

MPATH Care Management Module Email Communication for 12-1-2021

Subject: MedCompass Updates are Around the Corner!

Hi there,

I hope everyone had a happy, healthy Thanksgiving holiday! I cannot believe December is here which means we have been in our new Care Management system for over 9 months! Please read below for a few MedCompass updates!

MedCompass Secure Messaging

DDP has received reports of some users not wanting to use MedCompass Secure Messaging due to concerns of messages being lost or disappearing. We want to assure users that this is not happening and users should be using MedCompass to send secure messages instead of Therap. If you encounter any issues with MedCompass secure messaging, please reach out as soon as possible, so that our team can investigate to see what is happening.

MedCompass Product Updates coming in December

MPATH will be on the December Contractor call to review the list of MedCompass updates coming December 17th. The December updates include:

- Case Note Update: When accessing case notes from activities, case notes will load faster because the page will include only 50 case notes with pages to access the rest.
- PSP Print: The PSP print is being updated to view as a report instead of a merge and send document which will greatly reduce the number of pages and align the visions, goals and objectives.
- Referral Report: To assist in communication regarding referrals, the department developed a member and dashboard level report that can be run by case managers and providers to see referrals, the decision and date, and the services being requested.
- The Waitlist will be moved from "Activities" to "Case Management"
- Assessments will have an auto-scroll function so you do not have to use the scroll bar and radio buttons can be unchecked by clicking it twice instead of having to go out and re-click.
- A new Living Arrangement Duration multi-select field has been added to the Living Arrangements detail page. This new field will support a client's need to capture the duration planned for a member's living arrangement.
- Updated task narrative box to 4000 character limit.
- Dashboard Personal Support Plan Report which allows case managers to view all PSP's, status, providers assigned etc.
- DDP Letters will be Auto-generated out of MC and printed from Print and Mail Service.

Thank you to everyone for your continued patience and support, as well as bring issues forward and submitting ServiceNOW tickets when encountering system problems. DDP and MPATH are committed to system improvements to ensure users can do their jobs effectively in our new system.

W8 Card Updates

An update has been made to MedCompass Security so that Providers can no longer add a user to the W8 TCM Program card. Providers do have access to the edit button on the program card and they can edit the field but will get a redbox error when trying to save (see below) and are unable to update the card.

Dashboard Notices Waiting Room Recent

Plan: Multiple Controlling State: N/A
Plan Sponsor Name: N/A Carrier: N/A
Eff Date: Dec 31, 2006 Group: N/A
Plan Term Date: N/A Control/Group Number: N/A
Funding Indicator: Multiple Network: N/A
Relationship (to Subscriber): Multiple COB: No

Cancel Save

Case Management Level	Status	Screening Date	Case Manager
N/A	Active	12/31/06	Jamie Olsen

* SubProgram: Targeted Case Management (W8) | * Status: Active

* Enrollment Date: 12 / 31 / 2006 | Program Eligibility Determination: - Select -

Occupying Slot: N/A | Case Managed: Yes

Other Closure Reason: | Declined Reason: - Select -

* Staff Role

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Instructions for Case Managers on moving a member from state TCM to AWARE TCM is in the User Manual at the link below:

https://montana-site.assurecare.com/McHelp/Content/DDP_CM Targeted Case Workflow.htm?tocpath= 12

Support for MedCompass Users

DDP, MPATH and Assure Care recently hosted Office Hours for DDP providers. A recording of the Office Hours is now available in CDS under MPATH Care Management MedCompass Resources, Titled November 2021 Office hours. The following topics were addressed as part of the November Office Hours:

- Difficulties in attaching Documents
- Attaching document within a case note - type case note then use the Page Resources to attach, don't attach in the text box.
- How to avoid attaching documents multiple times in Document Center
- Not being able to see the PSP or run Quarterly Reports
- Receiving Red Box Error when trying to access member's Health 360
- Quarterly Report - use PSP start date, not Quarter Start Date.
- PSP date not populating upon Merge and Send; Dec 2021 date randomly appearing on page within PSP Assessments and Forms
- Product update displaying only 5 assessments, click "show more" to increase display

Office Hours for Targeted Case Managers are scheduled during the week of December 13th. Additional training for ServiceNOW authorized users will also be scheduled in December- an email invite will be sent directly to authorized ServiceNOW users once the date and time is finalized. DDP will also be scheduling additional Office Hours for Providers and TCMs in the new year- please stay tuned!

As a reminder, additional supports are available for MedCompass Users including: initial training recordings available in CDS, Help User Guide available in MedCompass, as well as the updated FAQ (attached), which is available on our MedCompass website under resources:

<https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/Resources/index>

If your agency needs any technical assistance, please reach out to your regional manager for support.

Best!
Lindsey