



**Department
of Health**

**Medicaid
Redesign Team**

MAPP HHTS

Weekly Webinar

January 3, 2017

Agenda

- Incorrect Rate Code Displayed for HARP Members on BSD
- MCP/HH Role in Referring Members under 21 with an MCP Assignment
- Timely Payment Issues

Incorrect Rate Code Displayed for HARP Members on BSD

1. From 12/8/16 – 12/28/16, the Billing Support Download (BSD) file and the HML Assessment screen placed all HARP members into non-HARP rate codes.
2. On 12/29/16, the MAPP HHTS was fixed so that newly entered HML Assessments correctly place HARP members into a HARP rate code.
3. DOH is working with IBM to make sure that the system corrects HML Assessments/Billing Instances that currently display the incorrect rate code.
4. If you would like to correct this issue immediately, then you can void the HML Assessments/Billing Instances displaying the incorrect rate code and then resubmit that HML Assessments/Billing Instance. Once that is complete, the HML Assessments/Billing Instance will contain the correct HARP rate code.

MCP/HH Role in Referring Members under 21 with an MCP Assignment

1. If an MCP member is under 21 and either does not have a Health Home assignment or wants to be assigned to a different HH that serves children, then the MCP should assign the member to the HH that the member wants to work with using *either* the **online screens** OR the **MCP Final HH Assignment** upload file.
2. If an MCP member is under 21 and either does not have a Health Home assignment or wants to be assigned to a different HH that only serves adults, then the MCP should assign the member to the HH that the member wants to work with **using the MCP Final HH Assignment upload file**. The Plan cannot perform this action using the online screen.
3. Once the MCP has assigned the member under 21 to the appropriate HH, the HH can create an outreach or an enrollment segment using either the member's case online or by submitting the consent file (if necessary) and the segment file. In this situation, since the member under 21 is now assigned to the HH, the HH cannot use the Children's Referral Portal to create the outreach/enrollment segment.

MCP/HH Role in Referring Members over 21 with an MCP Assignment

1. If an MCP member is over 21 and either does not have a Health Home assignment or wants to be assigned to a different HH that serves adults, then the MCP should assign the member to the HH that the member wants to work with using *either* the **online screens** OR the **MCP Final HH Assignment** upload file.
2. If an MCP member is over 21 and either does not have a Health Home assignment or wants to be assigned to a different HH that only serves children, then the MCP should assign the member to the HH that the member wants to work with **using the MCP Final HH Assignment upload file**. The Plan cannot perform this action using the online screen.
3. Once the MCP has assigned the member 21 or older to the appropriate HH, the HH can create an outreach or an enrollment segment using the member's case online, the Create Referral/Segment link, or by submitting a segment file.

Timely Payment Issues

- Providers use the Health Home email listserv to submit non-MAPP HHTS policy questions to DOH. To submit an email to the Health Home team follow the link below, select the subject that best describes your question from the drop box, include attachments if necessary, and make sure **not to send any protected information in the attachment/body of the email.**

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

- DOH recently added a new subject **Timely Payment Issues**
- Please use this subject to notify DOH of payment issues you are experiencing when another provider is responsible for submitting Health Home payment on behalf of your organization. **DO NOT INCLUDE PATIENT INFORMATION/CIN IN THIS EMAIL.**

You are Here: [Home Page](#) > [Medicaid Health Homes](#) > Email Health Homes

Email Health Homes

If you have multiple questions which relate to multiple topics found in the drop down list, *submit them separately*. You will receive a quicker response if 1 Questions and/or comments regarding New York's implementation of health homes should be submitted using the form below. **MAPP HHTS system at 649-4335 or mapp-customercenter@cma.com**

Fields marked * are required.

Subject*:
DEAA/Subcontractor Agreement

Questions

- Denied Duplicate Claim
- Health Commerce Accounts for Health Homes
- Health Home Development Fund
- Health Home Performance Targets
- Health Home Policy + Billing Policy
- Health Homes Serving Children
- Health Information Technology (HIT)
- Hospital Referral Requirement – Questions
- Hospital Referral Requirement – Submission of Policies
- Housing
- MCP/ MLTC Contracts
- Member Outreach/Active Enrollment/Referrals

Please enter:

Please enter:

Attachments:
(Maximum file size: 10MB)

Please zip files:

Revised: December 2016

Health Home Contact Information

- For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email MAPP-CustomerCareCenter@cma.com
- For HH policy questions, contact the DOH Health Home Provider Line (518) 473-5569 or submit an email using the HH email web form: https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action
- For MAPP HHTS Training Newsletters or MAPP HHTS presentations: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm