

## MPATH Care Management Module Organizational Change Management Project, Email Communication for 1-15-2020

Subject Line for Email: We are making a big change, and we need your help!

Dear Region Staff and Providers:

DPHHS is implementing a new technology system for case managers, providers, and DDP staff this coming summer. The new care management system (also referred to as MedCompass) will support DPHHS's modernization of Montana Healthcare programs administered by DPHHS. It will replace AWACS, including the Individual Cost Plan system (ICP), DPHHS Plan of Care system (CRDS) and Early Intervention (EI) system as well as Therap. The new system will house all program data and benefits for individual clients in one place. It will provide a single integrated web-based solution for accessing and managing all member services. The new system will provide a holistic view of member information and services for case managers, contracted providers and DDP staff, improving the efficiency of member services. All users will receive information and training on how to use the new system in advance of the transition. We will provide regular updates and ensure you have everything you need to continue doing your job as we work through this transition.

This is where you come in. To prepare for this transition, we are working with Public Knowledge to help us get ready. Public Knowledge is conducting an Organizational Change Management (OCM) survey beginning next week. The results will help us make sure DDP staff and providers have what they need to be ready for the roll out of the new care management system. Your feedback is critical!

Next week on January 21st you will receive an email invitation from Public Knowledge to take a confidential survey. Please click the link to take the survey. It should take 5-10 minutes to complete. It covers a range of topics and information that will help assess DDP's readiness for change. As an independent third party, Public Knowledge ensures that all responses will be anonymous. Additionally, please forward this message and the survey on to staff that will be impacted by the change to the new system, so that we can obtain as much information from future users as possible.

I am looking forward to connecting virtually with you on **Wednesday, March 25** for our New Care Management for DDP Virtual Meeting. Please remember to tune in to learn more about MedCompass, our new system. Join from your computer if possible, otherwise please join us by phone.

For questions about the survey, please email Lindsey Carter at: [LCarter2@mt.gov](mailto:LCarter2@mt.gov). Thank you for your help!

Lindsey

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# PublicKnowledge

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