



**Department
of Health**

Medicaid
Redesign Team

MAPP HHTS Implementation

The Managed Care Plan Perspective

April 13, 2016

Agenda

- Implementation Preparation
- HHTS Data Conversion
- Day One Tasks
- Expectations
- Next Steps



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Implementation Preparation

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Implementation Preparation

- **Log into Health Commerce System, locate the MAPP application, add it to your favorites, and set up MFA.**
 - Contact MAPP Customer Care Center (MAPP CCC) if you have any issues.
 - (518) 649-4335 OR MAPP-CustomerCareCenter@cma.com
- **Complete all available training**
 - Each user role must complete required training. There is also an optional refresher web based training.
 - Users that have not completed their minimum required training will not be able to access the system until all required trainings are complete and logged into the system. Please note that it may take a few days after training completion for a user to acquire access to the MAPP HHTS.
 - Contact MAPP Customer Care Center (MAPP CCC) if you have any questions about accessing training.
- **Submit all MCP/HH contracts**
 - Any MCPs and HHs without a fully executed contract that has been approved by DOH will not be able to work together in the MAPP HHTS until their contract is submitted, approved by DOH, and recorded in MAPP HHTS.

Gatekeeper Tasks

- **User Maintenance**

- The MCP Gatekeeper is responsible for adding or removing Worker, Read Only, and Screener users for their organization.
- At this time, a Gatekeeper cannot add or remove another gatekeeper using the MAPP Security Admin tab. To add or remove a Gatekeeper, **the current Gatekeeper** must submit a “MAPP Gatekeeper Add or Remove Request” form to the Health Home team email box (select MAPP from the drop down list):

https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

- **Training**

- Each MCP ID has 1-2 gatekeepers that are responsible for adding and removing user roles. In order to perform these tasks, a gatekeeper must complete training. If you have not completed your training **please do so immediately**.
- Contact users associated within your organization that have not completed training! To determine which users have not completed training, log into HCS, navigate to the MAPP application, click on the Security Admin tab, and type *Incomplete* in the text box underneath **Training Status**
- If there is an issue with completed training not being reflected in the system, please contact MAPP CCC

Accessing MAPP HHTS

- MAPP Customer Care Center will send out an email to all users on Wednesday April 20, 2016 notifying users that the MAPP HHTS is available.
- This email will include instructions for accessing the MAPP HHTS
- If you have any trouble, please contact MAPP CCC



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HHTS Data Conversion

HHTS Conversion

- All assignments and segments will be converted from the old system into the MAPP HHTS. Billing roster information submitted to the old system **WILL NOT** be converted into the new system

However, MAPP HHTS will contain more assignments and segments than the old tracking system

- DOH will create an Assignment Conversion Report summarizing by MCP the number of assignments that will be available in the MAPP HHTS . A similar report will also be created for HHs
- **Please remember that the Conversion Report summarizes the data converted into the MAPP HHTS. Once providers start using the system, the conversion report will no longer match the member information in the MAPP HHTS.**

HHTS Assignment Conversion Reports for MCP

- MCP member assignments that were in the old system as of April 7, 2016 (old tracking system blackout date).
 - Members with an MCP assignment and no HH assignment
 - Members with both an MCP and an HH assignment
- MCP member assignments that **were not** converted into the new system
 - Members that left the MCP since tracking system blackout (4/7/16)
 - Members with a change in Medicaid eligibility status
- New member assignments due to:
 - Exchange Members newly recognized as enrolled in MCP
 - Change in Member Medicaid status since blackout (new to MCP; RE change)
 - Member newly prioritized for assignment based on new logic
 - Members w/ closed segment in old system that were not identified as HH eligible by DOH
- MCP Assignments that are in the MAPP HHTS
 - Members with pending MCP Assignments
 - Members with active MCP Assignments and no HH assignments
 - Members with active MCP Assignments and ended HH assignments
 - Members with active MCP Assignments and pending HH assignments

Segment Conversion

- All outreach and enrollment segments in the old tracking system that contain an end date prior to April 2016 will be converted into the MAPP HHTS with a closed segment status.
- All outreach and enrollment segments in the old tracking system that contain an end date on or after April 30, 2016 will be converted into the MAPP HHTS with an active segment status.
- **Additionally**, outreach segments that contain **3 continuous months of outreach** AND have the begin and end dates listed below will trigger the creation of a new hiatus outreach segment. Outreach segments with an end date prior to 1/31/16 OR outreach segments containing only 1 or 2 consecutive months will not trigger the creation of a hiatus outreach segment.
 - Jan. 1, 2016 – Mar. 31, 2016; Dec, 1, 2015 – Feb. 29, 2016; Nov 2015 – Jan 2016

