

MPATH Care Management Module Organizational Change Management Project, Email Communication for 9/23/2020

Subject Line for Email: MedCompass UAT Continues, Upcoming Milestones

Dear Region Staff and Providers:

I hope everyone had had a wonderful week- fall is definitely in the air! MedCompass external User Acceptance Testing continued September 11 – September 17, 2020. The team has been doing a great job testing the solution and we have been making steady progress. Earlier this month we performed a conversion dry run (i.e. a complete test of the conversion process). The conversion dry run was very successful! Unfortunately, at the same time and unrelated to the conversion dry run, there were some inadvertent code deployments that caused problems in the testing environment in several areas. This resulted in a temporary setback to the testing team. The Department worked with AssureCare to identify the cause of the problem, the system components affected and the approach to resolving the issues. Over the last 10 days, the team has made significant progress addressing the issues identified and we are currently validating all of the changes before we resume testing which we expect to happen later this week. While UAT continues, AssureCare and our DDP team is working on finalizing training materials. DDP staff will begin training dry runs next week, to provide feedback to the training team before training is delivered to you. Training is set to be scheduled for late October/early November. Details about how to register for training are coming soon.

Upcoming tasks the AssureCare and DDP team is engaging in to prepare for implementation include:

- User account creation and security
- Case Management process updates
- AWACS – CHIMES migration clean-up
- Create AWACS – Therap – CHIMES user mapping

As you can see, we have a lot to accomplish in the coming weeks to implement MedCompass later this fall!

Reminder, Complete Online MedCompass Training

MedCompass users, including DDP staff and providers, will be required to complete a self-paced, online MedCompass Training Module before attending the upcoming virtual training. The deadline to complete the online MedCompass Training Module is October 19th. The purpose of this training is to give you an idea of what the overall functionality of MedCompass looks like.

The online training takes about 90 minutes to complete. The following lessons are included as a part of the module:

- MedCompass Appointments Caseload Messages (22 minutes)
- MedCompass Member Record Navigation (17 minutes)
- MedCompass Navigation Bar (27 minutes)
- MedCompass Tasks (23 minutes)

PublicKnowledge

The self-paced, online MedCompass Training Module is available now for you to complete. See below for instructions on how to access the training.

Access to the Self-Paced, Online MedCompass Training Module

Staff and providers who do not currently have access to the College of Direct Supports, contact your Regional AA in order to set up your account. Below are the steps for accessing the training:

- Step 1: Log into to the College of Direct Supports at <https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=MTDD>.
- Step 2: Go to Self - Enrolling for CDS Training.
- Step 3: Once logged into CDS, access the training module lesson by clicking on eLearning.
- Step 4: Then click Self-Enrollment.
- Step 5: In the search for module name, type "MPATH Care Management MedCompass Resources."
- The MPATH Care Management MedCompass Resources module will pull up.
- Step 6: Click Enroll.
- Step 7: Select the following lessons to add including MedCompass Appointments Caseload Messages, MedCompass Member Record Navigation, MedCompass Navigation Bar, and MedCompass Tasks and hit Add Lesson button at the bottom of page.
- Step 8: When you are ready to listen to the lesson, go to My eLearning Lessons located under the **eLearning tab** to access the lesson.

Overview of Upcoming Milestones and Dates

Milestone	Dates
Complete External UAT for 0208	September 2020
Training Dry Run	September 2020
Implementation Preparation Activities	September – October 2020
Conduct Training	October – November 2020
Release 1 Implementation	November 2020

Remember to check the MedCompass website for up to date information about the MedCompass project:

<https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials>. If you do have a question, please email mtdphscaregmt@pubknow.com.

Thanks!
Lindsey

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