



**Department
of Health**

**Medicaid
Redesign Team**

Medicaid Analytics Performance Portal (MAPP) Implementation Updates, Access and Training

Phase 1: Health Homes MAPP Features

- Identification of Health Home eligible population
- Assigning eligible individuals to Health Homes
- Outreach of CMAs and Health Homes to potential members
- Enrolling an individual into a Health Home once outreach is complete
- Referrals of potential members
- Billing Support (Members' MCO, HH, and CMA and Diagnosis information)
- Transfer of individuals between Health Homes
- Member Batch lookup and export
- Dashboards to evaluate the performance of the Health Home program

Phase 1: Health Homes MAPP Schedule

- **Jan/Feb 2015** – DOH working with MC/HH/CMA to identify users and ensure users complete MAPP training prerequisites
- **Feb/March 2015** – MAPP demos available to HH community for user feedback
- **Feb. 27, 2015** – System Build Complete
- **Mid March 2015**– Training Materials Finalized/Release of web based training tools
- **Late March 2015** – Begin in person instructor led training Health Home and Managed Care worker role users
- **Mid April – MAPP GO LIVE**
- **Post Go Live** - Begin in person instructor led training for Care Management Agency worker role users



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Accessing MAPP

Health Commerce System

1. Each Managed Care Plan, Health Home, and Care Management Agency that will be using MAPP **MUST** be listed in the Health Commerce System (HCS) under the appropriate Health Home organization type.
2. Prior to attending training, either instructor led or web based depending on the role, all users **MUST** have an active HCS account with the appropriate Health Home MAPP user roles assigned to them in HCS.

MAPP Phase 1 User Roles

- Health Homes, Managed Care Plans and Care Management Agencies to identify MAPP Single Point of Contact (SPOC), MAPP Gatekeeper and MAPP Users (i.e., Workers, Read Only, Screeners)
 - **MAPP SPOC** will coordinate, manage and support the organization's MAPP implementation
 - **MAPP Gatekeeper** will coordinate, authorize and manage their organization's MAPP users and assign the MAPP access type/role (Worker, Screener and Read Only role) to each user

MAPP Phase 1 User Roles

- The MAPP **MCP Worker** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ Submit Health Home assignments for their Plan members
 - ✓ Download Health Home assignment, outreach and enrollment activity for their Plan members
 - ✓ Download billing roster information for their Plan members
- The MAPP **HH Worker** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ Assign Health Home members to downstream Care Management Agencies
 - ✓ Accept or reject assignments from DOH and MCPs
 - ✓ Review, modify and accept outreach and enrollment records from the CMA
 - ✓ Download Health Home assignment, outreach and enrollment activity for their members
 - ✓ Accept, review and upload/download billing roster information for their members
- The MAPP **CMA Worker** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ Accept or reject assignments from HHs
 - ✓ Create and modify outreach and enrollment records for their members
 - ✓ Download Health Home assignment, outreach and enrollment activity for their members
 - ✓ Create and upload/download billing roster information for their members

MAPP Phase 1 User Roles

- **MAPP Read Only users** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ View information for their organization's members in MAPP but not create, accept or upload information to MAPP
- **MAPP Screeners** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status

Health Homes/Managed Care Organizations

1. Each organization established a Single Point of Contact (SPOC).
2. Ensure all staff who will access MAPP have Health Commerce System (HCS) User Accounts.
3. Assign Health Home MAPP roles in the HCS to all users.
4. Submit “CMA LMS and MAPP Access” form to DOH containing all of the organization’s users.
This information will be used to provide staff access to web-based and instructor-led training.
5. Single Point of Contacts will receive additional information concerning upcoming training.

Care Management Agency

1. Each organization is identifying a Single Point of Contact (SPOC).
2. HCS Health Home Care Management Agency Organizational Accounts are being created for each CMA:
 - a) **To activate the new HCS Organizational Accounts:**
 - i. SPOC submits HCS Director and HCS Coordinator information to DOH.
 - ii. DOH will generate account requests.
 - iii. Each HCS Director and HCS Coordinator will receive an automatically generated email from Commerce Accounts Management Unit (CAMU – unit responsible for administering the HCS).
 - iv. Follow instructions in email (Print application, Have application notarized, Mail notarized, stamped application to CAMU).
 - b) **Once HCS Organizational Account is created:**
 - i. Organization's HCS Coordinator creates HCS User Accounts for all staff who will access MAPP
 - ii. Organization's HCS Coordinator creates assigns MAPP roles in the HCS to all users.
 - iii. Submit "CMA LMS and MAPP Access" form to DOH containing all of the organization's users. This information will be used to provide staff access to web-based and instructor-led training.
3. Single Point of Contacts will receive additional information concerning upcoming training.

