PublicKnowledge

MPATH Care Management Module Organizational Change Management Project, Email Communication for 7/16/2020

Subject Line for Email: User Acceptance Testing has begun!

Dear Region Staff and Providers:

We continue to make progress on MedCompass and this email shares some updates and answers the most recent questions we've received about the project.

User Acceptance Testing Has Begun!

We are in the second week of User Acceptance Testing (UAT). State staff and contracted case managers are performing testing on the MedCompass system. UAT serves two important functions that will help us prepare for going live with MedCompass: 1) Testing provides information the project team needs to address system issues and gauge its readiness to go live, and 2) Testers learn a lot about the system and can help share what they know with the rest of us!

Participating in UAT is a critical and time-consuming activity for staff and we are grateful to the staff and providers who are taking it on. We are using a phased approach. Phase 1 involves DDP field staff and case managers as they work through the processes of eligibility, level of care, waiver selection/referral, etc. Phase 2 will incorporate provider agency staff as the testers work through Plan of Care development, assessment, quarterly reports, case notes and more!

- Week 1 (phase 1) – Testers perform tests on the system three hours per day every day of the week.
- Week 2 (phase 1) – Testers test for two hours per day, four of five days, plus more on their own time.
- Week 3 (phase 1)– Testers test for one hours per day, four of five days, plus more on their own time.
- Week 4 and beyond (phase 2)- Level of effort TBD based on results of Weeks 1-3

I encourage you to find out who on your team is participating in UAT and ask them how it's going!

Training is Next

Training is not yet scheduled. The timing of training will depend what we learn from the UAT process. MPATH project management and DDP leadership recognize the importance of providing plenty of lead time so you can prepare to attend training, and we will do our best to give you adequate notice. On July 24th, we hope to set the dates for end user training based on our projected implementation date. We will try to give at least 3 weeks advance notice of the training dates and times to allow you to determine the best date/time for your staff to attend training session. We are planning to offer five sessions at different times to provide flexibility for state and contracted provider staff.

Reminders

- MedCompass User Account Migration: 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.

- Remember to check the MedCompass website for up to date information about the MedCompass project: https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials.

- Everyone has a different approach to change, and we can support each other through this transition to MedCompass by taking a moment to understand our own change style, and the styles of our colleagues. Public Knowledge has shared a short Change Style Continuum Assessment with us, and it is available on the website: https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials.

Q&A Corner

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

Question	Answer
MedCompass Access:	
Can we set up a group email for our DSPs here at SMR?	No. Each user of the MedCompass system needs to have a unique email address to be able to access ICAP and the MedCompass system.
Can one user, say a manager, enter data for DSPers, or does every employee need access to MedCompass? Currently, we have emails set up for all employees, but not all employees don't have access to equipment and data use to access their emails.	No. Every Provider employee that needs to interact with member data will need to have separate access to the system. The email is required initially for the user to activate their ICAP account and every 90 days to reset their password. Once their account is activated or the user has successfully reset their password, if the user has a mobile number associated with their account, they can use the mobile phone to receive the One Time Password when logging in to ICAP. Therefore, they would not

Question	Answer
	need email on a daily basis if they have a mobile phone associated with their user account. If the user does not have a mobile number of if they do not associate their mobile number their ICAP account, then they will need ready access to their email address to receive the One Time Password every time they login to ICAP.

Data Conversion:

Question	Answer
Currently in AWACS, we can pull up a printable report that lists all of our clients, all of the services in their cost plans that is through us as a provider, unit and dollar amounts, PA numbers, client details, etc. Will the MedCompass system have something similar, or can you only pull up info one client at a time?	There is a MedCompass report titled, 'DDP Comparison Budget vs YTD report' that will be available. This report will provide similar information as the AWACS Budget vs YTD report.

MedCompass Cost Plan:

Question	Answer
I just watched the provider call with the MedCompass cost plan training. It was mentioned that utilization can be viewed, but it looked like you could only view how many units have been used. As a case manager, it was very helpful to be able to look at monthly utilization when making cost plan changes or requesting more funds. Will this be an option with MedCompass?	Monthly utilization data is not currently available in MedCompass; however, DDP and MPATH are exploring if a report can be built that will capture this information.

Best,
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