



**Department
of Health**

**Medicaid
Redesign Team**

MAPP HHTS

Weekly Webinar

December 13, 2016

Agenda

- All MAPP HHTS issues MUST be submitted to MAPP CCC
- Timely Payment Issues
- New MAPP HHTS Weekly Webinar Links

All MAPP HHTS Issues MUST be submitted to MAPP CCC

- Some providers have been emailing DOH staff directly with MAPP HHTS questions
 - How do I access MAPP HHTS?
 - Where can I find training materials?
 - I need a relationship set up in the system.
 - How do I find ... in the system?
- **ALL** questions about MAPP HHTS **MUST** be sent to MAPP Customer Care Center (CCC).
- MAPP CCC documents all questions (call and emails) they receive and then sends questions to subject matter experts. Questions are then answered in the order they are received.
- Going forward, MAPP CCC questions will be responded to prior to any questions that should have been submitted to MAPP CCC but were instead sent directly to DOH staff.
- For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email MAPP-CustomerCareCenter@cma.com

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're 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 Question 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
- Online Network partner Updates
- Organization Demographics/Contacts
- Provider Enrollment/Provider and Network Partner Name Changes/NPI
- Quality Metrics (HH-CMART/FACT-GP + Functional Questionnaire)

Please email:

Please email:

Attachments:

Please zip file:

Revised: December 2016

New MAPP HHTS Weekly Webinar Links

- We have scheduled two new MAPP HHTS Weekly Webinars for December 2016 using Webex Event Center (links below). If we like using the new webinar tool, then we will set up the 2017 MAPP HHTS Weekly Webinar using Webex Event Center.

12/13/16: <https://meetny.webex.com/meetny/onstage/g.php?MTID=ec4fa3ca2b28b313d61c93258b211a6ca>

12/20/16: <https://meetny.webex.com/meetny/onstage/g.php?MTID=e268b8ddb494cb5415c323b4f81c0fdc3>

12/27/16: No Webinar

- The current **MAPP HHTS Webinar Schedule** is posted to the MAPP section of the Health Home website.

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