MSC+ / MSHO %UCare Delegate retrieves enrollment report (Sec FTP) and New Member reconciles roster using MNITS. Tip: Sort by care coordinator change/new **MnCHOICES Process Flow** member. Revised 9.1.24 **Key and Resources** Delegate completes CC assignment and **Enrollment:** 1st day of the month location in MnCHOICES. **Activity Date:** Date of the assessment, verbal refusal, or 4th UTR attempt **Assignment:** Date delegate receives enrollment roster Member is informed of CC name/phone within **Days**: Calendar days unless noted as business days 10 business days of assignment by sending a EW CC CH: EW Care Coordinator Change "Welcome Letter" or via phone call **Cap Date:** See Managed Care Key Dates Document in member record. UCare Job aid: In-Person Decision Tree UCare MSC+/MSHO Requirements Grid Schedule Member Assessment. Refer to: In Person Assessment Decision tree. Complete Support Plan and provide to member & MMIS: NA 4 actionable attempts to reach member w/in ICT w/in 30 days of HRA. Assessment Is the member on Reassessment due w/in 365 days 30 days of enrollment to complete initial completed? EW? of most recent assessment. Document outcomes. Complete PCA auth steps activity date. w/in 10 days of assessment as applicable. Member UTR YES (includes no show when unable to reach Opening to EW: DHS-3543 to FW to reschedule) OR Refusal All EW: DHS-5181 to FW. (includes no show when Complete WSAF. reschedule is declined)? MMIS: Initial EW 02/01 or EW Reassessment 06/13. YES Reassessment due w/in 365 days of most recent activity date and w/in cap date for EW. MSHO: Complete UTR/R Support Plan. MMIS: NA MSC+: Document efforts. First reassessment due within 365 days MSC+/MSHO: MnCH UTR/Refusal Activity. from **ENROLLMENT** date. Refusal: Send Member Refusal Letter. Subsequent reassessments due within 365, Send Provider Engagement Letter to PCP. days from last ACTIVITY date.