

MPATH Care Management Module Organizational Change Management Project, Email Communication for 1-22-2021

Subject Line for Email: Post Implementation Supports are Here to Help You

Dear Region Staff and Providers:

We are a little over three weeks away from our go live for MedCompass! Our Implementation Team and AssureCare are working hard to get ready for a smooth and successful MedCompass implementation. We need your support! What can you do to assist us? Here are a few key activities for you to participate in to ensure a smooth and successful transition:

- Read all communications about MedCompass implementation
- Complete your pre-training requirements
- Stick to important deadlines
- Participate in post-implementation supports as needed

Reach out to your Regional Managers if you have any questions about the next upcoming weeks.

Post-Implementation Supports

Support for you after training and implementation of MedCompass is here! Post-implementation supports are available to you through multiple options including:

- **Recorded Training Modules.** All training modules will be recorded and available through the College of Direct Supports (CDS) after the trainings are held. The recorded training modules will be available to you as a resource to refresh your thinking and learning from the live training as you begin to use the system.
- **Training Manuals.** Training manuals include step by step processes and instructions for how to use the MedCompass system, including actual screenshots with instructions for the tasks within the system. The training manuals are not a substitute for attending live training, but a resource for you for after implementation. Training manuals will be housed in MedCompass in the 'Page Resources' section. A master user manual will also be accessible through the Help User Manual in the top navigation bar of MedCompass.
- **ServiceNOW.** ServiceNOW is our resource for issues with MedCompass regarding technical problems. As part of the upcoming MedCompass Care Management implementation, specific individuals at each provider will be given access to ServiceNow (a web based self-service tool) to submit tickets to maintain their MedCompass users (i.e. add new users, change user security profiles, and remove access) as well as report software defects, issues, or enhancement requests identified while using the MedCompass solution. User updates will go directly to the AssureCare team for processing. Software defects, issues, and enhancement requests will be routed to members of the DDP and MPATH team for review. Providers will be able to monitor the real-time status of the tickets submitted. A ServiceNow tool demonstration occurred on the October Contractor call. The recording is available for review in the College of Direct Support.

When you submitted your user security information, we asked you to identify your Provider Security Officer(s). If you have not responded to the request for user security information and the Provider Security Officer(s) for your Provider agency, please do so now. We are configuring access to the ServiceNOW tool for the people that you have identified. Your identified Provider Security Officers will receive an invitation to attend a ServiceNOW training on February 11th at 10am. The training will

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provide an overview of how to access the tool, login, and submit tickets, and track the completion of tickets.

- Office Hours. Beginning February 16, 2021, DDP will be holding “Office Hours”. Office Hours are designated times for you to ask your questions to our identified Subject Matter Experts about MedCompass. Subject matter experts will be available during that hour to answer your questions (or capture your questions and follow up with you with the answer), demonstrate key features to the MedCompass system, and offer support as you begin to use MedCompass. Please take advantage of this time available to you for support in learning MedCompass. Office Hours will be held every day, twice a day (at 9 am and 2 pm) for two weeks, ending on Friday, February 26, 2021.
 - 9:00 – 10:00 am office hours zoom log in info: Join Zoom Meeting <https://mtgov.zoom.us/j/97497575326?pwd=cGZJUWxKb1RVVUJlVQVpMZFZFM1VKZz09>; Meeting ID: 974 9757 5326; Password: 842899
Dial by Telephone: +1 646 558 8656; Meeting ID: 974 9757 5326; Password: 842899;
Find your local number: <https://mt-gov.zoom.us/j/97497575326?pwd=cGZJUWxKb1RVVUJlVQVpMZFZFM1VKZz09>
 - 2:00 – 3:00 pm office hours zoom log in info: Join Zoom Meeting <https://mtgov.zoom.us/j/6432388346?pwd=RVpHR3l4NGGvMkhOeXNYWTA4N24wQT09>; Meeting ID: 643 238 8346; Password: 836800
Dial by Telephone: +1 646 558 8656; Meeting ID: 643 238 8346; Password: 836800;
Find your local number: <https://mt-gov.zoom.us/j/6432388346?pwd=RVpHR3l4NGGvMkhOeXNYWTA4N24wQT09>
 - Beginning March 1, 2021 DDP will have office hours once a day (alternating between morning and afternoon).

Have you registered for training yet?

A reminder that training registration is live! Please visit the 0208 Training Registration Survey Link found here:

[https://assurecare.az1.qualtrics.com/jfe/preview/SV_ah0RAte4P5rjpdP?Q_CHL=preview&Q_SurveyVersionID=current\[assurecare.az1.qualtrics.com\]](https://assurecare.az1.qualtrics.com/jfe/preview/SV_ah0RAte4P5rjpdP?Q_CHL=preview&Q_SurveyVersionID=current[assurecare.az1.qualtrics.com]). Once you register for training, please complete all of the required activities listed in the confirmation letter before your training session. Registration for training closes today, January 22nd!

NOTE: A part of the pre-training requirement is to listen to the MedCompass UAT Introduction Call June 30, 2020. If providers and staff enrolled in the module and it would not play for you, you need to take the following steps:

- Self-enroll in the MPATH Care Management MedCompass Resources (as you’ve done before).
- Either select all of the lessons under that module or just select “UAT Introduction Call June 30, 2020” if you completed the other lessons
- Click the blue button at the bottom of the page “Add Lessons”.
- Listen to the new call

If you were able to successfully listen to the call, you are finished with this requirement.

Overview of Upcoming Milestones and Dates

As a reminder, here are important upcoming milestones to prepare us for go – live for February 16, 2021:

Milestone	Dates
Complete User Acceptance Testing (Validation)	Completed

Milestone	Dates
Initial draft of the User Security Configuration Spreadsheet verified by providers	Completed
Focus on System Readiness, completion of critical issues	Now-January 2021
MedCompass Request Access Forms to be available for Guardians/Self-Direct Employers/Advocates requesting access to members information in MedCompass	January 19, 2021
Last Day for Entering New DDP/Part C/FES Members into AWACS	January 29, 2021
Second draft of the User Security Configuration Spreadsheet verified by providers	February 1, 2021
Last Day for AWACS Changes and Additions (ICP, EI, etc.)	February 3, 2021
Notifications sent to Guardians/Self-Direct Employers/Advocates, who requested access, to active their accounts	February 8, 2021
Conduct Training	February 1-February 12, 2021
ServiceNOW training	February 11th, 2021
Release 1 Implementation	February 16, 2021

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

Q & A Corner

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

Thanks!
Lindsey

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