

MPATH Care Management Module Organizational Change Management Project, Email Communication for 5/26/2020

Subject Line for Email: Go-Live Date for MedCompass, New MedCompass Website is Active!

Dear Region Staff and Providers:

I believe in transparent, open, and honest communication. Many staff members including DDP, partners from AssureCare and the MPATH Project have been working hard to make it to our goal of a June 29th go-live for the new MedCompass Care Management solution. However, given the events of the last two months and other factors it is becoming more and more clear our go-live implementation date for the 0208 waiver program will be delayed. It is important to us that the solution meets your business needs and the needs of our program. We will continue to validate the solution, the business rules, and the converted data to ensure that you are able to best serve our members. We are assessing the remaining tasks to determine a new go-live date. We will communicate that new date to you as soon as possible. Thank you for all you do, as staff and providers, to serve our members during this time and always.

New MedCompass Website is Active!

Our new MedCompass Website is active! Please visit our website at <https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem>. Our website includes a Question and Answer Corner with a complete list of frequently asked questions, a link to the Virtual Demonstration of the MedCompass System, copies of the bi-weekly emails I send out, a link to the MedCompass Workgroup Meeting minutes, User Acceptance Testing Information, and Organizational Change Management Materials. Stay tuned for updated information that will be posted on the website including information about MedCompass training.

Q&A Corner

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

Question	Answer
Providers - Access, Requirements, and Roles:	
Will we as providers need to purchase the program for our agency?	No. There will be no cost to provider agencies for the use of MedCompass.
Timeline:	
With go-live scheduled for June 29, 2020, and due to the delays in getting the extracts from Therap, when should providers expect to use MedCompass?	Provider agencies should expect to begin using MedCompass immediately after the go-live date, with the exception of the incident management module. Providers will continue to use Therap for incident management until the MedCompass incident management

Question	Answer
	solution is ready, which will be approximately 3-4 months following the go-live date.
Access and Roles:	
In regard to the security requirements for MedCompass, would the Quality Assurance/Training Coordinator be able to set the requirements for an ICAP account for staff?	The provider will be able to designate one or more representatives from their teams to submit new or updated access requests for their staff.
Training:	
Is there a test mode for training for MedCompass?	A training environment of MedCompass will be available for authorized users. This environment will be configured exactly like the production instance and it will contain data that is a scrambled from real data.
Data Conversion:	
Currently, Therap holds Agency Reports on training hours and certification records for staff and information on CDS. Will the extract transfer all training information and reports for all staff?	Staff training reports and records is not in the scope of the MedCompass Care Management module and therefore this data will not be transferred. Agencies will need to gather any needed training data prior to the end of the Department's contract with Therap or will need to enter into a separate contract with Therap to support this function.
Once the conversion to MedCompass is complete will there be any ability to access Therap archives? Or is the conversion final in the sense that any information currently stored in Therap will be inaccessible?	Therap will be available for at least six months following the go-live date.
If the information on current consumer data are not extracted, how are providers to use the MedCompass solution to enter provider case notes?	DDP, MPATH and AssureCare are working on conversion and individuals will be created and assigned to current providers in MedCompass. Providers will be able to enter Provider case notes, similar to t-logs.
Will the client roster be pulled from POC and imported or will the client roster in Therap be used for that?	The client list will be pulled from AWACS/Plan of Care.
Communications:	

Question	Answer
Is there a secure communication (email) component available for providers to use, who is able to view the contents of the messages? Is it only the provider who can see the message or is it DDP?	There is secure communication available in MedCompass for users. The message would only be viewable by the sender and receiver of the message.
