

MPATH Care Management Module Organizational Change Management Project, Email Communication for 2-28-2021

Subject Line for Email: MedCompass 2 weeks post implementation - Thank you!

Dear Region Staff and Providers:

What a couple of weeks! As you know, MedCompass was implemented on Tuesday, February 16th! Thank you all for your patience and continued support as we iron out a few bumps. A few issues slowed us down, but we have all hands on deck to get MedCompass running smoothly.

Here are a few issues – and solutions – users experienced in the past two weeks:

1. Provider to Member linkage wasn't working properly. Resolved. Thank you to all who raised this issue. We took MedCompass offline for a short period on Wednesday to refresh the system. This issue should be resolved in the system and you should see all your members.
2. General Usability issues. In progress. Many people called into Office Hours over the past two weeks. Some were having issues using MedCompass. We provided coaching and support to these users and got them back on track. If you are having issues, please call into Office Hours. See the reminder about the Office Hours times and call-in information below.
 - Some users were unable to view their caseloads due to being assigned to the incorrect provider site. Once the correct site was assigned to the user, their case load appeared.
 - Through the office hours, users identified access issues to perform certain MedCompass functions such as editing care plans. The team was able to update the user security profiles which fixed the user issue during the session.
 - Case Managers currently do not have the ability to delete and edit case notes in MedCompass. The team is working to update security roles in order to give Case Manager Supervisors the ability to delete case notes and all case managers the ability to edit case notes.
3. Defects. In progress. Some callers to Office Hours have identified system defects. We are logging these and resolving these as quickly as we can.
 - a. Some time-based case note templates were not showing for certain case note category.type combinations. Fixed 2/21/21
 - b. PSP Letter displaying incorrect time for the PSP meeting. Fixed 2/23/21

Remember, we're in the "messy middle" of this change. We have made significant progress over the last two weeks. Our experience with MedCompass will improve as we continue to use and refine it!

Cost Plans in MedCompass

Thank you for your patience as we continued to validate cost plan information in MedCompass. We are almost finished with the work we needed to do to ensure the cost plan data loaded correctly. We anticipate case managers will be able to begin adding and updating cost plans in MedCompass early this week. Stay tuned! DDP will provide additional cost plan training for case managers **on Monday, March 8th at 2:00**: Join Zoom Meeting: <https://mt-gov.zoom.us/j/6432388346> Meeting ID: 643 238 8346

Setting Calendar Availability in MedCompass

PublicKnowledge

In order to schedule appointments for yourself or for case managers to invite other team members to appointments/team meetings, all users must have their availability set in MedCompass. If users do not have their availability set, you will be unable to create appointments and other users will not be able to add you to appointments. **Please see attached instructions for how to set availability.**

Training

Training Environment Access

Following the completion of the MedCompass training sessions, we have received access requests for the MedCompass Training Environment from users via ICAP. If you have MedCompass production users that **DID NOT** sign up for the original MedCompass training sessions, you can submit a ServiceNOW ticket requesting access to the training environment. Please include the following in the ticket: Description "MedCompass Training Environment Access"; user ICAP username, First Name, Last Name, phone number, and security role.

Training Videos

All End to End Training videos are currently uploaded into College of Direct Supports. If you experience issues finding or accessing the videos, please contact your regional AA for assistance. We are still working on loading the segmented training videos and expect those will be available this week. We also expect the ServiceNOW recorded training to be available in CDS this week.

End User Training FAQ

Many great questions were asked during our end user training sessions. The FAQ is now available on the DDP MedCompass website: <https://dphs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/resources>

Cost Plan Training for Case Managers

As noted above, DDP will provide cost plan training for case managers on Monday, March 8th at 2:00:

Join Zoom Meeting: <https://mt-gov.zoom.us/j/6432388346> Meeting ID: 643 238 8346

Office Hours

Office Hours are working! Over the last two weeks, our team of Subject Matter Experts have addressed and resolved 225 issues or questions! Office Hours are a designated times for you to ask your MedCompass questions. Subject Matter Experts are available during that hour to answer your questions (or capture your questions and follow up with you with the answer), demonstrate key features to the MedCompass system, and offer support as you use MedCompass.

Beginning next week on March 1st, office hours will change from twice a day to once a day, varying between morning and afternoon. Below is the revised office hours schedule:

Monday March 1st, Wednesday March 3rd and Friday March 5th:

• 2:00 – 3:00 pm office hours zoom log in info: Join Zoom Meeting <https://mt-gov.zoom.us/j/6432388346?pwd=RVpHR3I4NGQvMkhOeXNYWTA4N24wQT09>

Meeting ID: 643 238 8346; Password: 836800

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Dial by Telephone: +1 646 558 8656; Meeting ID: 643 238 8346; Password: 836800; Find your local number: <https://mt-gov.zoom.us/j/97497575326>

Tuesday March 2nd, Thursday March 4th:

· 9:00 am– 10:00 am office hours zoom log in info: Join Zoom Meeting <https://mt-gov.zoom.us/j/97497575326?pwd=cGZJUWxKb1RVVUJVVQVpMZFZFM1VKZz09>

Meeting ID: 974 9757 5326; Password: 842899

Dial by Telephone: +1 646 558 8656; Meeting ID: 974 9757 5326; Password: 842899; Find your local number: <https://mt-gov.zoom.us/j/97497575326>

Remember to check the MedCompass website for up to date information about the MedCompass project: <https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalhangemanagementmaterials>.

Q & A Corner

If you have a question about MedCompass, please attend an Office Hours session or email mtdphhscaregmt@pubknow.com and we will get back to you as soon as possible.

Thanks!

Lindsey

*Lindsey Carter
Bureau Chief*

*Developmental Disabilities Program
111 Sanders Room 305
P.O. Box 202955
Helena, MT 59620-2955
406-444-2799
fax: 406-444-0826*

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