

MPATH Care Management Module Organizational Change Management Project, Email Communication for 10/9/2020

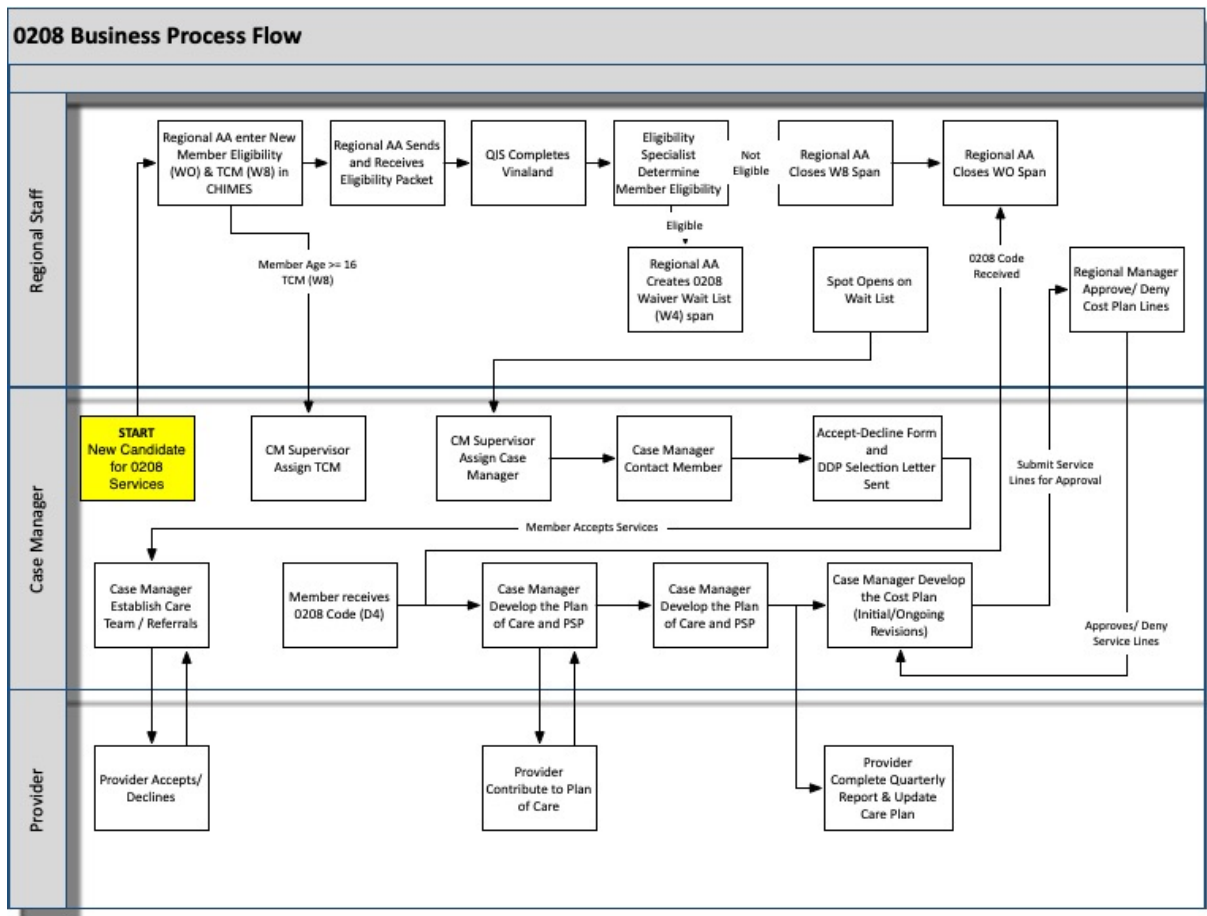
Subject Line for Email: 0208 Business Process Flow

Dear Region Staff and Providers:

Happy October! As we are working towards implementation of MedCompass, we are going to highlight for you important information in this email each week leading up to our go live. This week, we are providing you with an overview of the 0208 Business Process Flow.

0208 Business Process Flow

The processes that are in place has many steps and involves many players. This will provide you with information about the overall process. Over the next couple of weeks, we will highlight a business process each week that is important to the work we will be doing in the MedCompass System.



Coming Soon: Service Now

As part of the upcoming MedCompass Care Management implementation, specific individuals at each provider will be given access to ServiceNow (a web based self-service tool) to submit tickets to maintain their MedCompass users (i.e. add new users, change user security profiles, and remove access) as well

as report software defects, issues, or enhancement requests identified while using the MedCompass solution. User updates will go directly to the AssureCare team for processing. Software defects, issues, and enhancement requests will be routed to members of the DDP and MPATH team for review. Providers will be able to monitor the real-time status of the tickets submitted. We will be demonstrating the ServiceNow tool at the October Contractor call.

Overview of Upcoming Milestones and Dates

Milestone	Dates
Implementation Preparation Activities	9 – 10/2020
Conduct Training	10 – 11/2020
Release 1 Implementation	11/2020

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:

- Completed external UAT for 0208
- Completed the 0208 Training dry run

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

Q&A Corner

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

Thanks!

Lindsey

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