

June 2008

News of the changing MMIS  
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[Link to MMIS Web Site](#)

## User training for DHS and local government staff underway

### Instructions for accessing the Fundamentals course

Reminder to trainees: you can still log on to the Fundamentals course to review modules even after you've begun your classroom instruction. Field Managers should take special note of the last step below.

Once in the Learning Center, employees should follow these steps:

1. In the left column, click on Courses and Registration.
2. Click on the Find a Course and Register icon.
3. Type mmis in the Keyword Search box and click Search.
4. In the white box on the left, click on MMIS Fundamentals (you may have to scroll to find it).
5. Click on Take Course, and another page will pop up.
6. Click on the link on that page.
7. If you get a Security Information box, click Yes.
8. You now should see the blue MMIS Fundamentals Course page.
9. **Field managers:** please direct your staff to either the CAF Field or SPD Field training section on the left side of that page.

### MMIS user training

for DHS and local government staff began across the state in early June. (See page 5 for provider training information.)

There are 48 different classroom-based courses available, with six courses specifically focused on the needs of field staff. Overall, it is expected that a total of 583 class sessions will be held in the three months prior to system implementation, scheduled for this September.

"In order to meet our goal of training almost 4,000 DHS staff members statewide on the new

system, we will be using 19 locations across the state of Oregon, from Portland to Klamath Falls and from Ontario to Coos Bay," said Bob Costa, manager of MMIS training.

"It was also important to make sure that each location was equipped with the networking required for the courses. Where that capability was lacking, our DHS Customer Service and Support group worked to be sure the appropriate lines were installed and that each facility was operational for training."

### MMIS Fundamentals course prior to training

All DHS and local government staff taking MMIS user training must have completed the online MMIS Fundamentals course prior to beginning their scheduled classroom training.

The course, which is accessible through the [DHS Learning Center](#), is made up of a series of 30-40 minute self-paced, online modules and provides a brief overview of each of the subsystems of the new MMIS. DHS staff members have been asked to work with their managers to

determine which of the sub-system modules they need to take.

"The knowledge trainees will receive from the Fundamentals course will be invaluable to them as they progress through their classroom sessions," said Cheryl Nelson, EDS MMIS training manager. "And the fact that it is available online, makes it easy for everyone to not only access it, but to go back to it anytime they need a quick review."

Course descriptions, training schedules and locations can be found on the [MMIS Staff Training page](#).

Registration for all courses is available through the [DHS Learning Center](#). Staff will need to activate their Learning Center user profile and user ID and then create a password, if they have not yet done so. They should only register for those courses for which they have manager approval.

For problems accessing the DHS Learning Center or questions about the training, DHS and local government staff should contact the DHS Service Desk via GroupWise at SERVICEDESK, DHS, or at 503-945-5623.

[Link to MMIS Progress Archive](#)



# Detailed Implementation Planning

**Suppose you move** from your old house to a brand new one with lots of new stuff you never had before. That's wonderful, but you'll need to do some advance planning to avoid any interruption of services when you actually make the move.

For example, tasks like ensuring your mail is forwarded, registering your kids in new schools and coordinating the termination of utilities in one house while beginning them in the other are all critical for a smooth move. You certainly don't want to be without water, power or phone service for the first week or two after you move in.

The same careful planning - but on a massively larger and much more complex scale - is needed when DHS transitions to its new Medicaid Management Information System (MMIS). The MMIS is the system DHS uses to administer Medicaid throughout the state.

## Detailed Implementation Plan

There are hundreds of discrete tasks that DHS and our vendor, EDS must do in order to turn off the old system and turn on the new one. And they all have to be done in the proper

order and on time. These tasks, and the individuals responsible for them, are identified in the Detailed Implementation Plan (DIP).

The DIP will guide DHS and EDS through the implementation of the department's new MMIS. It includes such sections as Roles and Responsibilities, a Communications Plan, Mission-critical Business Functions and Contingency Plans, and the actual Go-Live Tasks themselves.

EDS, using both business and technical input from DHS, is responsible for producing the DIP. It delivered the first draft to DHS for review earlier this month.

