HELPFUL HINTS FROM OFFICE HOURS

Below is a list of helpful hints that were compiled from DDP MedCompass office hours.

RESOURCES

- Help User Manual: it is in MedCompass under your name on the user dashboard
- College of Direct Support Trainings: Can be found in CDS, videos and trainings on many MedCompass topics if you need assistance gaining access please contact your Regional AA
- PowerPoint Slides from Cost Plan training

MedCompass SYSTEM FUNCTIONS

Browser:
It is recommended to use Google Chrome Microsoft Edge, or Safari

Fax:
This is not currently functioning in the system

Secure Messaging:
If you are receiving errors when sending secure messages:
- security error means the user is not tied to the member
- other errors may be security role of recipient
- only staff on the member's care team can get messages attached to the member

There are no folders to store messages.
Only some roles have the delete function, DDP is working on expanding who can delete.

Immunizations:
A request has been made to add COVID vaccine to the Immunization Type menu.

Signature:
This function is only used on PSP Assessment . Please type your name on other assessments.

Tasks:
Users are responsible to complete their own tasks.

Document Center:
Documents can be viewed by all users with access to the member.
The CM supervisors should have access to void documents.

CASE MANAGEMENT INFORMATION

Cost Plan
The member cost plan summary report is available to the case manager. In a member's record, click reports from the left menu, click on "member cost plan summary report".

Plan of Care
CFC Person Centered Plan: Is completed outside of MedCompass and is then uploaded to the document center (use DDP Naming Conventions).

Self-Direct Plan of Care Worksheet:
The TCM will task the Self- Direct Employer for Employer who use MedCompass; if the Employer does not access MedCompass, the TCM will Merge & Send, then Print and Mail the document to the Employer. Once the assessment is opened by the TCM the Self-Direct employer with access to MedCompass enters information in the Self-Direct Plan of Care. Click the Save button in the upper right-hand corner if leaving the assessment to assure information is not lost. Once finished entering all information the Self-Direct employer shall send a message to the TCM informing him/her the assessment is ready to be marked Complete. Once information is entered and returned to the TCM, he/she will upload to the member's Document Center (use DDP Naming Conventions).

PSP Action Plan Data Collection:
There is not a MedCompass function like what some providers were using in Therap.

MANAGING MEMBERS

Demographics (in Health 360):
TCM can be update emergency contacts in system.
CHIMES information feeds in for member demographics, if a change is needed the TCM sends a CSR to the Administrative Assistant at the Regional Office

CHIMES/MEDICAID ID:
The CHIMES/ Medicaid ID number is visible on the header of the member profile, so no matter what page you're on in the member record, you can see this number. It can also be found in the members Demographics.
DDP is now using this identifier instead of AWACS number.

Referrals:
Follow process in Help User Manual under Providing Case Management Services.
Once referred by the TCM, the provider(s) receive a task in the Provider Work Queue, then follow the process described in the Help User Manual, DDP Provider – Referral Process.

Social Security Number:

This can be found in Demographics (Health 360), in profile summary, click on the blue “show more” on the right-hand side of the screen, scroll down to SSN.

Wait List:
To view a member’s waiting list status (Date Placed on Waiting List, Date Removed from Waiting List, and Reason for Removal from Waiting List) click Activities on the left of the member’s page, click Waiting List, click the link under Waiting List Name.
Neither TCMs nor provider staff can see the member’s statewide ranking.

Closing people from Services/Case Management:
The Targeted Case Manager (TCM) completes and submits the Client Service Request (CSR) form to the DDP Regional AA. This process is described in the Help User Manual, DDP CM – Creating a Client Service Request.

PROVIDER INFORMATION

Caseloads:
There are no caseloads for providers. Provider can list their members via the search function from the dashboard (the magnifying glass in the upper right corner). First click search, then click the blue Search button . A list will be generated, provided you are associated with less than 500 members. If you have access to more than 500 members, you will get an error message. In that case, you should refine your search by using additional criteria.

Provider Case Notes:
The Help User Manual, DDP Provider – Reports identifies reports available to providers, and where to access them. Provider roles with access to run reports include: Operations Director or Program Manager, Fiscal, and Executive Director.