

Subject: Guardian, Self Direct Employer, and Advocate Access to MedCompass

Dear Case Managers,

Hopefully at this point, everyone is well aware that DDP is replacing Therap with a new Care Management system, MedCompass. Our go live date is right around the corner, February 16, 2021! Case Managers will play an important role in coordinating and validating access for those Guardians, Self Direct Employers, and Advocates that wish to access the MedCompass System.

Please find attached the following documents for your careful review:

1. The process for initial onboarding of Guardians, Self Direct Employers, and Advocates that want access to MedCompass **at** go live (February 16, 2021).
2. The process for ongoing access for Guardians, Self Direct Employers, and Advocates that want access to MedCompass **after** go live (February 16, 2021).
3. The MedCompass Access Form for you to complete for Guardians, Self Direct Employers, and Advocates. You will submit the MedCompass Access Form to the regional AA, along with required documentation.
4. A release of information that you will need to ensure is signed and attached to the access form, if a Self Direct Employer or Advocate, that is not a legal guardian, is requesting access. This release of information will need to be signed on an **annual** basis, if ongoing MedCompass access is to be granted.

There are several resources available to assist Guardians, Self Direct Employers, and Advocates in learning how to use MedCompass. Please share these resources.

- Recorded trainings about how to use MedCompass will be available by the end of February 2021. Information on how to access recorded trainings will be sent once they are available.
- The MedCompass Demonstration that was conducted in November is currently available for review <https://youtu.be/aM8XJJ6RfL4> [nam12.safelinks.protection.outlook.com].
- Prior to implementation, Guardians, Self Direct Employers and Advocates that intend to access MedCompass are encouraged to enroll in the Self Paced Med Compass modules available in the College of Direct Supports. Please find additional information on how to access the training modules at the end of this email.
- DDP has designated Regional DDP staff as resources for any Guardians, Self Direct Employers or Advocates that need assistance or support with MedCompass post implementation. Those contacts are:

Region I:

Bonnie Markle, Quality Improvement Specialist
bmarkle@mt.gov; 808-7089

Region II:

Karla Gilles, Quality Improvement Specialist
Karla.Gilles@mt.gov; 454-6097

Region III:

Troy Kelly, Quality Improvement Specialist
TroyKelly@mt.gov; 655-7680

Region IV:

Marie Amundson, Case Management Supervisor

maamundson@mt.gov; 444-1485

Region V:

Jennifer Conners, Quality Improvement Specialist

Jconners@mt.gov; 329-5430

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

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)

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, 228-8264
2. Region II, Watsachon Snyder, Watsachon.Snyder@mt.gov, 454-6086
3. Region III, Kelly Norwood, knorwood2@mt.gov, 655-7603
4. Region IV, Katianna Schultz, Katianna.Shultz@mt.gov, 444-1714
5. Region V, Tammy Braae, tbraae@mt.gov, 329-5429

Please let me know if there are questions or concerns.

Thanks,
Lindsey

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