

Subject: MedCompass Access for Self Direct Employers

Dear Self Direct Employers,

DDP is replacing Therap, the current care management system, with MedCompass. MedCompass supports the Department's ongoing effort to modernize administration of Montana's healthcare programs. It will house program data and benefits for members in one place. This will mean improved efficiency, since case managers, providers, and Developmental Disabilities Program (DDP) staff will all be using one single web-based system. MedCompass will go live February 16, 2021. As a self-direct employer, you can access this system as well if you choose. Self-Direct Employers will have the option to directly enter PSP information, including assessments and quarterly reports into MedCompass. Self Direct Employers will also have the ability to use MedCompass for documentation of service delivery, secure communication as well as viewing service lines and amounts. Incident Management will remain in Therap for the time being. More information regarding the transition of incident management from Therap to MedCompass will be communicated in a future email.

DDP encourages you as a Self Direct employer, to use the features of this new system to ensure your members information is comprehensive and accurate; however, **case managers will continue to be available to assist Self Direct Employers with entering PSP information into MedCompass as needed.**

Some benefits to utilizing the new system include:

- Up to date billing/ utilization information
- Access to PSP and Self- Direct Planning Tool for employee training
- Care/ PSP Team contacts

#### Obtaining Access to MedCompass

On January 19<sup>th</sup>, Case Managers will be provided with MedCompass Request Access Forms and If you would like to have access to MedCompass, you will contact your case manager who will submit the Request Access Form on your behalf. Access to MedCompass will not be provided until February 16<sup>th</sup>.

#### Training Plans:

DDP is planning on implementing MedCompass in mid-February for Case Managers, DDP staff and DDP Providers. Training for Self Direct Employers will be available by the end of February. In order to get prepared for training, Self Direct Employers are able to complete self-paced online MedCompass Training Modules. The purpose of the training modules is to give you an idea of what the overall functionality of MedCompass looks like.

The online training takes about 90 minutes to complete. The following lessons are included as a part of the module:

- MedCompass Appointments Caseload Messages (22 minutes)
- MedCompass Member Record Navigation (17 minutes)
- MedCompass Navigation Bar (27 minutes)
- MedCompass Tasks (23 minutes)

Access to the Self - Paced, Online MedCompass Training Module:

If you do not currently have access to the College of Direct Supports, contact your Regional AA in order to set up your account. Below are the steps for accessing the training:

- Step 1: Log into to the College of Direct Supports at <https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=MTDD> [[login.elsevierperformancemanager.com](https://login.elsevierperformancemanager.com)].
- Step 2: Go to Self - Enrolling for CDS Training.
- Step 3: Once logged into CDS, access the training module lesson by clicking on eLearning.
- Step 4: Then click Self - Enrollment.
- Step 5: In the search for module name, type “MPATH Care Management MedCompass Resources.”
- The MPATH Care Management MedCompass Resources module will pull up.
- Step 6: Click Enroll.
- Step 7: Select the following lessons to add including MedCompass Appointments Caseload Messages, MedCompass Member Record Navigation, MedCompass Navigation Bar, and MedCompass Tasks and hit Add Lesson button at the bottom of page.
- Step 8: When you are ready to listen to the lesson, go to My eLearning Lessons located under the **eLearning tab** to access the lesson.

Regional AA Contact Info:

1. Region I, Julie Fairclough, [jfairclough@mt.gov](mailto:jfairclough@mt.gov), 228-8264
2. Region II, Watsachon Snyder, [Watsachon.Snyder@mt.gov](mailto:Watsachon.Snyder@mt.gov), 454-6086
3. Region III, Kelly Norwood, [knorwood2@mt.gov](mailto:knorwood2@mt.gov), 655-7603
4. Region IV, Katianna Schultz, [Katianna.Shultz@mt.gov](mailto:Katianna.Shultz@mt.gov), 444-1714
5. Region V, Tammy Braae, [tbraae@mt.gov](mailto:tbraae@mt.gov), 329-5429

Please stay tuned, more information regarding training and post implementation support that will be coming out to Self Direct Employers in the next month. To see additional information regarding the transition into MedCompass, please visit our MedCompass website at <https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem> [[nam12.safelinks.protection.outlook.com](mailto:nam12.safelinks.protection.outlook.com)].

*Please contact the appropriate Regional AA listed above for access to the online Training Module. Please contact your Case Manager for access to MedCompass after January 19<sup>th</sup>. **Please do not contact Acumen regarding access to these systems.***

If you have any questions, please email [mtdphscaregmt@pubknow.com](mailto:mtdphscaregmt@pubknow.com).

Thank you,  
Lindsey Carter, DDP Bureau Chief