MSC+/MSHO

Care Coordination and Long-Term Services and Supports

Title: Transfer Member Job Aid MSC+/MSHO

Purpose: To aid in determining when and how to complete a member transfer. The rules and regulations will be addressed, in addition to best practice tips.

Summary: The care coordinator (CC) may use a Transfer Health Risk Assessment (THRA) or a Functional Needs Update (FNU) in lieu of a full assessment when a Health Risk Assessment (HRA)/HRA-MCO or Long-Term Care Consultation (LTCC)/MnCHOICES Assessment was completed within the last 365 days and is obtained. The THRA form is used as a guide during the review of the most current assessment, allowing the CC to make updates and create/modify goals. By completing the THRA, the CC is adopting the assessment and support plan as their own and attesting to the accuracy and regulatory compliance of the assessment. The FNU allows a CC to complete the missing requirements of the "Staying Healthy" section when receiving a transfer from the county without completing a full assessment and offers the flexibility of conducting the transfer telephonically.

Transfer Definitions
Delegate to Delegate Transfer: Member transfers from one UCare delegate agency or county to another (e.g., Olmsted County to Wadena County).   **MCO to MCO Transfer:** Member transfers from one Managed Care Organization (MCO)/health plan to another (e.g., Medica to UCare).   **FFS to MCO Transfer:** Member transfers from Fee-for-Service (FFS) Medical Assistance (MA) with no MCO/Prepaid Health Plan (PPHP) to an MCO (e.g., FFS to UCare MSHO).   **Product Change:** A member changes from one UCare product to another (e.g., MSC+ to MSHO or vice versa).

Transfer Documents Required When Using a THRA:
- Assessment completed within the last 365 days (required).
- Support Plan/CSP/CSSP (specific to the type of assessment completed)
  - If not received, CC may complete their own support plan or do so at CC's discretion due to significant updates.
- Member signature sheet
  - If not received, CC may complete or document two attempts to obtain a member signature sheet.
- DHS-6037
- All relevant case notes (optional)

When transfer documents are received, the following processes can be completed in each scenario:

Scenario	Complete THRA	New Assessment	FNU	Review &Document
Member transfers from one UCare delegate to another UCare delegate (example: Clay County to Becker County).				☑
Member has a product change within the same plan type (e.g., MSC+ to MSHO or vice versa).	☑			
Member transfers from another MCO to UCare.	☑			
Member moves from FFS with a MnCHOICES 1.0 Assessment (MnA) EW to UCare EW.	☑			
Member moves from FFS with PCA only to UCare.			☑	
Member moves from FFS-Other Waiver (CADI/BI/DD/CAC) to UCare non-EW.		☑		
Member resides in a skilled nursing facility, moving from another delegate or MCO to UCare.				☑
Member was previously UTR/Refusal.		☑		
Member moves from Connect/Connect + Medicare to MSC+/MSHO.		☑ Exception: 65th birthday assessment		
Member has a 65th birthday assessment resulting in opening to EW.			☑	
Member moves from FFS EW with a Revised MnCHOICES Assessment to UCare.			☑	
Member moves from FFS no waiver to UCare MCO.		☑		

MMIS entry requirement based on the scenario:

Scenario	No MMIS Entry	CC Change: (*Activity type/Assessment Result*) 05/98	FNU: (*Activity type/Assessment Result*) 10/12	FNU: (*Activity type/Assessment Result*) 07/10
FFS to MCO: Member has no waiver- opening to EW by MCO (e.g., FFS Intake assessment)				☑
*FFS to MCO: Member open to disability waiver opening to EW by MCO (e.g., 65th birthday day)		☑		☑
*FFS to MCO: Member on EW continuing on EW		☑	☑	
Other MCO to UCare MCO/Delegate to delegate: EW to EW		☑		
UCare delegate to UCare delegate: non-EW to non-EW	☑			

*When a CC change (05/98) AND FNU need to be entered, the CC change must be entered first.

