MAPP Health Home Tracking System (HHTS) Member Transfers

March 2024

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Completing Member Transfers Using Files

MAPP HHTS Transfer "Prep" Files

- A HH can use a file to transfer enrollment segments from their HH to another HH (or between CMAs within their HH).

- There are four files (two download "prep" files and two upload files).

- Using the available prep files is not required by the system but are meant to be helpful where applicable.

- A "Prep" file is a download that contains the exact same format as its companion upload file. This file will contain some populated fields and the rest of the file will remain blank for the provider to complete with the necessary data.

- Once the appropriate fields are populated, the provider can save the file and then upload it back into the system, to initiate the transfers.

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Completing Transfers Using Files

The files were created to transfer multiple segments at once (bulk transfer):

- **Download file for Transfer Out**: Functions as a "prep" file for HH to transfer enrollment segments from their HH to another HH (or between CMAs). File contains the HHs enrollment segments eligible for a transfer.

- **Upload file for Act on Transfer Out**: Transferring HH uses this file upload to initiate enrollment transfers from their HH to the new HH (or between CMAs).

- **Download file for Received Transfers**: Functions as a "prep" file for the HH receiving transfers. File contains pending transfers initiated by another HH that your HH will potentially receive.

- **Upload file for Act on Received Transfers:** The receiving HH uses this upload file to accept or reject their HH's pending transfers.

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Transfer Out Download File

The HH or CMA can use the **Download File** Quick Link to select *Transfer Out Download* file. The file will contain all enrollment segments that are eligible to be transferred out. This acts as a "prep" file. Field # 1-4 will be populated, and the remaining fields will be blank. The HH can then remove rows, so the file only contains segments to be transferred, populate the appropriate fields, and then resubmit the file to initiate segment transfers out of their HH.

Field #	Field Name	Start Pos	Length	End Pos	Format
	▼	▼	▼	▼	▼
1	Record Type	1	1	1	Alpha
2	Member ID	2	8	9	AA11111A, Alphanumeric
3	Transfer From HH MMISID	10	8	17	Numeric
4	Transfer From CMA MMISID	18	8	25	Numeric
5	Transfer to HH MMISID	26	8	33	Numeric
6	Transfer to CMA MMISID	34	8	41	Numeric
7	Effective Date of Transfer	42	8	49	MMDDYYYY, Numeric
8	Transfer Reason Code	50	2	51	Numeric
9	Transfer Reason Comment	52	40	91	Alphanumeric

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Act on Transfer Out Upload File

The **Transfer Out** file acts like a "prep" file for the **Act on Transfer Out** upload file (shown below). The HH can then use the Act on Transfer Out upload to transfer members from their HH to another HH (or from a CMA to another CMA). Only HHs can upload this file.

Field #	Field Name	Start Pos	Length	End Pos	Format
1	Record Type	1	1	1	Alpha
2	Member ID	2	8	9	AA11111A, Alphanumeric
3	Transfer From HH MMISID	10	8	17	Numeric
4	Transfer From CMA MMISID	18	8	25	Numeric
5	Transfer to HH MMISID	26	8	33	Numeric
6	Transfer to CMA MMISID	34	8	41	Numeric
7	Effective Date of Transfer	42	8	49	MMDDYYYY, Numeric
8	Transfer Reason Code	50	2	51	Numeric
9	Transfer Reason Comment	52	40	91	Alphanumeric

Received Transfers Download File

The receiving provider will use the **Download File** Quick Link and select **Received Transfers Download** file to review the members that have been transferred to their HH (or CMA). This acts as a "prep" file for the Act on Received Transfer upload file used to accept or reject transfers. Fields 2, 3/4 (HH-HH/CMA-CMA), 5, 10 & 11 will be populated, and the remaining fields will be blank.

Field #	Field Name	Start Pos	Length	End Pos	Format
1	Record Type	1	1	1	Alpha
2	Member ID	2	8	9	AA11111A, Alphanumeric
3	Transfer to HH MMISID	10	8	17	Numeric
4	Transfer to CMA MMISID	18	8	25	Numeric
5	Start Date	26	8	33	MMDDYYYY, Numeric
6	Network Type	34	1	34	Alpha
7	Consent Type	35	2	36	Numeric
8	Consenter	37	2	38	Numeric
9	Consent Start Date	39	8	46	MMDDYYYY, Numeric
10	Transfer Reason Code	47	2	48	Numeric
11	Transfer Reason Comments	49	40	88	Alphanumeric
12	Reject Reason Code	89	2	90	Numeric
13	Reject Reason Comments	91	40	130	Alphanumeric

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Act on Received Transfers Upload File

The file used by the receiving HH to either accept or reject the pending transfers that are coming into their HH from another HH. Once uploaded, the pending transfers will be accepted or rejected based on the record type information* (A=Accept, R=Reject) included on the Upload File.

