interagency Contact Point (MICP) is a phone, fax, and secure email address that is used to facilitate communications and processes between lead agencies on behalf of a Minnesota resident when completing MnCHOICES activities. Each lead agency will provide for publication, the numbers and addresses that other lead agencies will use to contact them regarding MnCHOICES related workflows when partnering on behalf of a Minnesota resident. The method of how DHS will gather and disseminate the MICP information is under development.

6. Q: How is the MnCHOICES Interagency Contact Point role different than MnCHOICES Mentors role?

A: The MnCHOICES Interagency Contact Point is not a specific person; it is a point of contact monitored by more than one lead agency employee to facilitate interagency communications regarding MnCHOICES workflow between agencies. The MnCHOICES Mentor is a designated person that helps troubleshoot and support MnCHOICES users within their agency.

7. Q: When the case manager is the certified assessor for the same person, are there any special considerations or protocols that need to be followed?

A: When this model is used, per MnCHOICES Assurances, the lead agency has agreed to or has provided an assurance that there is no conflict of interest in these roles performed by the same professional (advocacy of case manager role and unbiased fair access of assessor role).

Each lead agency should document how they are ensuring there is no conflict of interest when assessing a person's eligibility, needs, preferences and goals. Staff need to be trained in the Random Moment Time Study and time reporting guidelines to understand what activities/functions per role align with the payment methodology. Consult with your agency's internal leads for further information and training.

B. Managing Separation of Roles: Certified Assessor vs. Case Manager

1. Q: Beginning September 2016, how will the COR know when they need to complete a Reassessment for persons currently being assessed by their CFR (disability waiver recipients, DD Case Management recipients)?

A: The lead agency responsible for conducting the Reassessment utilize the following supports to assist them in providing timely Reassessments as required:

- The *DHS Recipient List Report*, described above.
- The *MnCHOICES Reassessment Rollout Guidance Document*

- The *Case Manager's Recipient Information Form (CMRI)* (an accessible version will be coming out in the near future and will be posted to CountyLink)
- Other MnCHOICES RA Rollout documents, as needed

2. Q: As the case manager, do I have the opportunity to inform the assessor about my professional knowledge and understanding of the person's needs, preferences, strengths, etc.? If yes, when and how can I do this?

A: Yes, as the case manager, you have a responsibility to inform the CA of the information that is necessary for the CA to complete a thorough assessment. During the MnCHOICES Reassessment Rollout, case managers complete the *Case Manager's Recipient Information Form* to provide recipient information to the CA. Subsequent Reassessments will require only a referral to the COR or CA and minimal update information. Refer to the *MnCHOICES Reassessment Rollout Guidance Document* for more information about this protocol.

3. Q: How and when does the case manager provide notification (make the referral) for an upcoming Reassessment?

A: This protocol is outlined in the *Reassessment Rollout Guidance Document*. Case managers should provide notification to the assessing lead agency at least three (3) full calendar months prior to the anniversary date of the previous face-to-face assessment and/or the end of the most recent service agreement - whichever is sooner. The Reassessment can be conducted by the CA no sooner than 60 days before the end of the current service agreement.

Case managers submit their summary of the person's needs, progress and preferences at the time of the notification. For first-time MnCHOICES Reassessments, case managers use the *Case Manager's Recipient Information Form* to provide information. The lead agency conducting the Reassessment will use the MnCHOICES Intake to enter the submitted *Case Manager's Recipient Information Form* prior to creating a Reassessment document and assigning to a certified assessor. Information entered into MnCHOICES Intake will populate the Reassessment's *Person Information* domain.

4. Q: Will the case manager complete the *Case Manager's Recipient Information Form* each year the person has a Reassessment? How does the case manager update the CA of any changes for subsequent Reassessments?

A: The exact protocol that will be used for subsequent MnCHOICES Reassessments (following the first MnCHOICES Reassessment) is under development. There will always be a need for case managers to communicate the most up-to-date information to certified assessors.

5. Q: What happens when the case manager fails to notify the COR of a client's need for a Reassessment or provides their notification late?

A: Although the case manager is responsible for notifying the appropriate agency of the client's need for a Reassessment, the COR has the ultimate responsibility to ensure Reassessments occur as needed. By September 2016, when CORs provide both new/initial and Reassessments for those residing in their location, it is expected they will have established the policies and procedures to manage this work. It is important that the COR utilize methods in addition to the case manager's notification to plan for and ensure they can/will fulfill their administrative role timely. The COR may utilize the *DHS Recipient List Report* to know which recipients will need Reassessments and may follow up with a CFR if a referral is not forthcoming. As partners on behalf of recipients, lead agencies must work cooperatively to address errors, time sensitive requests, and resolve disagreements, should they arise.

