PublicKnowledge

MPATH Care Management Module Organizational Change Management Project, Email Communication for 2-28-2020

Subject Line for Email: New Care Management System for DDP, The Case for Change

Dear Region Staff, Providers and Stakeholders:

DPHHS is working hard to implement a new care management system that will replace several systems that we use today, including AWACS and Therap. This system, known as MedCompass, will provide a holistic view of members for DPHHS program staff, targeted case managers, stakeholders, and contract providers. DDP will be the first program in the state to implement and adopt the system in **mid-June 2020.**

Why MedCompass and why now? Currently, case managers cannot access important data about the members they serve, creating inefficiencies and sometimes missed opportunities. Members and their guardians cannot access all of their information in one place. DPHHS staff and contracted providers have to perform many tasks manually, inefficiently moving in and out of AWACS to do their work. Our members need a care management system that encompasses all their programs and services and provides self-service access to their own information. MedCompass will show all program data and benefits for individual members in one place. It will provide a holistic view of member information and their care coordination. It will effectively coordinate resources, supports, and services to support people in having meaningful lives in their communities.

We have a lot of work to do to get ready to implement the new system! I am confident we will all have the information and training we need to use the system because we have a lot of help. We have dedicated state IT staff making sure the system meets our needs. We are working with the system vendor to provide thorough training. And we have Public Knowledge help with communication and organizational change management.

Regional Round-Up. Next month, I along with MPATH staff, are planning to visit several locations for a Regional Round-Up to provide an overview of the project and a demonstration of the new system. Please stay tuned for more information that will be coming from your regional manager.

Q&A Corner

Below are answers to questions we have received recently. If you have a question, please email mtdphhscaremgmt@pubknow.com and we will answer it in an upcoming email.

When will I get to see the system?

Some system demos will happen during the Regional Round-Ups. We are looking into offering virtual demos for those who cannot attend in person. We will also get to see the system during training later this spring.

Will the new system mean I will interact less with my clients?

No. The new care management system will not cause a decrease in member interaction, and may allow for increased direct member interaction. DPHHS values staff-member relations, and this new system is

not intended to replace person-to-person interactions. The new system may improve customer service because all member information will be available within the same system.

Can Tim's slides (from the 2/20 contractor call) be shared via email after the call?

Please find a PDF of the presentation attached.

Will providers have access to the cost plans again through this system?

Providers will have access to the service authorization section of MedCompass, which shows utilization information.

Do the designers of the MPATH system have other DD Community Providers uses in other states?

Yes, MedCompass has DD users in other states (California and New Jersey).

Will we be able to electronically bill?

Providers will continue to bill using either the MPATH Claims Direct Entry solution provided by Optum or by using the providers existing electronic billing solution. The MPATH Care Management solution (i.e. MedCompass) is not a claims billing solution.

Is there a size limit to attachments on internal messages?

No. Depending on size of file, your internet speed, and speed of machine, large files might take a long time to attach.

Will the input of consumers roll over from Therap?

The conversion item that we have identified from Therap is Incident and downloaded PDF assessment information. We are actively working with Therap regarding conversion for other member-specific data currently housed in Therap.

What will happen to data that is stored on Therap, such as: appointment info, GERs, training data, etc.?

We plan to convert any T-Log and plan of care information that Therap can provide. In addition, we plan to convert all Therap Incident Management data that we receive in extracts from Therap. Therap training data will not be migrated to the MPATH Care Management solution and there are no plans for the MPATH Care Management solution to be configured to capture training information. This is not currently a feature of the solution.

Will training data be entered into this system or do we do that on paper?

Training Data will be provided electronically in the UAT and Train environments.

Therap training data will not be migrated to the MPATH Care Management solution and there are no plans for the MPATH Care Management solution to be configured to capture training information. The tracking of provider staff training is not currently a feature of the solution.

Who will have access to case manager's case notes?

This can be determined via security. This decision has not yet been finalized.

Thanks, Lindsey

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