MAPP HHTS Hiatus Outreach Logic

- The hiatus outreach logic described on the previous slide only applies to outreach segments converted into the MAPP HHTS from the old tracking system. Outreach Segments submitted to the MAPP HHTS must meet the criteria below to trigger the creation of an outreach segment in the hiatus status. The logic below is applied daily after midnight.
 - Outreach segment must have a system generated end date, meaning that the user submitted the outreach segment without an end date and the system calculated the appropriate end date to ensure that the member does not exceed 3 months of outreach in a 6 month period
 - The end date on the potential hiatus outreach segment must be on or after the transaction date. If the system determines that creating a hiatus outreach segment would result in an end date prior to the transaction date, then the system will not create the hiatus outreach segment.
 - As long as the submitted outreach segment meets the criteria above, the system will create a three month hiatus outreach segment regardless of how many months the original outreach segment contains.

MAPP HHTS Outreach Hiatus Examples

1. An outreach segment submitted on 4/20/16 with a begin date of 10/1/15 and no end date. The member does not have any other outreach segments. The system will create a closed outreach segment with an end date of 12/31/15. This segment **would not** trigger the creation of a hiatus outreach segment.
2. An outreach segment submitted on 4/20/16 with a begin date of 1/1/16 and an end date of 3/31/16. The system creates a closed outreach segment and **would not** trigger the creation of a hiatus outreach segment.
3. An outreach segment submitted on 4/20/16 with a begin date of 1/1/16 and no end. The member does not have any other outreach segments. The system will create a closed outreach segment with an end date of 3/31/16 and **would trigger** the creation of a hiatus outreach segment with a begin date of 4/1/16 and an end date of 6/30/16.
4. An outreach segment submitted on 4/20/16 with a begin date of 1/1/16 and no end. The member had one month of outreach in Dec 2015. The system will create a closed outreach segment with an end date of 2/29/16 and **would trigger** the creation of a hiatus outreach segment with a begin date of 3/1/16 and an end date of 5/31/16.



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Day One Tasks

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Review and Confirm HH Relationships: Gatekeeper Task

- Confirm that your MCP has relationships in the MAPP HHTS with all of the HHs that your MCP has contracts with:
 - Access MAPP HHTS, click on **My Providers**, click on **Reference** link, click on **Relationships** tab, click on **Provider Relationships** (left of screen). All from dates were automatically set to 1/1/12. This is for system purposes and does not reflect the date that you started working with a HH
- If your MCP has a contract with an HH that is not listed on this tab, then you must submit to MAPP CCC the documentation your MCP received from DOH confirming approved contract with that HH.
- If you are unable to locate this documentation or have questions about MCP/HH contracts, please email your Project Manager within the Bureau of Managed Care Division of Health Plan Contracting and Oversight at contract@health.ny.gov
- Once the relationship submitted to MAPP CCC is confirmed, DOH will update MAPP HHTS to reflect the relationship (this may take a few business days).

Manage Assignments: Worker Tasks

- Review members with pending MCP Assignments and either pend members or assign members to a HH
- Add any new member assignments that you identified during the blackout period
- Review members with pending HH assignments and reassign members if necessary

Provider Communication

- Reach out to the HHs your MCP is working with to determine how you will use the system:
 - Will you notify HHs when you assign members?
 - Will HHs notify you when they reject or end an assignment from the MCP?
 - Do you want a prescriptive billing upload/download schedule?

Expectations

- MCP Assignment files should be downloaded daily, but **MUST** be downloaded **AT LEAST WEEKLY**
- If a member's Health Home status changes, you must indicate that change to the MAPP HHTS within 24 hours

Next Steps

- Continue to participate in the Bi-weekly MAPP HHTS Webinars (next webinar is April 26, 2016 1:00-2:30)
- DOH will schedule a one on one call with every MCP and HH to discuss:
 - MAPP HHTS Implementation progress
 - Questions/concerns
 - Billing Support and preparing for HML
 - Possible MAPP HHTS enhancements