

MMIS users message for week of Nov. 10 – 14, 2008

Nov. 13, 2008

To: All DHS employees

From: DHS Communications

How do you get ready for MMIS? Practice, practice, practice

In about a month, DHS will replace the Medicaid Management Information System (MMIS) we have been using for more than 25 years.

The "go live" date is December 9. Are you ready?

MMIS helps DHS serve 430,000 Medicaid-eligible clients statewide. Approximately 3,800 DHS and county employees use the system to ensure that our clients receive benefits and that health care providers are accurately paid for the services they provide.

The MMIS project team and many of you have participated in testing the system to ensure that the transition is as smooth as we can make it. But that does not mean that the implementation will be problem free. Some glitches are inevitable.

The MMIS project team and DHS staff have planned for those glitches. Backup plans are in place to ensure that client and provider services can continue even if things don't work exactly like we expect them to.

Training and practice are key

One way to ensure the best possible transition for users is to take advantage of the training opportunities that are still available for the new MMIS system.

Many users already have been trained, but if you haven't, the online "fundamentals" course is still available through the DHS Learning Center.

You can take the online training from your desktop. Even if you have taken the course, it's beneficial to take it again as a refresher and become even more familiar with the system. And if you haven't taken any training yet, the online course is a great way to learn some of the basics of the new system.

If you have been to training, and you want to practice what you have learned, you can log on to the MMIS training system and practice using the new MMIS right from your desktop. Information on how to do this was sent to your MMIS Business Transition coordinator last week.

Formal MMIS training courses will be offered again from January to March, and then another series will begin in April.

If you have questions or concerns about being ready to use the new system, please talk with your supervisor or manager today. If you have specific questions about user training or using the MMIS training system you can contact Robert M. Costa, the MMIS Training Manager.

Note: This is the first of weekly messages we'll send to you between now and implementation. Next week we'll review some of the contingency plans in place to ensure that clients receive services and providers receive payments.

The MMIS Project Team.

P.S. For more information, go to the MMIS Web site at www.oregon.gov/DHS/admin/mmis/index.shtml.