

MPATH Care Management Module Organizational Change Management Project, Email Communication for 4-13-2021

Subject Line for Email: We Are Making Improvements based on Users' Feedback

Hello Everyone!

Thank you to everyone who is submitting ServiceNOW tickets with defects or requests to enhance user experiences. MPATH and AssureCare continue to work hard to process these requests in a timely manner to resolve unanticipated issues. Below is a list of updates that have recently been made or are in the works:

- **Cost Plan and Service Authorization Fixes.** *Multiple issues were reported and resolved. As of Monday, April 5th, the Cost Plan system is back up and running!*
 - *Clean-up is being done to sync MedCompass cost plan information to MMIS so providers will continue to receive MMIS update letters.*
 - *RMs and TCMs please note that authorizations of cost plans need to happen by 3:00pm each day to be updated in MMIS that night.*
 - *Please look out for upcoming information on the Rollover of services for next Fiscal Year. It will be slightly different with some new options- stay tuned!*

- **Add or Remove DDP member from wait list** *These requests were going to the wrong queue and now goes to the correct queue*

- **PSP notifications were being sent unintentionally when acronyms were being used in the member's calendar (Please see Bi-Weekly Email from 3-29 for more information).** *As of Monday April 12th, the case management appointment has three PSP options: 1) Pre PSP-Appointment 2) PSP Assessment and 3) PSP Appointment*

Select the PSP Appointment choice to generate the PSP Notification letter. The Pre-PSP Appointment is meant for any pre meeting work that needs to be completed, with no PSP notification letter generated to the member.

The PSP Assessment choice is used to block out time for the provider to "check out" a member's PSP assessment and create a visual alert for other care plan members that a team member is working in the PSP assessment on that date/time.

The subject line can be used in any way that makes sense to providers and the subject contents will no longer be the trigger that generates the PSP notification letter.

Screen shot below shows the field that has been updated (circled) with the three new Appointment Types referenced above. The subject line (see the red "x") is no longer the trigger to generate the PSP letter.

The screenshot shows a web form with three tabs: 'Appointment Details', 'Availability', and 'Case Notes'. The 'Appointment Details' tab is active. It contains several input fields: 'Appointment Type' (a dropdown menu with 'Select -' and a red circle around it), 'Specialty' (a searchable text field), 'Service Type' (a searchable text field), 'Subject' (a text field with a red 'X' error icon), 'Start Date' (a date picker showing 'mm / dd / yyyy'), 'Start Time' (a time picker showing 'hh : mm --'), and 'Duration' (a dropdown menu showing '15 minutes').

Updates on Future Fixes:

- **Issue: Secure messages are difficult to read because they jumble all the text together when responding to a message.** *This is a product enhancement which should be available May 2021.*
- **Issue: Provider user roles ability to delete messages.** *Fix will be in place within the next two weeks. The fix will pop up a red box error though you will be able to continue. We anticipate the red box error to be resolved by May 2021.*
- **Issue: members are not visible to case manager provider site after 30 days.** *AssureCare team is developing a script so all provider sites are checked "yes". This will ensure the member is visible. This update should be completed by end of this week.*
- **Issue: Referral tasks are not triggered or visible by certain DDP Providers.** *AssureCare/MPATH collecting more information to assess issue.*

Office Hours Are Back by Popular Demand

On April 8th, MPATH staff hosted a technical assistance session on the referral process in MedCompass for providers and case managers. The recording of this TA session will be available in CDS next week. Due to the positive feedback from this TA session, MPATH Staff will begin facilitating Office Hours every other week. This will be a time that users can ask questions and also a time that MPATH staff can demonstrate updates or system enhancements. These Office Hours will occur every other Thursday at 1:00 PM, with the first one scheduled for Thursday, April 22nd. Log In Information:

