**UCare Connect / Connect + Medicare**

Care Coordination and Long-Term Services & Supports

**Title:** New Hire Onboarding / Training Guide

**Purpose:** To provide guidance on required and recommended training to aid care coordinators in understanding their role and purpose. Additional requirements for training on agency-specific systems, policies, and procedures, as well as observation of skills and demonstration of mastery of assessment/support planning for all care coordinators, are to be provided by the County/Care System. The \*required pieces of training are applicable to the specific role at your agency.

|  |  |
| --- | --- |
| **UCare Training Title**  Recorded trainings and job aids below are located on the [Care Coordination](https://www.ucare.org/providers/care-managers/benefits-perks-resources) and Care Management home page. | Date Training Completed |
| \*[UCare Annual Model of Care Recorded Training and Attestation](https://www.ucare.org/providers/care-managers/model-of-care-training-for-care-coordinators) (required w/in 90 days of hire and annually thereafter) | Date (click here) |
| \*[UCare Website Overview](https://www.ucare.org/providers/care-managers/care-coordination-trainings) Recorded Training | Date (click here) |
| \* Chapter 4: [UCare Connect/Connect + Medicare Care Coordination Manual](https://www.ucare.org/providers/care-managers/care-management-manual) Part 1 and Part 3 | Date (click here) |
| \*[SNBC 101 Recorded Training](https://www.ucare.org/providers/care-managers/care-coordination-trainings) | Date (click here) |
| \*[Connect/Connect + Medicare Requirements Grid (read/review)](https://www.ucare.org/providers/care-managers/ucare-connect-connect-medicare-care-coordination-resources) | Date (click here) |
| \*[Assessment Timelines Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[In-Person Assessment Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) – CT/CT+ Med | Date (click here) |
| \*[Member Engagement Strategies Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[Connect/Connect + Medicare MnCHOICES Assessment Checklist](https://www.ucare.org/providers/care-managers/job-aids-resources) (read/review/use) | Date (click here) |
| \*[Transfer Member Health Risk Assessment Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[SMART Goals](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[SMART Goals Recorded Training](https://www.ucare.org/providers/care-managers/care-coordination-trainings) | Date (click here) |
| [\*Gaps in Care Recorded Training](https://www.ucare.org/providers/care-managers/care-coordination-trainings) | Date (click here) |
| \*[Transportation (Medical) Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[Transitions of Care Recorded Training](https://www.ucare.org/providers/care-managers/care-coordination-trainings) | Date (click here) |
| \*[Navigating the Enrollment Roster using Excel](https://www.ucare.org/providers/care-managers/care-coordination-trainings) | Date (click here) |
| \*[Reconciling Enrollment Roster Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| \*[**DHS Handling MN Information Securely**](https://data-securitytraining.dhs.mn.gov/Account/Login) **Required for staff accessing DHS systems including but not limited to: MMIS, MnCHOICES Application** | |
| Complete registration or update profile settings. Use Training Role of “County Worker” to ensure the required 7 modules populate. Enter your MMIS Log in ID for the Employee Number. | Date (click here) |
| **MnCHOICES:** [**Revised MnCHOICES Application Assessment Training Instructions**](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs-330139)**..** Access to the [MnCHOICES Training Zone (MTZ)](https://mnchoices-v3-697a8-sts.auth.us-east-1.amazoncognito.com/login?client_id=3390u3de7s60fpn38tbu51pgbr&redirect_uri=https%3A%2F%2Fmnchoices-trn-carity.feisystemsh2env.com%2F&response_type=code&scope=openid%20profile%20aws.cognito.signin.user.admin&nonce=5d46eae82b1e11d5114b817069dde2c14dMeXS0Eu&state=a51b7c386b0daaf341ceb028bed58d670e6aMLgsK&code_challenge=C7ZkQIGqGr8CWPZz-klVQ5LWRAVo0_JsdEUo7eSZSho&code_challenge_method=S256) is needed while completing MnCHOICES courses. Obtain a MTZ User ID from Supervisor/Mentor and use “Password123#” to log into MTZ.  **TIP:** Log on to the [TrainLink Home Page (state.mn.us)](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Training#:~:text=TrainLink%20IDs%20are%20used%20to%20log%20into%20Learning,changed%20email%20address%2C%20phone%2C%20address%2C%20or%20agency%20name.) to obtain the TrainLink Unique Key to search courses or click the link below. If the link does not bring you directly to the course, “click COURSE CATALOG” and enter the MNCH course # noted below. Once there, select “click here for more information about taking this course” > enter Unique Key > start course. | |