Transfer in Revised MnCHOICES
- CC receives/reviews transfer documents from the previous entity and determines if a THRA is appropriate
- CC completes UCare's THRA document found on the UCare website with the member and updates the Support Plan/CSP/CSSP as needed. Attach UCare's THRA document in MnCHOICES.
    - o If the member is UTR or refused during the THRA, do not complete UCare's THRA document nor a UTR/Refusal support plan. Document attempts to reach the member to complete the THRA. Review the assessment and Support Plan/CSP/CSSP independently. Document review in the member's record. Update the current MnCHOICES Support Plan as needed.
    - o Complete MnCHOICES entry
        - **MnCHOICES entry for product change/MCO to MCO transfer:**
            - Start a new HRA-MCO form and complete the "assessment information" section
                - o **HRA Type:** Transitional HRA
                - o **Transitional HRA Type:** Choose the appropriate type
                - o **HRA method:** choose the appropriate method
                - o Complete remaining assessment information elements and completion requirements. Submit assessment until status is "Completed."
                    - **EW only:** Complete the CC change MMIS entry. This includes members who were unable to reach or refused to complete the THRA. Add a note in the comments section that the member was UTR/refused.
                        - Activity type 05
                        - Activity result 98
                            - o **Note:** The effective date must match the effective date of the last HRA
        - **MnCHOICES entry for FFS to MCO EW transfer only:**

- Start a new MnCHOICES Assessment and complete the "assessment information section."
    - **Recipient Identifier:** Current Recipient/Change
    - **Assessment Type:** Functional Needs Update (FNU)
    - **Note:** Add reason for assessment type
- Change Status to "Start MnCHOICES Assessment"
    - Complete the "Staying Health" section of the assessment
        - **Note:** The remainder of the assessment should carry over from the previous assessment (update as needed)
    - Submit assessment until status is "Approved by MMIS"
- Complete a new Support Plan (even if the member had a previous support plan completed by a county worker)
    - Submit Support Plan until the status is "Plan Approved"
    - Send to member and ICT members as indicated by the member
- Enter FNU in MMIS
    - CC change entry must be entered in addition to the appropriate FNU scenarios below
        - Must be entered prior to entering the FNU
        - Activity Type: 05, Assessment Result: 98
    - When MCO is opening EW as a result of the FNU
        - Activity Type: 07, Assessment Result: 10
    - When EW is already open prior to receiving the transfer
        - Activity Type: 10, Assessment Result:12

Transfer with Legacy Documents
DHS-3428H Health Risk Assessment/DHS-3428 LTCC/MnCHOICES 1.0 (MnA)
- CC receives/reviews transfer documents from the previous entity and determines if a THRA is appropriate
- CC completes UCare's THRA document, which can be found on the Care Coordination and Care Management homepage, with the member and updates the assessment and support plan as needed. Attach all transfer documents and THRA in the member's record.
    - If the member is unable to be reached or refused at the time of the THRA, do not complete the UCare THRA document nor a UTR/Refusal support plan. Document attempts to reach the member to complete the THRA. Review the assessment and Support Plan independently and document the review in the member's record. Update the current Support Plan as needed.
        - Exception: when members transfer from FFS, the UTR/refusal support plan is required for MSC+ and MSHO.
- Complete MMIS entry. This includes members unable to reach or refusing to complete the THRA. Add a note in the comments section that the member was UTR/refused.
    - **CC Change, Delegate/MCO Transfer:**
        - Activity type 05
        - Activity result 98
    - **Product Change:** (If the last assessment result was not 35, this will not work, and the 05/98 must be used instead)
        - Activity type 07

- ▪ Activity result 51
    - • **Note:** The effective date must match the effective date of the last HRA

Additional Tasks for All THRA Processes
- • Add member to the Monthly Activity Log as appropriate (see additional detail in the section below)
- • Set a reminder(s) to obtain the signature page (as needed)
    - o **NOTE:** Required if not received with transfer documents or after the first attempt made by the new CC.
- • Set a reminder to complete the re-assessment within 365 days of the previous assessment
    - o **NOTE:** The THRA does not reset the reassessment timeline schedule.

When to document a THRA/FNU on the Monthly Activity Log (MAL):

Scenario	Add to MAL	Do NOT Add to MAL
THRA or FNU is successfully completed.	☑	
Member has a product change with a current assessment and is unable to be reached or refuses THRA.	☑	
Member transfers from UCare delegate to UCare delegate with a current assessment.		☑
The member is new to UCare, open to EW and/or PCA and unable to be reached or refuses to complete the FNU.	☑	

Entering data on the MAL when the THRA/FNU is completed:
- • **Activity Completion Date:** Date THRA/FNU was completed
- • **Type of Activity:** THRA, FNU or Product Change
- • **Activity Location in:** Select the appropriate dropdown

Entering data on the MAL when the THRA/FNU is attempted for a product change/MCO change and a member is unable to be reached or refuses:
- • **Activity Completion Date:** Date of the last attempt or date of the decline of THRA/FNU
- • **Type of Activity:** THRA Attempted/FNU Attempted
- • **Activity Location in:** Select the appropriate dropdown

Additional Resources:
Assessment Checklists
Monthly Activity Log Job Aids
Requirements Grids
MnCHOICES Guidance