6. Q: How does the CA, who is not also the CM, know who to reassess? The CM may work for a different lead agency, reside with the same lead agency, or be a contracted case manager.

A: Certified assessors will be assigned Reassessments through their lead agency's assignment protocols. Their agency will know which recipients need to be assigned each month based on their review of the *DHS Recipient List Report*, their own internal list and/or those from the contracted case management agencies, or other reports or tracking systems they utilize. Each county/tribe will use MnCHOICES, and if present, their own assignment system to assign or inform certified assessors. *MnCHOICES Reassessment Rollout Guidance Document* provides information that can help agencies plan.

7. Q: As the CM, should I expect a phone call/conversation with the certified assessor after each of my client's Reassessments?

A: No, the CA is not expected to contact the CM after every Reassessment. The CA is only expected to contact the CM when the assessor's determination indicates the person has a change in eligibility and/or access to current resources in their plan, or the assessment determines the person is ineligible for a service or support they are requesting, or the person chooses different program/service options from what they are currently receiving. Refer to *MnCHOICES Reassessment Rollout Guidance Document* for more information.

8. Q: What if the CM disagrees with the CA's Reassessment conclusions and recommendations?

A: The Reassessment represents the CA's determination of assessed needs. The CA and CM should discuss differences with each other and utilize their respective Multidisciplinary Team and/or supervisor towards reconciliation or understanding. Certified assessors are to consider all viable parties' input, but are responsible for the final determination.

If the person who was reassessed (not the case manager) disagrees with the Reassessment results, they have the right to appeal.

9. Q: How will a COR be notified of an appeal pertaining to a Reassessment they conducted with a person from a different lead agency such as the CFR? Note: Appeal notices go to the CFR's financial benefits (economic assistance) area.

A: Appeals must be addressed by the lead agency and worker that performed the activity/decision that the person is appealing. Agencies will continue to work directly with their financial benefits area to ensure timely notifications/routing of an appeal notice to the correct division. The CFR appeal contact should route the appeal notifications to the MnCHOICES Interagency Contact Point (MICP) who will notify the appropriate internal staff or forward to the COR MICP, as needed.

10. Q: How will the COR CA know who to contact in a different lead agency (CFR) for the following issues: waiver allocations, DD/RC Rule 185 determinations, Relocation Services Coordination (RSC), and/or other CFR related responsibilities associated with services or programs for which MnCHOICES determines eligibility?

A: Communications are to be directed to the MnCHOICES Interagency Contact Point (MICP) in the CFR lead agency. The MICP follows internal protocols to ensure the correct area or person receives the request or communication for follow-up. The MICP does not need to act as a liaison between lead agency staff for ongoing communication about a particular issue once they are put in contact with each other.

11. Q: Whose responsibility is it to communicate Reassessment results and other information affecting eligibility for a client to the financial worker?

A: It is the CFR or the county of service (COS) case manager's responsibility to communicate information to the financial worker. The COR CA is responsible to communicate a change in eligibility, e.g., level of care, reduction, termination, etc., to the case manager in post-reassessment conversations and by completing the *Lead Agency Assessor/Case Manager/Worker LTC Communication Form* (DHS-5181), if applicable.

12. Q: Should I get a Release of Information (ROI) when sharing Reassessment information between assessors and case managers, including contracted case managers of lead agencies?

A: A signed Release of Information is not required between entities working within the state welfare system. Consult with your internal policy/data privacy officer for clarification on your agency's required protocol.

13. Q: Does the certified assessor/case manager need to get an ROI to speak with service providers?

A: Yes, certified assessors and case managers obtain a Release of Information to speak with service providers. Consult with your internal policy/data privacy officer for clarification on your agency's required protocol.

C. Timelines

Timing is driven by our commitment to ensure the person continues to receive needed services (no gap in service provision or provider payment), and to an understanding and appreciation for all agents roles in completing the Reassessment process. A person's service agreement end date serves as a marker for getting all the administrative tasks completed. In situations where this is not possible due to circumstances outside of the certified assessor's or case manager's control, they should strive to finish as soon as possible.

1. Q: When should the CA conduct the Reassessment?

A: The Reassessment may be conducted up to 60 days before the end of the current service agreement. Reassessments should be conducted with sufficient time for follow-up work to be completed before the end of the service agreement, such as entering documents into MMIS and completing the CSP and CSSP.