| \*MnCHOICES Access and Navigation – [Course MNCH900](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH900) | Date (click here) |
| \*MnCHOICES Health Risk Assessment – [Course MNCH910](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH910) | Date (click here) |
| \*MnCHOICES HRA Workflow – [Course MNCH911](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH911) | Date (click here) |
| \*MnCHOICES Support Plan – [Course MNCH920](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) | Date (click here) |
| \*MnCHOICES Support Plan Workflow – [Course MNCH921](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) | Date (click here) |
| **Additional Resources for Review/Reference:** | |
| UCare Connect Benefits and Important Contact Information: [Your Guide to UCare Connect](https://www.ucare.org/providers/care-managers/benefits-perks-and-member-handouts) (Member Handouts) | Date (click here) |
| UCare Connect + Med Benefits and Important Contact Information: [Your Guide to UCare Connect + Medicare](https://www.ucare.org/providers/care-managers/benefits-perks-and-member-handouts) (Member Handouts) | Date (click here) |
| [Comparison: Connect and Connect + Medicare](https://www.ucare.org/providers/care-managers/benefits-perks-and-member-handouts) (Member Handouts) | Date (click here) |
| [Comparison: Connect and Medicaid](https://www.ucare.org/providers/care-managers/benefits-perks-and-member-handouts) (Member Handouts) | Date (click here) |
| [Additional and Supplemental Benefits Summary – Connect and Connect + Medicare](https://www.ucare.org/providers/care-managers/benefits-perks-and-member-handouts) | Date (click here) |
| [Certified Languages Interpreting Services Delegate Instructions](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [2024 Benefits by Condition](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [SMART Carte](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [Transition of Care Scenarios](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [New and Transfer Member Process Flow](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [Navigating the Enrollment Roster using Excel](https://ucare.webex.com/webappng/sites/ucare/recording/ca86982bb5ff103babfa005056811dc3/playback) Recorded Training | Date (click here) |
| [Medicare/Medicaid: Coordination of Benefits Visio](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [Monthly Activity Log Job Aid](https://www.ucare.org/providers/care-managers/job-aids-resources) | Date (click here) |
| [**DHS TrainLink**](https://pathlore.dhs.mn.gov/stc/dsd/psciis.dll?course=dsd&code=MNCH920) **Optional Additional Trainings:** Below are additional trainings offered by DHS TrainLink. DHS offers many other courses that may be of interest to care coordinators. Log on to the [TrainLink Home Page (state.mn.us)](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=Training#:~:text=TrainLink%20IDs%20are%20used%20to%20log%20into%20Learning,changed%20email%20address%2C%20phone%2C%20address%2C%20or%20agency%20name.) to obtain the Trainlink Unique Key to search courses. | |
| **\***DHS [Vulnerable Adult Mandated Reporting Online Course](https://registrationtraining.dhs.state.mn.us/?BusinessUnitID=18) | Date (click here) |
| Home and Community Based (HCBS) Disability Waiver Foundations (HCBSWAIVER) | Date (click here) |
| Ethical Dilemmas: Right to Take Risks vs Right to be Safe (DSD\_E1001) | Date (click here) |
| Introduction and Guide to Supported Decision Making (DSD\_E1000) | Date (click here) |
| Person-Centered Practices in Support Planning (PCP001) | Date (click here) |
| Working with an Interpreter (DS503) | Date (click here) |
| Working with People Who Have Vision and Hearing Loss (CC603) | Date (click here) |
| **Department of Human Services (DHS) and other Resources:**  **Tip:** Bookmark links below for easy reference | |
| [DHS Searchable Documents Library](https://mn.gov/dhs/general-public/publications-forms-resources/edocs/) (eDocs) | Date (click here) |
| [MnIts](https://mn-its.dhs.state.mn.us/gatewayweb/login) – verify MA eligibility | Date (click here) |
| [Minnesota Health Care Programs Supplies and Equipment Coverage Guide](https://mn.gov/dhs/assets/medical-supply-coverage-guide_tcm1053-293319.pdf) | Date (click here) |
| [Minnesota Health Care Programs Provider Manual](https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_157386) | Date (click here) |
| [MinnesotaHelp.info](https://www.minnesotahelp.info/) | Date (click here) |
| [UCare Care Management and Care Coordination Home Page](https://www.ucare.org/providers/care-managers/care-coordination-news) | Date (click here) |
| [DHS SNBC Page](https://mn.gov/dhs/people-we-serve/people-with-disabilities/health-care/health-care-programs/programs-and-services/snbc.jsp) | Date (click here) |
| [HousingLink](https://www.housinglink.org/Home) | Date (click here) |
| [Disability Hub MN](https://disabilityhubmn.org/) | Date (click here) |