Field #	Field Name	Start Pos	Length	End Pos	Format
1	Record Type	1	1	1	Alpha
2	Member ID	2	8	9	AA11111A, Alphanumeric
3	Transfer to HH MMISID	10	8	17	Numeric
4	Transfer to CMA MMISID	18	8	25	Numeric
5	Start Date	26	8	33	MMDDYYYY, Numeric
6	Network Type	34	1	34	Alpha (A/C)
7	Consent Type	35	2	36	Numeric
8	Consenter	37	2	38	Numeric
9	Consent Start Date	39	8	46	MMDDYYYY, Numeric
10	Transfer Reason Code	47	2	48	Numeric
11	Transfer Reason Comments	49	40	88	Alphanumeric
12	Reject Reason Code	89	2	90	Numeric
13	Reject Reason Comments	91	40	130	Alphanumeric

*See the File Specifications for editing logic information

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Completing Transfers on Screen

Select "Member CIN Search" from the Quick Links list

Member CIN Search

1. Enter the member's CIN in the CIN field (If entering more than one CIN, select the delimiter)

2. Click the Search button

3. Once the search is complete, click on the Member's name (hyperlink) to access the *Member Search Report* screen

Search Results (Number of Items: 1)

Member	Program Participation	DOB	Medicaid End Date	Coverage Code	Managed Care Plan	Health Home	Care Management Agency	HARP	MCP Type	ACT Member
SALLY SMITH - AA12345A		1/22/1963		30	MVP HEALTH PLAN INC - 04342334	THE INSTITUTE FOR FAMILY HEALTH - 03646857	THE INSTITUTE FOR FAMILY HEALTH - 03646857	Enrolled	MCP HARP	No

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Transferring a Member Via Screen

The *Member Search Report* pop-up appears. If Transfer actions are available, the Transfer-Out Member and Transfer-In Request buttons will be active. Click the one applicable to your action. For this example, we are creating a transfer, so we will click Transfer-Out Member:

Transferring a Member Via Screen

When you click the "Transfer-Out Member" button the pop-up box will appear on screen

Transferring a Member Via Screen

If any errors occur, the pop-up will reload and display the error messages. To continue, resolve any errors and click Save again. The Member Search Report will re-load and the Transfer-Out and Transfer-In buttons will be greyed out if the transfer was successfully initiated.

My Transfers Quick Link

The transfer you just created will now be listed on the *My Transfers* screen for both the originating and the receiving providers. If you would like to view the pending transfer, you can use the "My Transfers" quick link.

My Transfers Screen

The search fields can be used to narrow the search parameters.

My Transfers Screen

To **reject** a transfer, use the action button to select "Reject". The Reject pop-up box will display to collect the reason for rejection. Select the reason from the drop-down list and click save. The member's transfer will be declined. The member will then be returned to the originating Health Home. The status listed on screen will update from "Pending" to "Rejected".

Member	Transfer Type	MMISID - Provider Name	Transfer Recipient	Effective Date	Create Date	Reason	Status	
▶	Incoming Transfer From	03646857 - THE INSTITUTE FOR FAMILY HEALTH	Health Home	3/1/2024	3/12/2024 03:56 PM	Member requested Transfer	Rejected	

To **accept** a transfer, use the action button to select "Accept".

Member	Transfer Type	MMISID - Provider Name	Transfer Recipient	Effective Date	Create Date	Reason	Status	
▶ SALLY SMITH - AA12345A	Incoming Transfer From	03646857 - THE INSTITUTE FOR FAMILY HEALTH	Health Home	3/1/2024	3/12/2024 03:02 PM	HH/CMA closure or merger	Pending	

Accept...
Reject...

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Create Enrollment for Transfer

Once "accept" is selected, the Create Enrollment pop-up box will display. Enter the appropriate information and click "create". The transfer process is now complete. The My Transfer Screen update to show the status as "Accepted". The Member Search Report will now show the new Health Home and the transfer buttons will be available again.

FAQs Relating to Member Transfers

Q: Do both HHs need to use the same method to complete a transfer via file?

A: No, if one HH uses the prep file, the other HH does not need to use the file to accept the transfer.

Q: Do transfers of enrollment segments need to be completed via file or can we still use the prior methods for transfers?

A: Prior methods of transferring enrollment segments are still available. Files are just an added option to use.

Q: What are the benefits of using the transfer function vs. ending the segment and creating a new segment?

A: The transferring HH will not lose the connection to the member. A transfer is a continuous connection from the current HH to the receiving HH (segment will be in a pending status during this transition). If the receiving HH rejects the member, the transferring HH will still have the connection to the member. Therefore, the transfer function should be used to move members.

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CANS Information Relating to Transfers

- CANS logic in MAPP HHTS was updated in 2022, to skip the requirement that the HH information in the UAS must match the member's HH segment in the tracking system.

- If the CANS is less than a year old, it will apply to any HH segment in the tracking system.

- If the CANS was completed by "HH A" and the member is now enrolled in "HH B" that CANS will transfer.

- This enhancement ensures that that the CANS information follows the member and will be linked to a segment regardless of which HH completed the assessment.

- The CANS is valid for 12 months and will apply to the member without the HH having to re-do the assessment, for the span of the CANS effective period.

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Provider Resources

• MAPP HHTS resources such as the File Specifications documents, past presentations, and upcoming HHTS Release information, can be found here: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm

• MAPP HHTS issues and questions should be directed to MAPP Customer

Care Center at (518) 649-4335 or MAPP-CustomerCareCenter@cma.com

• All Health Home policy questions and Notification of Change (NOC) forms

should be submitted to the DOH Health Home team mailbox found here: https://apps.health.ny.gov/pubpal/builder/email-health-homes

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