When the Reassessment is conducted by a certified assessor who is not the case manager, adequate time should be factored into the scheduling to allow the certified assessor to complete their tasks and provide the Reassessment results to the case manager. Ideally, the case manager requires 20-30 days to complete required tasks in order to ensure continuity of services. Refer to the *MnCHOICES Reassessment Rollout Guidance Document* for more information.

2. Q: How will tighter than optimal timelines be managed? For example, what if a person repeatedly cancels their Reassessment appointment and the face-to-face Reassessment is delayed until just before the Service Agreement (SA) end date? How does this affect the timeline for the CM?

A: This likely is a situation most CAs and CMs have experienced. It is important that the CA and CM work collaboratively to manage the condensed time available to get tasks completed. Consult with your respective teams and supervisors as needed for best practice standards. Lead agencies should establish a written protocol for how the CA and/or CM will ensure the appropriate steps have been taken in outreach to the person, including informing the person of consequences should the Reassessment not occur timely.

3. Q: When is the Reassessment CSP due?

A: Because the CSP is in relation to a Reassessment, the amount of time available for completing this plan will vary depending on when the Reassessment was conducted. The assessor should aim to complete the CSP and provide information to the case manager 20-30 days prior to the end of the service agreement.

When there is no case manager, or the certified assessor is the case manager, the certified assessor/case manager should manage their two roles within the timeframe of the 60 days prior to a service agreement end date.

4. Q: How much time does the case manager have to complete the CSSP and enter the SA into MMIS?

A: The CSSP needs to be completed no later than the end of the current service agreement. The new SA should be entered into MMIS by the last day of the current SA.

5. Q: When is the CSP and CSSP considered “complete”?

A: The CSP/CSSP is “complete” once the recipient signs and dates their plan.

6. Q: What is the timeline for a change in condition?

A: When a person needs a Reassessment due to a change in condition, the certified assessor should conduct the Reassessment as soon as possible, or as agreed upon by CM or person if situation is not urgent. The assessment 20 calendar day guideline is not appropriate for these situations. The lead agency utilizes their current “urgency” protocol to ensure a timely response and completion of a needed Reassessment. Typically, lead agencies have procedures for identifying and assigning certified assessors for time sensitive situations. The certified assessor is expected to prioritize these cases and adjust their schedules, as needed.

7. Q: What should a CA do in cases of Reassessments when there are issues that may delay the finalizing of the Reassessment, such as with the person’s Medical Assistance status?

A: Completing assessments/Reassessments involves efforts to track or follow-up on a person’s MA status or waiver allocation confirmation. Certified assessors or lead agency designated staff check systems to confirm MA status prior to scheduling the assessment/Reassessments. If MA recertification is due, certified assessors communicate to the case manager for follow-up with the person. In cases of a Reassessment where a person has a case manager, the case manager works with their client, financial workers and waiver financial management teams to determine status and/or resolve barriers. Certified assessors and case managers work cooperatively to ensure issues are resolved and the person has uninterrupted service provision.

Follow the [DD/RC Rule 185 Guidelines](#) with MnCHOICES when assessing persons who choose to apply for DD Case Management.

D. General FAQs

1. Q: MnCHOICES auto-populates the comments/notes from a previous MnCHOICES assessment. What should I do with those notes?

A: If the CA decides to keep the comments/notes from a previous assessment, they become the current CA’s words. The CA should make changes to the previous comments/notes by deleting, editing, and/or adding content to ensure they accurately describe the current needs and abilities of the person at the time of the Reassessment.

2. **Q: Can you complete an Eligibility Update when conducting a Reassessment?**

A: No, the Eligibility Update is a phone assessment that is only conducted following a new/initial assessment where certain eligibility requirements are pending at the time the certified assessor closes the face-to-face assessment. Refer to [Bulletin 13-25-11](#) for more information.

3. **Q: What do we do when the “Referral Date” in the MnCHOICES Reassessment is different than the “Referral Date” that is documented in MMIS? Note: MMIS will not allow the referral date to be changed on a Reassessment. The MnCHOICES Reassessment screening documents will have a different date than the MMIS referral date.**

A: The MMIS “Referral Date” reflects when the person first approached the system for assistance. Therefore, the “Referral Date” in MMIS should not be changed. DHS understands that the generated “Referral Date” from MnCHOICES will be different from that in MMIS.