

## MPATH Care Management Module Organizational Change Management Project, Email Communication for 6/5/2020

Subject Line for Email: Updates on MedCompass Training and Therap Migration

Dear Region Staff and Providers:

Many of you reached out to me regarding the last email communication I sent about the delay in the go-live date for the new MedCompass Care Management solution. Thank you for all of your emails and communications regarding your concerns and questions. We continue to work through validating the solution, business rules, and the converted data to ensure that the system will be ready for users at go-live. We will communicate the new go-live date with you as soon as possible. The most frequently asked questions about MedCompass are questions about training. I am pleased to announce that access to the self-paced, online MedCompass Training module is live!

### Access to Self-Paced, Online MedCompass Training Module is Live!

MedCompass users, including DDP staff and providers, will be required to complete a self-paced, online MedCompass Training Module before attending the upcoming virtual training. We will provide a deadline for completing the prerequisite training once the full training schedule is finalized. We are offering early access to this prerequisite training for those who wish to get an early start on training. The purpose of this training is to give you an idea of what the overall functionality of MedCompass looks like.

The online training takes about 90 minutes to complete. The following lessons are included as a part of the module:

- MedCompass Appointments Caseload Messages (22 minutes)
- MedCompass Member Record Navigation (17 minutes)
- MedCompass Navigation Bar (27 minutes)
- MedCompass Tasks (23 minutes)

The self-paced, online MedCompass Training Module is available now for you to complete. See the end of this email for instructions on how to access the training.

### Full Training Plan

As you all are aware, our initial plans for MedCompass end-user training included in person, classroom trainings. We are shifting those plans in order to keep our staff and providers safe and adapting a virtual training approach. Our tentative plans include 5 virtual training opportunities, per training group (case managers, DDP staff, provider staff). There will also be one virtual training for Part C/FES providers. Additionally, we will have a final recorded training per user group that encompasses all of the questions and answers from the previous training sessions that will be accessible in CDS. We will inform you of our final training plans and schedules as soon as we have an updated schedule. Thank you for your continued patience and support.

### Therap Data Migration

DDP understands the important role Therap has played in our system. Therap is currently used in a variety of ways by our providers. DDP, MPATH, AssureCare, and Therap staff have been meeting weekly to convert data from Therap to MedCompass. So far, for Release 1, we are targeting the following items for conversion:

- t-logs
- Plans of Care
- Provider Sites/Teams Configuration

Additionally, DDP is extending the contract with Therap to ensure that users are able to access any historic data that may not be in the scope of current conversion plans. To provide feedback on Therap conversion plans for release 1, please email: [mtdphscaremgmt@pubknow.com](mailto:mtdphscaremgmt@pubknow.com).

## New MedCompass Website is Active!

Our new MedCompass Website is active! We are adding new resources all the time. Please visit our website at <https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem>.

## Celebration Corner

We want to share with you a few of our successes in our MedCompass project! A regular feature of this email will include a Celebration Corner, recognition of successful completion of milestones in our project. A few recent successes include:

- Began Part C and FES External User Acceptance Testing with a small group of provider and state staff
- Successfully tested critical interfaces with the Department's Medicaid eligibility system (CHIMES)
- Completed initial conversion validation of member, provider, and cost plan data converted from AWACS into MedCompass

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](mailto:mtdphscaremgmt@pubknow.com) and I will answer it in an upcoming email.