Training

Course Name	Description
MAPP Cúram Member Tracking Overview and Navigation	This course introduces the Medicaid Analytics Performance Portal (MAPP), including its purpose, benefits and scope. This course also covers basic navigation. (WBT) [All users]
MAPP Cúram Member Tracking (Health Homes)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Health Homes job role. (ILT) [up to 5 workers per Health Home]
MAPP Cúram Member Tracking (Managed Care Plan)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Managed Care Plans job role. (ILT) [up to 5 workers per Managed Care Organization]
MAPP Cúram Member Tracking ("GateKeeper" Role)	This course provides instructions on how to authorize new users to the MAPP Portal. (WBT) [All gatekeepers]
MAPP Cúram Member Tracking ("Read Only" Job Role)	This course provides instructions on how to search and view information in MAPP. (WBT) [All staff with Read-only role]
MAPP Cúram Member Tracking Introduction	This course provides a non-interactive demo on how to perform member tracking tasks in MAPP. (online video) [All Care Management Agency users]
MAPP Cúram Member Tracking (Care Management Agency)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Care Management Agency job role. (ILT) [One worker per Care Management Agency]

WBT – Web Based Training

ILT – Instructor Led Training

MAPP Access FAQs

1. Who is the SPOC for my Organization?

- Webpage Link of SPOC by organization will be posted

2. My organization is not listed on the SPOC list

- Submit an email containing your organization's name, MMIS provider ID & provider type and name, email address, mailing address, & phone number for your organization's SPOC to DOH using the HH email webform under the subject "Medicaid Analytics Performance Portal (MAPP)"
(https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action)

3. I already have a HCS account. Do I still need to submit HCS Director and Coordinator information to DOH?

- It is not enough to have a HCS account. MAPP users must have a HH type HCS account. If your organization has an existing HCS account but is not listed in HCS as a HH organization type, then you need to submit paperwork to request that your organization also be listed as a HH organization type in HCS.

4. I am both a Health Home and a Care Management Agency. Can I just be set up as a Health Home in HCS?

- No. If your organization will be working as both a HH and a CMA, your agency must submit two sets of paperwork: one for your HH organization type and a second set for your HH CMA organization type.

5. I am a Care Management Agency. Do I set up my HCS account through the Health Homes I'm working with?

- No. HH CANNOT set up HCS accounts for their CMAs. Each MC/HH/CMA must set up their organization in HCS.



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Feedback and Concerns: MAPP and Billing Procedures

MAPP Concern: Daily Submission

Concern: Daily MAPP submission requirement

DOH Response: To ensure that the HH member enrollment information accessed in MAPP by users is correct, all users must enter HH tracking system data into MAPP **daily**. By submitting to MAPP daily, users will avoid current HHTS pain points such as having multiple providers working with the same member at the same time and dealing with denied claims because you didn't know a member was already working with another provider. Also, submitting information into MAPP daily should help to decrease file errors.

Future phases will allow more sophisticated interoperability options. DOH will work with Health Home community to evaluate and select future interoperability options.

MAPP Concern: Vendor HCS Access

Concern: How will vendors access MAPP

DOH Response: MCP, HH, and CMA providers are responsible for enrolling their own users into MAPP. As long as vendors are properly set up with HCS access, organizations will be able to enroll vendors into MAPP.

OPTIONS

1) Vendor is not set up in HCS- The HH may work with the vendor to set up HCS user accounts for the vendor staff and assign appropriate MAPP Roles to the vendor staff. In this option, the vendor staff will essentially operate as HH employees. If staff are terminated or leave employment, the vendor must notify the HH so that the HH can delete the HCS user account and update its records.