"Although the DIP was developed on both the business and the technical tracks of the implementation, it ultimately must be a business-driven plan," said Hersh Crawford, the project's business transition manager.

"Our primary focus must be on what each of our businesses need to operate," Crawford continued, "and then to make sure that, in so far as possible, the technical plan

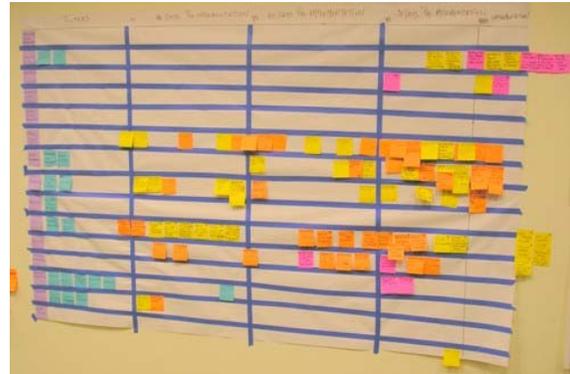
accommodates those needs. In the end, the DIP is a single, coordinated plan that includes all of the DHS and EDS business and technical tasks that are part of the implementation.”

Because there can only be one implementation plan for all of DHS, there must be a great deal of coordination of activities between the various groups on both the business and the technical sides. Some of the implementation tasks are scheduled to occur in the 90 days prior to implementation, and are already in progress. Others will be done during the actual Go-Live period. And still others will be done in the weeks and months after Go-Live.

### Leadership experience

The DIP effort is being led by Pamela Pascal, Paul Combs and Jeff Toborg, all with EDS for many years. Crawford, a former assistant DHS director for DMAP, is also participating from the DHS side.

Pascal and Combs have managed several MMIS implementations in other states for EDS, and Crawford has extensive knowledge of the administration of Medicaid throughout DHS.



Post-it notes used to represent various DIP tasks in the planning process.

“Both EDS and DHS recognize that replacing Oregon’s old MMIS is an enormously complex undertaking,” said Pascal. “Our mutual goal is to maintain accuracy and have the minimum amount of interruption of the services that DHS provides to Medicaid clients and providers throughout the state.”

Training for providers is underway throughout the state.

See next page for provider training information.

## Provider Training

DHS encourages providers to attend or send staff members to the Oregon MMIS Implementation training. Attending scheduled training will ensure that provider staff members are familiar with the new functionality and features, particularly the Provider Web Portal. The more they learn, the more successful they will be when the replacement MMIS goes live.

Topics covered in the Oregon MMIS Implementation training include:

- Oregon MMIS overview: Background, benefits of the replacement MMIS, changes providers can expect, what providers can do to prepare for the replacement MMIS
- Provider Web Portal basics: Overview, and common Web Portal functions (account logon/setup, clerk setup/maintenance, eligibility/enrollment verification, PA submissions and status, HSC list inquiry, Plan of Care search)
- Web-based billing, claim search and adjustments for CMS-1500, UB-04, and ADA claims

### Summer 2008 provider training schedule

DHS has scheduled training in 34 cities in and around the state for the months of June, July, and August 2008. If you live in one of these areas, make sure your calendar is free for the month listed for your area. Then go to [MMIS training registration page](#) to learn how to register. You can also learn more about the training courses [at this link](#).

### Training Locations

[Click here for June 2008 information](#)

Classes are scheduled for: LaGrande, Pendleton; Walla Walla, WA; The Dalles; Boise, ID; Ontario, Baker City, John Day

[Click here for July 2008 information](#)

Classes are scheduled for: Bend, Roseburg, Grants Pass, White City; Crescent City, CA; Gold Beach, Coos Bay, Florence, Eugene, Klamath Falls, Lakeview, Burns

[Click here for Aug. 2008 information](#)

Classes are scheduled for: Portland, Wilsonville, Woodburn; Vancouver, WA; McMinnville, Hillsboro, Dallas, Newport, Tillamook, Astoria; Longview, WA; St. Helens, Salem, Albany