Question	Answer
<b>Training:</b>	
How has the training plan changed because of COVID-19?	All training will now be virtual in order to keep our staff and providers safe.
How will the training be delivered virtually (so people will be able to ask questions)?	Individuals will be able to use the chat box to ask questions or ask to be un-muted.
Will each Region have a virtual training?	There will be five virtual meetings scheduled per training group, but will not be region

Question	Answer
	<p>specific. For example, there will be five opportunities for virtual case manager training, five opportunities for virtual provider training, five opportunities for virtual DDP staff training, and one opportunity for virtual Part C and FES provider training. In addition, there will a final recorded training that will encompass all questions and answered that were asked during the previous training sessions.</p>
<p>Will there be printable materials for reference?</p>	<p>Yes, there will be printable materials for reference.</p>
<p>Will there be a “make-up” virtual training session offered after the go-live date happens?</p>	<p>A final recorded training will be available for review and will encompass all questions and answered that were asked during the previous training sessions</p>
<p>What platform will the virtual training be run on?</p>	<p>Skype will be used for the virtual training sessions.</p>
<p>Will the virtual trainings be separated by user roles? Will there be more than one session per user roles?</p>	<p>Yes. There will be four different training groups:</p> <ol style="list-style-type: none"> <li>1. Case Management</li> <li>2. Provider Staff</li> <li>3. DDP Staff</li> <li>4. Part C and FES Providers</li> </ol> <p>Multiple sessions will be offered for each training group.</p>
<p>Will attendance at the virtual trainings be limited?</p>	<p>Skype currently has a limit of 200 participants per session.</p>
<p>When will the virtual training sessions be held?</p>	<p>The virtual training sessions will be held 2-3 weeks prior to go-live. The exact dates have not yet been determined.</p>
<p><b>Data Conversion:</b></p>	
<p>What will the users access to MedCompass look like after they go through training? Will they be able to see their clients in the new system or will that come after Go Live?</p>	<p>All of the client data will be converted to MedCompass. Staff and providers will be able to see that data in MedCompass.</p>
<p><b>Implementation:</b></p>	

Question	Answer
What's the new go-live date for MedCompass?	The new go-live date has not yet been determined. DDP will communicate that information as soon as it's available.
Will we still have access to Therap?	Yes, for a period of time.
Will we still be able to work in the Individual Cost Plan system?	Case Managers will continue to work in the ICP system until closer to go-live implementation. Once MedCompass is implemented, cost plan development will occur in MedCompass.

## Access to the Self-Paced, Online MedCompass Training Module

Staff and providers who do not currently have access to the College of Direct Supports, contact your Regional AA in order to set up your account. Below are the steps for accessing the training:

- Step 1: Log into to the College of Direct Supports at <https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=MTDD>.
- Step 2: Go to Self - Enrolling for CDS Training.
- Step 3: Once logged into CDS, access the training module lesson by clicking on eLearning.
- Step 4: Then click Self-Enrollment.
- Step 5: In the search for module name, type "MPATH Care Management MedCompass Resources."
- The MPATH Care Management MedCompass Resources module will pull up.
- Step 6: Click Enroll.
- Step 7: Select the following lessons to add including MedCompass Appointments Caseload Messages, MedCompass Member Record Navigation, MedCompass Navigation Bar, and MedCompass Tasks and hit Add Lesson button at the bottom of page.
- Step 8: When you are ready to listen to the lesson, go to My eLearning Lessons located under the **eLearning tab** to access the lesson.

## Regional AA Contact Info

1. Region I, Julie Fairclough, [jfairclough@mt.gov](mailto:jfairclough@mt.gov), 228-8264
2. Region II, Tammy LaRoque, [TLaRoque@mt.gov](mailto:TLaRoque@mt.gov), 454-6086
3. Region III, Kelly Norwood, [knorwood2@mt.gov](mailto:knorwood2@mt.gov), 655-7603
4. Region IV, Sonni LaFromboise, [Sonni.lafromboise@mt.gov](mailto:Sonni.lafromboise@mt.gov), 444-1714
5. Region V, Tammy Braae, [tbraae@mt.gov](mailto:tbraae@mt.gov), 329-5429

Thanks!  
Lindsey

Lindsey Carter  
Bureau Chief

Developmental Disabilities Program  
111 Sanders Room 305  
P.O. Box 202955  
Helena, MT 59620-2955  
406-444-2799  
fax: 406-444-0826

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Thank you."