

MPATH Care Management Module Organizational Change Management Project, Email Communication for 7/31/2020

Subject Line for Email: UAT Progress Update, Ensuring Sound Business Processes are Working

Dear Region Staff and Providers:

User Acceptance Testing is doing its job! Thanks to the staff participating in Phase 1 of 0208 UAT, we are identifying what is working well in MedCompass and what isn't working. The UAT Group is working through the business processes to ensure MedCompass can support our work. Until we can ensure all of the business processes are functioning and have been tested from beginning to end, we are delaying implementation. That is our goal, to ensure sound business processes are working for our staff so you can better serve our members. In order for the UAT Group to complete its work, we will be delaying the start of Phase 2 of 0208 UAT until August 11, 2020. What does this mean for you? Phase 2 of UAT will take about two to three weeks, which pushes out our implementation date. We are taking a cautious approach with moving forward with implementation in order to ensure MedCompass can support the important work you do with our members. We committed to get you training information out as soon as possible. Our training dates and plans have changed, due to Phase 2 of UAT being pushed out until mid-August. I will keep you as up to date as possible, giving you updated training and implementation dates as those are set. Thank you for your continued patience.

Important Reminders

- You have until August 3 deadline to get email address into Therap.
- On July 28, Tammy LaRoque sent a message from Cathy Murphy to providers titled "MedCompass PSP Objectives." The email gave instructions regarding sending to your DDP Regional Administrative Assistant a list of who should receive notifications of objectives your provider agency is responsible to complete by the end of the day today, Thursday, July 30. Please ensure you completed this task. Thank you.
- Remember to check the MedCompass website for up to date information about the MedCompass project:
<https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials>.

Celebration Corner

We want to share a few of our successes in our MedCompass project! A few recent successes include:

- The conversion team completed the final mapping of the Part C / FES IFSP conversion data. This was an extremely complex conversion effort.
- The team finalized the approach for documenting the PSP in MedCompass
- The team has validated the interface between CHIMES and MedCompass to support adding new members and updating member's benefit status.

Thank you to our staff, providers, and MPATH teams for your contributions to our successes!

PublicKnowledge

Q&A Corner

If you have a question, please email mtdphhscaregmt@pubknow.com and I will answer it in an upcoming email.

Thanks!

Lindsey

Lindsey Carter

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