

Subject: MPATH Care Management Release 1 Provider Agency Security Configuration

Body: Hi <Contact Name>,

As discussed during the November Contractor call, our MPATH team is working with DDP staff to implement Release 1 of the MedCompass Care Management system in February 2021. As part of that process, we need your provider agency to identify your workers that will need access to the MPATH Care Management solution (ICAP & MedCompass). Our team has extracted the attached users from the Therap system linked to your provider agency to create a starting point list for loading user and configuring their security access.

Security Spreadsheet

Attached please find the initial user security configuration spreadsheet for <Provider Name> and the instructions for filling it out. We recommend that you highly scrutinize this list and assume that this information is not correct until you have updated it per the instructions to match only those users you want to have access to the Care Management solution on behalf of your organization. During the Contractor Call on Thursday, December 17th, we will walk through the user security configuration worksheet and the supporting instructions and explain how to update the security workbook and answer your questions. Please review the attached and come prepared to ask questions. If you have questions prior to the meeting, feel free to send me an email and I will respond.

Identify your Provider Security Officer(s)

Once the system is live we will provide your organization access to our ServiceNow solution which will allow you to submit MedCompass user access changes (new users, changes to existing users, removing user access) and monitor the status of your requested changes. Please identify one or more individuals from your organization that can submit user access request tickets to the Department on behalf of your provider agency. We will grant each of these individuals access to ServiceNow on behalf of your agency. Please list each individual in the table below:

Provider Security Officer(s)				
First Name	Last Name	Email Address	Provider Agency	Phone Number

Deadlines

There are two important deadlines related to the attached spreadsheet and the identification of the Provider Security Officer(s). The first deadline is Thursday, December 31st. By December 31st please submit your initial edits to the user security configuration spreadsheet. The Department will review, validate, and test the data through our automated load process to ensure that the users load properly in the system. Once we validate the spreadsheet, we will send you confirmation that everything worked properly. If there are issues with the spreadsheet, I will work with your Security Officer to make the necessary changes until we can confirm that the data loads successfully. In addition to the spreadsheet, we would like you to identify your Provider Security Officer(s) so that we can get them access to the ServiceNow solution. The second deadline is Monday, February 1st(two weeks prior to our planned go-live). On February 1st, we would like to submit an updated version of the user security configuration spreadsheet with any additions (new workers that have joined your organization since the draft submitted

on December 31st), changes (if someone changes positions and requires a different or additional security role), and deletions (if someone is no longer working for your provider agency). Receiving this information by February 1st will allow us to validate the final version, prepare the data, load the data and send the notifications to your users to establish their ICAP account (test their access, change their password) prior to the February 16th system go-live date. On February 16th, all users will be able to access the MedCompass solution.

If your provider agency fails to meet the deadlines above, we cannot guarantee MedCompass access to you and your staff when the new system is implemented next February. We want to ensure that both you and your staff have the access to the information they need to serve our members. If you need assistance with any step of this process, please do not hesitate to contact me and I will be happy to meet with you and answer any questions you have.

Thank you,

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