

MPATH Care Management Module Organizational Change Management Project, Email Communication for 6/30/2020

Subject Line for Email: External User Acceptance Testing to start early July 2020 and more on MedCompass Security Requirements

Dear Region Staff and Providers:

As you know, and live out every day in your work, our vision at DDP is “people in services have a voice and the support to live productive, healthy and fulfilled lives in the community of their choice.” Our mission is to “create a system that coordinates resources, supports and services for people to have meaningful lives in their communities.” In developing and implementing MedCompass, it is our goal that MedCompass will help us connect with our members in a more coordinated way in order to better meet their needs.

Member interactions will not decrease. MedCompass will not cause a decrease in member interaction and may allow for increased direct member interaction. DDP values staff-member relations, and this new system is not intended to replace person-to-person interactions. MedCompass may improve customer service because all member information will be available within the same system.

External User Acceptance Testing to Begin Early July 2020

I am excited to announce that External User Acceptance Testing (UAT) with our MedCompass Workgroup will begin in early July 2020. External UAT includes staff and providers testing the MedCompass system. MedCompass Workgroup members will be trained for testing on June 30, 2020. This is a critical next step in being able to set dates for implementation and end user training. Please stay tuned!

Individual Email Address will be Needed to Access MedCompass System

In order to access the MedCompass system, each individual user will need his or her own individual email address.

The Department previously communicated the new MedCompass security requirements to the provider group via email in early May 2020 (please see <https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/biweeklyemails> for more information). During the June 2020 contractor call, the Department reinforced the requirement to have either an email address (preferred) or a mobile phone number to establish a user account in the MPATH systems. This requirement is due to CMS security requirement for multi-factor authentication.

As part of the conversion process, the Department would like to migrate all AWACS and Therap user accounts to MedCompass to simplify the migration of providers to MedCompass. If a user account does not have an email address, we are unable to automate the account setup and access process. If we only have a mobile number or if the user account has neither an email address nor a mobile number, there will be a significant manual effort required by the MPATH team and the provider. In order to automate the migration of the user accounts from AWACS and Therap the user needs to update their account

profile in Therap to have an email address (either an email address from your organizations, their personal email address, or they can create a free Gmail/Yahoo email address). Please have email addresses added to Therap by August 3rd in order to be included in migration of user accounts. If this information is not provided for the user, the provider will need to manually fill out the user creation sheet for each user and provide either an email address or mobile phone number for each user.

Q&A Corner

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

| Question | Answer |
|--|--|
| System | |
| What will the Person Support Plan (PSP) be like? | <p>The Person Support Plan (PSP) will be documented in an assessment much like the department staff uses today. The assessment itself will be driven and populated by a variety of live member data:</p> <ul style="list-style-type: none">• Health 360 Data including allergies, medication, contacts, etc.• The member's Care Plan-Vision, Goals, and Objectives (VGO's) <p>This will allow the information populating the PSP to be the most up-to-date at the time the PSP assessment is created.</p> |

Thanks!

Lindsey

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