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MPATH Care Management Module Organizational Change Management Project, Email Communication for 2-12-2021

Subject Line for Email: MedCompass Implementation Is Here!!

Dear Region Staff and Providers:

WE MADE IT!! MedCompass implementation is finally here. We are about to see all of our hard work, blood, sweat, and tears pay off. Each and every one of you played an important role in getting us to this point, including reading this communication each week, participating in staff meetings and discussions about the upcoming changes, asking tough questions about what will change, and having an open mind to learning new technology. I want to thank you personally for the roles you've played and will continue to play in this change. A special thank you goes out to our DDP/MPATH/AssureCare Project Team and UAT members for all your hard work and effort in getting us to implementation.

As we implement MedCompass, we will still experience challenges and barriers. I am reminded of this famous quote about change (listed below). We are currently in the "messy middle." I encourage you to

"All change is hard at first, messy in the middle, and gorgeous at the end." By Robin

hang on during the messy middle, continue to ask hard questions, push yourselves to learn and grow, and actively seek out assistance. Your colleagues, co-workers, Regional Managers, and others are available to assist. A reminder about the Office Hours is below. I know we can get through the messy middle of MedCompass implementation in order to better serve our members. And again, thank you for your hard work and commitment!!

Office Hours

Beginning February 16, 2021, DDP will be holding "Office Hours". Office Hours are designated times for you to ask your questions to our identified Subject Matter Experts about MedCompass. Subject matter experts will be available during that hour to answer your questions (or capture your questions and follow up with you with the answer), demonstrate key features to the MedCompass system, and offer support as you begin to use MedCompass. Please take advantage of this time available to you for support in learning MedCompass.

Office Hours will be held every day, twice a day (at 9 am and 2 pm) for two weeks, ending on Friday, February 26, 2021.
- o 9:00 – 10:00 am office hours zoom log in info: Join Zoom Meeting https://mtgov.zoom.us/j/97497575326?pwd=cGZJUWxKb1RVVUJVQVpMZFZFM1VKZz09; Meeting ID: 974 9757 5326; Password: 842899
  Dial by Telephone: +1 646 558 8656; Meeting ID: 974 9757 5326; Password: 842899; Find your local number: https://mt-gov.zoom.us/u/av8ksqE6w
- o 2:00 – 3:00 pm office hours zoom log in info: Join Zoom Meeting https://mtgov.zoom.us/j/6432388346?pwd=RVpHR3I4NGgvMkhOeXNYWTA4N24wQT09; Meeting ID: 643 238 8346; Password: 836800
  Dial by Telephone: +1 646 558 8656; Meeting ID: 643 238 8346; Password: 836800; Find your local number: https://mt-gov.zoom.us/u/ayrtnnyOA
- o Beginning March 1, 2021 DDP will have office hours once a day (alternating between morning and afternoon).

Conversion and MedCompass Readiness Activities

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Over the course of the last month, we have been busy preparing and converting data for MedCompass Implementation. I sincerely thank all of you for completing security spreadsheets, as well as validating and returning Information. These efforts on your part were key in helping us get ready for this transition. I wanted to provide a few numbers to give you all an idea of the magnitude of these efforts:

- Converted **4,710,101** records from **5** separate systems, including members, providers, eligibility, service authorizations, case notes, t-logs, cost plans, IFSPs and more!
- Onboarded **2,160** users, including DDP and ECFSD providers, DDP staff and state staff
- Coordinated **12** distinct teams involved in readiness activities including staff from AssureCare, DDP, Integrity Solutions Group, Deloitte, Public Knowledge, Technology Services Division, DDP, Therap and more!
- Conducted **16** training sessions with **725** attendees!

Odds and Ends

- MedCompass Production Icon vs MedCompass Training Icon: Starting today, February 16th, the MedCompass Care Management production application will be available for your access. If you attended training you will have two MedCompass icons. One icon will be labeled "MedCompass Care Management PRODUCTION" for production access and the other icon will be labeled "MedCompass Care Management (Training)" for training access. Please be sure to select the MedCompass Care Management PRODUCTION icon to start your work. In the coming weeks the MedCompass training icon will be moved to a different location.
- **Cost Plans and Reports:** We converted and validated AWACS cost plans. However, there are a few important updates that we need to make to some cost plans to ensure that they are ready for updates. Additionally, we are working on some last minute changes to reports. There may be some slight variations from what you are used to but we will be releasing changes quickly so you should see continuous improvements. Thank you for your patience. The reports will provide valuable information but please understand that some of them are not 100% accurate. This includes the:
    - DDP Comparison Budget vs YTD report
    - Case Note report
    - Caseload report

    We are quickly addressing data and reports issues and anticipate this will be resolved very soon. In the meantime, it's critical that there are NO cost plan changes/additions/edits until we notify users.
    - **Health360 and Case Note Response Time:** For members that have a large number of case notes we have seen short delays in displaying the Health360 screen with the member's information as well as displaying their case notes under 'Activities'. This is a known issue and we are working on a solution to improve the response time that will be implemented shortly.
    - **ICA.P Onboarding Email Responses:** We have received emails from a number of staff questioning why they are receiving an email from "no-reply@healthinteractive.net" which states that they are no w with the State of Montana Department of Public Health and Human Services MPATH Portal. This email contains their ICAP log in credentials. Please ensure your staff understand that these emails are legitimate and are in regards to their MedCompass access.
    - **Training Recordings:** The Recorded Provider and Case Manager Training is now available In CDS! The State Staff training recording will be available soon. Additionally, the segmented recordings will be available by the end of the month. Stay Tuned!

Overview of Upcoming Milestones and Dates

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As a reminder, here are important upcoming milestones to prepare us for go – live for February 16, 2021:

Milestone	Dates
Complete User Acceptance Testing (Validation)	Completed
Initial draft of the User Security Configuration Spreadsheet verified by providers	Completed
Focus on System Readiness, completion of critical issues	Now-Go-Live
MedCompass Request Access Forms to be completed for Guardians/Self-Direct Employers/Advocates requesting access to members information in MedCompass	Completed
Last Day for Entering New DDP/Part C/FES Members into AWACS	Completed
Second draft of the User Security Configuration Spreadsheet verified by providers	Completed
Last Day for AWACS Changes and Additions (ICP, EI, etc.)	Completed
Notifications sent to Guardians/Self-Direct Employers/Advocates to active their accounts	Completed
Conduct ServiceNOW Training	Completed
Conduct Training	Completed
Release 1 Implementation	COMPLETED!!
Office Hours	February 16, 2021-TBD

Remember to check the MedCompass website for up to date information about the MedCompass project: https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials.

Q & A Corner

If you have a question, please email mtdphhscaremgmt@pubknow.com and I will answer it in an upcoming email.

Thanks!
Lindsey

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