

Dear Region Staff and Providers:

Wow- these last four months in MedCompass have flown by! We are now four months post go-live and we have continued to learn from experience and better understand MedCompass functionality. Here are some recent tips and tricks for MedCompass users:

- Adding Case Managers to the W8 program card will automatically update the Care Team: Staff Member as the Case Manager; however, adding Case Manager to Care Team: Staff Member does not add a Case Manager to the W8 program card.
- For the PSP Notification Letter to print, a Case Manager must be assigned on the W8 program card.
- Provider must be on the Goal of the Care Plan, to see the Care Plan. If the provider is not assigned to the Goal, the provider can see that there is a Care Plan but cannot click into it and view it.
- Providers can use the immunization section under Healthcare 360 to document Covid Vaccinations. Use the comment box to identify which manufacturer and which dose.
- For PSP signatures, Case Managers are the only users that must sign the pop-up signature function. All other signatures can be done in the PSP Assessment Signature page.
- Guardians/Legal Representatives access the PSP in the member's Document Center after the PSP Assessment is signed by the meeting participants, and the Case Manager has signed the Signature pop-up box in the PSP, marked the assessment Complete and used the "Merge and Send" function.

### **Quarterly Reporting in MedCompass**

Based on provider feedback following a demonstration, DDP made the decision to temporarily suspend the development of the PSP Quarterly Report solution in MedCompass. Instead, DDP worked with MPATH and AssureCare over the last six weeks to develop a temporary PSP Quarterly Objective Status Report. This report will be available for providers to run and will capture active objectives in the Care Plan for each provider. Providers will then complete quarterly status/documentation and upload the quarterly report to the Document Center.

Over the next couple of weeks DDP and MPATH will be meeting with a group of providers from our previous UAT group to test the temporary PSP Quarterly Objective Status Report solution. We anticipate quarterly reporting functionality will be ready by mid-July. More details and training regarding completing quarterly reports in MedCompass will be available prior to mid-July.

### **Cost Plan Fiscal Year Roll Over in MedCompass**

As previously requested, please DO NOT make cost plan changes or updates beginning on June 15, 2021 and until further notice. If updates to Cost Plans are done during this timeframe, it will have a negative impact on fiscal year roll over and Cost Plan lines may be incorrect in FY22. Thank you for your attention to this important matter.

## **Therap Usage**

DDP has renewed the contract with Therap for Fiscal Year 22, which extends it through June 30, 2022. The purpose of the extension is to continue using the General Event Report (GER) Incident Management module until Incident Management functionality is available in MedCompass, sometime in early 2022.

Though other modules continue to be available such as the Individual Support Plan (PSP and related documents), T-Logs, and Individual Medical Information to name a few, DDP has no further plans to request additional extracts of information from Therap other than GERs. Providers may choose to continue use of any of the modules included in the Therap Basic Package for the time being, but please note DDP, MPATH, AssureCare and Therap have no plans to extract and transfer information from Therap to MedCompass other than the incident management data. Once the DDP contract with Therap expires (6-30-2022), providers that use Therap functions will need to contract directly with Therap to have continued access to these functions. For additional information, please refer to the [MedCompass is Coming Soon - What Does Go Live Mean for You?](#) Biweekly email, dated 1-9-2021.

## **Adding Provider Agency Sites to the Care Team**

For agencies that have 'sites', adding those sites to the 'care team' is critical in order for staff to access to a member who is served in that 'site'. On 3-29-21, the bi-weekly email titled, [Instructions for Frequent MedCompass Functions](#), was sent out which contains a great deal of information on security configuration and providers sites. Additionally, a document titled "MedCompass - Assign Care Team Provider Sites and Staff Guide" is attached to this email and will be available in the Resources section of DDP's MedCompass webpage in July. This guide has detailed instructions for this security feature in MedCompass. Below are simplified steps to ensure provider sites are correctly added to a member's care team, ensuring staff access to the member(s) served at those sites:

- 1) Case Manager sends the referral
- 2) Provider agency accepts the member and that Provider agency's Provider Type (PT) 82 record is added to the care team. Any user for that provider agency that is assigned the Provider Type 82 provider ID will have access to the member.
- 3) The Executive Director or Operations Manager of PT 82 adds provider sites (PT 998) (e.g., Provider Agency Group Home A, to the care team so they have access to the member).
- 4) Executive Director adds staff working with member to the Care Team: Staff Member A, so the member appears on the Caseload widget on the staff Dashboard.

## **Supporting MedCompass Users**

As individuals continue to use MedCompass and expand their knowledge base, DDP, MPATH and AssureCare remain committed to supporting end-users to ensure success in MedCompass. Below are some updates on supports available to end users:

- Regional Technical Assistance Sessions and 1:1 provider agency Technical Assistance Sessions- Over the past month, DDP, MPATH and AssureCare have hosted approximately 20 Regional and 1:1 Technical Assistance Sessions. Please reach out to your Regional Manager if you would like to schedule a Technical Assistance Session.
- State-wide Targeted Case Management Training- DDP continues to schedule and host state-wide Targeted Case Management MedCompass Training. These trainings are recorded and uploaded into CDS.
- Updated FAQ document- DDP and MPATH staff have updated and consolidated several different FAQ resources into one document, please find attached. Additionally, the FAQ document will be available in the MedCompass Resources page on the DDP website in July.
- Updated Security Description- DDP responded to feedback that the descriptions of user security roles were unclear. Please see updated security descriptions that are now posted on the DDP MedCompass website:  
<https://dphhs.mt.gov/Portals/85/dsd/documents/DDP/MedCompassCareManagementSystem/DDPProviderSecurityRoleDescriptionsStandalone.pdf>

For additional information on MedCompass Supports available to End Users, please see the 5-13-21 biweekly email titled, "We are almost three months into our new system!"

Thanks for all you are continuing to do to make our transition into MedCompass a success!

Best,

Lindsey