

MPATH Care Management Module Organizational Change Management Project, Email Communication for 1-29-2021

Subject Line for Email: MedCompass Training is Here!

Dear Region Staff and Providers:

MedCompass Training begins next week! Our team has worked hard to bring you MedCompass Training. I am excited that we are finally reaching this milestone! For users that registered for training, you should have received an email from AssureCare with the zoom meeting invite information, earlier this week. Additionally, you will receive a separate email with your credentials and a link to the MPATH Integrated Customer Access Portal (ICAP), where you will access the MedCompass training environment. **Please click the link immediately and update your password.** Each training participant will need to log in to ICAP prior to your training date as the temporary password expires in 7 days. By Monday, February 1st, after you log into ICAP, you will see two MedCompass Care Management Icons. The icon on the left is labeled "Care Management (Training)". Your access to the MedCompass training environment will be activated by close of business Monday, February 1st. If you log into ICAP and click the icon labeled "Care Management (Training)" prior to Monday, you will get the following error message "**Your user profile has not yet been completed. Please contact your system administrator for further assistance.**" The MedCompass Training environment is where you can access the training environment before, during and after MedCompass training as a way to familiarize yourself with the system. Here are a few tips for you regarding how you can contribute to a successful training experience:

Eliminate distractions by putting your cell phone on silent and logging out of your email and other programs

- Take your own notes during the training session to refer back to after the training is over
- Ask questions in the chat, during the segment breaks, or during the training if you are unsure how to complete a task
- Utilize post implementation supports, including the recorded training videos, written training manuals, and Office Hours

I am looking forward to seeing you all in a training session soon!

PSP Assessments in MedCompass

PSPs scheduled to occur in April, will be the first PSPs entered into the MedCompass system. It will be important for case managers, to 'open' the PSP assessment immediately after go-live, to give provider agencies adequate time to enter their information and meet PSP timelines.

In addition, Case Managers will need to open a Smull Tool for each provider on a member's Care Team as well as any other assessments the team has agreed on immediately after go-live. Please note all of the Smull Tools are contained in the Smull Tool assessment. Ongoing, case managers will need to ensure the PSP assessment and other related assessments are opened 90 days prior to when the PSP is scheduled to occur.

PSP Assessment Coordination Plan

As previously described, only one user at a time can be in members' assessments in the MedCompass System, otherwise one user's work may inadvertently get saved over. Coordinating assessment access will be especially important for the PSP assessment as providers and case managers will now directly enter the

information that they are responsible for into the PSP assessment. We have found a solution for coordinating access to the PSP assessment that is straightforward for case managers and providers and will help ensure no one's work gets lost. MedCompass has a shared calendar feature in each member's MedCompass profile. Care Team Users will use the shared calendar function in each member's profile to create an appointment in order to "check out" the PSP. It will be important for users to 'check out' (i.e., schedule a PSP assessment appointment) using the shared calendar, even if the calendar indicates no one else is working on the assessment. We will cover the Shared Calendar feature in the upcoming Provider and Case Manager trainings. These instructions are also included in the training manuals that will be available in MedCompass.

Quarterly Reports

The first quarterly reports will be due in MedCompass in July 2021. Based on feedback from our UAT group, AssureCare is developing a quarterly report assessment that will be unique to each provider, where providers will enter quarterly report information for their assigned, active objectives (formerly actions). The case manager will then be able to run a report to pull all quarterly report data together for easy review. The quarterly report assessment will be available shortly following go-live. We will provide additional information and training when this assessment is available.

TCM Case Note Entry

The DD Plan of Care System that houses TCM Case Notes will close at close of business on Wednesday, February 3rd in order to convert case notes to MedCompass. This will impact TCMs in different ways.

Beginning Thursday, February 4th, State-employed TCMs will maintain case notes offline, until go-live on February 16th. After the go-live date of February 16th the case notes from February 4-February 15, 2021 will need to be manually entered into MedCompass.

AWARE TCMs will continue to log case notes in Therap until go-live on February 16th. Case Note data will be extracted and converted into MedCompass soon after go-live.

MedCompass Security Configuration, Action Needed

For agencies that have chosen to use 'sites' in MedCompass, DDP sent out Member/Site Assignment configuration spreadsheets earlier this week to complete and return by February 1, 2021. Thank you to those of you who have already completed and returned your spreadsheets. If you haven't returned your spreadsheet, please ensure they are completed by the February 1st, so we can load your agency's site information into MedCompass for go-live. If you do not return the completed spreadsheet by Monday, February 1st, you will need to manually assign your provider sites to specific members after go-live (detailed instructions will be available). Once this is completed, the members will be immediately available for the users assigned to that site to view. Please contact Aaron Hahm with your questions at AHahm@mt.gov or (406) 841-3803.

ServiceNOW Training

ServiceNOW is a web-based, self-service tool where identified users can submit tickets to maintain their agency's MedCompass users (i.e., add new users, change user security profiles, and remove access) as well as report software defects, issues, or enhancement requests identified while using the MedCompass solution.

ServiceNOW training is scheduled for February 11th at 10:00 am. Most agencies identified security officers for their agency when they returned their Security Configuration Spreadsheets. These identified

users will receive a ServiceNOW training invitation, as well as ServiceNOW log in information by the end of next week. Please stay tuned!

Overview of Upcoming Milestones and Dates

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-January 2021
MedCompass Request Access Forms to be available 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	January 29, 2021
Second draft of the User Security Configuration Spreadsheet verified by providers	February 1, 2021
Last Day for AWACS Changes and Additions (ICP, EI, etc.)	February 3, 2021
Last Day to enter case notes into Plan of Care System	February 3, 2021
Notifications sent to Guardians/Self-Direct Employers/Advocates, who requested access, to active their accounts	February 8, 2021
Conduct Training	February 1-February 12, 2021
ServiceNOW training	February 11, 2021
Release 1 Implementation	February 16, 2021
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 mtdphhscaregmt@pubknow.com and I will answer it in an upcoming email.

Thanks!
Lindsey

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