

MPATH Care Management Module Organizational Change Management Project, Email Communication for 5-1-2020

Subject Line for Email: Preparing for MedCompass and Security Requirements

Dear Region Staff and Providers,

Staff and providers play a critical role in serving as change champions. On June 29th, 2020 we'll begin transitioning Part C, FES, and 0208 Waiver services to MedCompass. You can help prepare each other for MedCompass. Below are a few tips on how to help:

- Share communications (including this email, other emails, announcements, and other messages you receive) with your colleagues
- Stay positive and optimistic if you encounter fear or resistance among your colleagues. We are all in this together and will help each other through the change!
- Refer any questions you can't answer to mtdpbhscaregmt@pubknow.com

MedCompass Security Requirements

The MPATH project is required to comply with current security requirements outlined by the Centers for Medicare and Medicaid Services. In addition to requiring a username and password with increased length and complexity (i.e. letters, numbers, special characters, etc.), we are required to use certain identity proofing techniques (referred to as multi-factor authentication or MFA) to establish the uniqueness and validity of an individual accessing our MPATH modules including the MedCompass Care Management solution. Once a user has successfully entered their username and password, they will be sent a one-time password by the MPATH MFA to either their email address or mobile phone number (which ever the user selects as its preference).

In order to comply with the federal requirements, MPATH requires the following information for every user to create an ICAP account:

- First Name, Last Name, email address**, and username (which can be the same as the users email address or it can be something different)
- Four Security Questions and corresponding answers

Optionally, the user can provide the following information during account creation:

- Mobile phone number**
- Work phone number

The email address is required to activate the account when it is initially setup and it is used for periodic password resets. MPATH prefers that the individual uses an employer provided email address to ensure that when the user leaves their employment, they are not able to continue to access their account.

*** The email address and/or the mobile phone number are used by the multi-factor authentication component to send a one-time password to the user*

Coming Soon: MedCompass Information Website

We are updating our DDP website to include information about MedCompass. The website will include links to all of the emails I send out every two weeks regarding updates about MedCompass, the Question and Answer Corner located at the end of each email, MedCompass Workgroup Meeting Minutes,

PublicKnowledge

Organizational Change Management materials, information about our Change Readiness Assessment conducted by Public Knowledge, and a future section on User Acceptance Testing. The updated website will be live in just a few days. Please keep a look out for the MedCompass Information link

Q&A Corner

Below are answers to questions we received during Regional Meetings held in April 2020. If you have a question, please email mtdphhscaregmt@pubknow.com and I will answer it in an upcoming email.

Question	Answer
External User Acceptance Testing (UAT):	
What is external UAT and when will it begin?	External UAT is for Regional DDP staff and providers to use and test the MedCompass system. External UAT will begin towards the end of May 2020.
Engaging Providers:	
How are our contracted providers being involved in preparing for MedCompass?	Provider staff are participating on the MedCompass Workgroup, helping make decisions about how the system will work for all of us. We are sharing information about MedCompass on monthly provider calls. We are also making all communication messages (including these bi-weekly emails!) available to contracted providers and encouraging questions.

Best, Lindsey

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