2) Vendor is set up in HCS- The vendor will ensure that its staff have an HCS user account. The vendor will provide the HH with the name, HCS user id, and MAPP role of vendor staff who will work with the HH. The HH will assign the appropriate MAPP role to vendor staff. If staff are terminated or leave employment, the vendor will delete the HCS user account.

Health Home Billing Concerns

- Direct billing by converting care management agencies is scheduled to be eliminated effective **July 1, 2015** (date is aligned with implementation of HML rates and shift of BH benefit to MC)
- **Go Live-** A member's monthly billing information uploaded/entered into MAPP will instantly be available to MC/HH/CMA users connected to the member.
- **Post MAPP Go-live** – The Health Home community will have to work together to identify and trouble shoot any issues that arise from passing HH payments to downstream providers. DOH will work with the HH community to identify information that should be submitted back to MAPP to assist users in reconciling paid and denied HH payments.
- **Post Direct Billing** –Feedback loop regarding paid and denied claims will be available in MAPP when direct billing goes away.

Possible Approach to Testing Payment Stream

- To prepare for the elimination of direct billing by converting CMAs, DOH **STRONGLY** encourages Managed Care Plans, Health Homes, and Care Management Agencies to begin testing their ability to pass Health Home payments downstream **AS SOON AS POSSIBLE**.
- Possible testing strategy
 - Once MAPP is online, select 5 fee for service (FFS) and 5 managed care members from each CMA and agree that the HH will bill for the FFS members and that Plans will bill for their members.
 - This would require these members being entered into MAPP as non direct billed members.
 - This will enable the partners to identify and work through any issues that arise in the downstream payment and to suggest to DOH any MAPP enhancements that would facilitate the timely downstream payment of Health Home claims.
- Health Homes that are currently working with non converting CMAs are encouraged to discuss with the Health Home community lessons learned from billing on behalf of non converting CMAs (possible 2/18/15 Learning Collaborative Topic)

MAPP Upload/Download Files

- Most existing Health Home Tracking System Files have at least one field addition
- All fields added to existing files were added to the end of the file
- Four new files added to address new MAPP functionality
- All uploaded and downloaded files will be available in either fixed length text file or .csv format
- Following slide contains a list of the MAPP files.
- **Draft MAPP File Specifications will be released ASAP**

MAPP Upload/Download Files

Files listed in red are new to MAPP

Files Uploaded into MAPP

1. Managed Care Final Health Home Assignment File
2. Tracking File Create, Accept, Modify, Pend Record (formerly Add/Change file)
3. **Tracking File Assignment Action – Accept, Reject, End**
4. Tracking File Rejection Record
5. Tracking File Delete Record
6. Billing Support Upload File (formerly Billing Roster File)
7. Partner Network File Upload
8. **HML Monthly Questionnaire File (available post go-live)**

Files Downloaded from MAPP

9. Managed Care Plan Assignment File
10. Managed Care Final Assignment Error Report
11. Health Home Assignment File
12. Health Home Tracking Error Report File
13. Enrollment Download File
14. Acuity File Download
15. Billing Support Rejection File (formerly Billing Roster Rejection File)
16. Billing Support Download File (formerly Billing Roster Download File)
17. Partner Network File Error Report
18. Partner Network File Download
19. **Bulk Member CIN Download File**
20. **My Member Download File**

MAPP Health Homes Stakeholder Participation

1. MCP/HH Monthly Workgroup: Demo of HH Curam on 2/2.
2. MAPP Demos to HH Stakeholders start 2/4.
3. Managed Care Plan Monthly Meeting: 2/12
4. Health Homes Learning Collaborative: Demo: 2/18
5. MCP/HH Monthly Workgroup: Demo on 3/2.
6. User Acceptance testing (jumpstart group) – late March



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MAPP Demo: Member CIN Search

Contact Information

- To find out who the HCS Coordinator is for your organization FIRST ask around you're organization. If you still cannot determine your organization's HCS Coordinator, please contact CAMU at 866-529-1890
- If you would like to change your SPOC, Gatekeeper, or MAPP users please have YOUR CURRENT SPOC submit an email to the Health Home email webform (link below) under the subject **Medicaid Analytics Performace Portal (MAPP)**
- If you have any questions or comments on MAPP, please submit an email to the Health Home email webform (link below) under the subject **Medicaid Analytics Performace Portal (MAPP)**
- Health Home email webform link:
https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action