Join Zoom Meeting

<https://mt-gov.zoom.us/j/87548513076?pwd=NkpxRUMzUThpRkJKQeVkozU01QbmZudz09>

Meeting ID: 875 4851 3076

PublicKnowledge

Password: 754334

Dial by Telephone

+1 646 558 8656

Meeting ID: 875 4851 3076

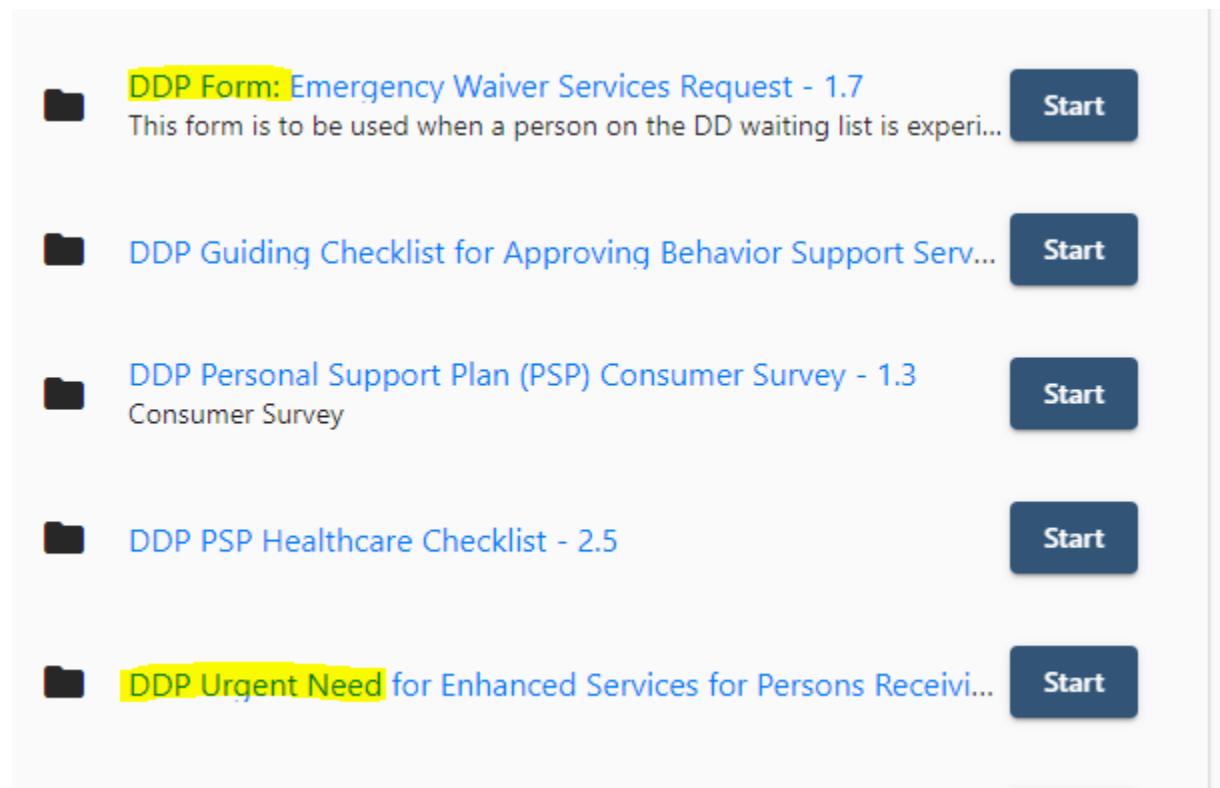
Password: 754334

Find your local number: <https://mt-gov.zoom.us/j/kd03rb2lwt>

Urgent Needs/Emergency Request Forms in MedCompass

In MedCompass, please complete Emergency Waiver and Urgent Need requests in Assessments and Forms. Assure all sections on the form are complete, current, and accurate, not only those fields indicated with a red asterisk (*).

After the form is complete in MedCompass, send a secure message to the RM with the member's name in the Member Name field letting her know it is complete. *Please do not attach documents to the message.* Any supporting documents must be uploaded to the member's document center, using the approved DDP Naming Convention. Once received, the committee will proceed with reviewing requests at our weekly meetings.



The screenshot displays a list of five forms in the MedCompass system. Each form entry includes a folder icon, a title, a brief description, and a 'Start' button. The first and last entries have yellow highlights on their titles.

Form Title	Description	Action
DDP Form: Emergency Waiver Services Request - 1.7	This form is to be used when a person on the DD waiting list is experi...	Start
DDP Guiding Checklist for Approving Behavior Support Serv...		Start
DDP Personal Support Plan (PSP) Consumer Survey - 1.3	Consumer Survey	Start
DDP PSP Healthcare Checklist - 2.5		Start
DDP Urgent Need for Enhanced Services for Persons Receivi...		Start

Updates on Incident Management in MedCompass

PublicKnowledge

Initially DDP planned to transition Incident Management to MedCompass within a few months after go-live. Due to ongoing work on defects and system enhancements, the incident management design has been delayed. Next week, a work group that consists of provider agency staff, DDP staff and case management representation will begin design work on this important component of MedCompass. We will keep you updated on timelines as we work through incident management design in MedCompass.

Updates on Quarterly Reports in MedCompass

DDP demonstrated the Quarterly Report Enhancement to a work group of DDP providers and case managers on March 15th. AssureCare has been working on development of the Quarterly Report Functionality and we anticipate Quarterly Reports will be available in MedCompass by April 30th, 2021. However, since the first PSPs were entered into MedCompass in April, the first quarterly reports will be due in MedCompass in July, 2021.

Remember to check the MedCompass website for up to date information about the MedCompass project:

<https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials>.

Thanks!
Lindsey

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