

MPATH Care Management Module Organizational Change Management Project, Email Communication for 4-20-2020

Subject Line for Email: Updates on MedCompass Implementation

Dear Region Staff and Providers,

These are difficult times and although COVID-19 has the potential to disrupt our plans, absent unforeseen circumstances,

the MPATH team and DDP staff continue to work toward a June 29th implementation of the MedCompass solution. I appreciate all you are doing, as staff and providers, to serve our members during this time.

Staff Will Be Prepared

All users, including state staff, state case managers, contracted case managers, and contracted providers, will receive information and training on how to use the new care management system in advance of the transition. We will provide regular updates and ensure you have everything you need to continue doing your job when we change to the new system.

The New System has Many Features and is Reliable

The new care management system will use defined criteria to identify members for specific programs, coordinate care for members enrolled in individual or multiple care management programs and show gaps in care. The system will be more reliable, will include more data, and that data will be more consistent, making DDP business processes more efficient.

User Acceptance Testing Updates

On April 6th, the Department began internal process validation testing of the Part C and FES business processes. This testing is ongoing, and we expect to complete updates and validation of these processes by the end of April. In late April, we expect to begin internal validation of the 0208 waiver processes. We are targeting early to mid-May to invite additional Department and contractor UAT resources to test these business processes.

Q&A Corner

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

Question	Answer
Data Conversion:	
What data is intended to be converted from the current system to the new system on day one?	Data for DDP members that are active in the program and members that have had an active cost plan in the last three years (since July 2017), along with three years of cost plan history, will be converted. Data for Part C and FES members that that are active in the program or members that have been active in the last three years will be converted, along with their IFSP history.
How or when will information transfer from Therap?	The Department is working with Therap to get conversion extracts of case notes and plans of care data. Once these extracts are available, they will be loaded into the

Question	Answer
	MedCompass solution. Due to delays in getting the extracts from Therap and getting questions answered regarding the extracts we do not expect the Therap data to be present in MedCompass at go - live on June 29, 2020. However, we will get this data loaded as soon as possible following that date.
Data Quality:	
How will we know people are entering the correct data? How will we fix errors?	System users will have the access to review information in MedCompass in real time. If there is an error in information entered, most regional staff will be able to correct the error.
Will we have a contact for the correct information and a process to get correct information? Will there be a written process to refer back to?	In addition to user documentation and training manuals, DPP system support staff, MPATH staff, and AssureCare system support individuals will be available to respond to specific user questions about system functions and processes.
Access:	
Will we have access to the other systems for a period of time after we go live with the new system?	Yes, both AWACS and Therap will be available for a period of time following the go-live date.
Providers:	
Provider agencies do data collection on Therap now, will the new platform allow them to do this? Or will they do this differently?	At go - live, providers will use the MedCompass solution to enter provider case notes in MedCompass (e.g., similar to how providers use t - logs). Providers will no longer use Therap for capturing and tracking this information.
Is this going to be a mandated or optional change for providers?	Providers will be required to use the system.
Communications:	
Will we lose secure communications?	No, MedCompass has secure messaging
Training:	
Will recorded trainings and materials be geared toward specific roles?	Yes. There will be role – specific training sessions and supplemental materials available.

Best, Lindsey

Lindsey Carter Bureau Chief

Developmental Disabilities Program 111 Sanders Room 305

P.O. Box 202955

Helena, MT 59620-2955

406-444-2799

fax: 406-444-0826

"This message and any attachments are solely for the intended recipient and may contain confidential or privileged information. If you are not the intended recipient, any disclosure, copying, use, or distribution of the

PublicKnowledge

information included in this message and any attachments is prohibited. If you have received this communication in error, please notify us by reply e-mail and immediately and permanently delete this message and any attachments. Thank you."