

Medicaid Analytics Performance Portal Health Home Tracking System

MAPP HHTS | TRAINING UPDATES

Welcome

Welcome to the MAPP Health Home Tracking System (HHTS) Training Updates Newsletter. This document serves as an addendum to the Phase 1 Training Materials and focuses on system functionality workarounds, system enhancements, general training updates, and helpful tips to assist the end-user with completing certain tasks within the system.

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New Message to Indicate a Billing Instance has been Created/Voided via an Upload Billing Support File



Enhancement System Update: 07/31/2016
Information for: HH and CMA Workers

The Health Home and CMA Workers can add or void Billing Instances associated to an Outreach or Enrollment Segment by uploading the Billing Support File. Additionally, these Workers can also add or void an HML Assessment online using the member's Assessments tab.

A new enhancement to the MAPP HHTS displays an error message when the HH or CMA Worker attempts to create or void an Assessment that was completed/voided using the Billing Support File while the user was online completing/voiding the Assessment. When the following scenario occurs, an error message displays:

- 1) The HH or CMA Worker creates an Outreach or Enrollment Segment and opens the member's Assessments tab. During this step, the Assessment displays a "Not Completed" status.
- 2) Next, using file upload functionality the Worker uploads a Billing Instance with the Assessment details for the above mentioned potential Billing Instance. During this step, the Billing Instance will be created.
- 3) After uploading the file, the Worker navigates back to the member's Assessments tab (which has remained opened since Step 1). Since the screen has not refreshed, the Assessment will still remain in a "Not Completed" status.
- 4) If the HH or CMA Worker attempts to create the Assessment using the online method from the screen, the Worker will receive an error message

Note: This can also happen for Assessments that are in a "Voided" status.

New York State Health Homes Health Home Worker | Welcome | Preferences | Log out | DOH

Home | Referrals and Members | Inbox

My Members x | Kristen Olive - HHP - 22748 x

Kristen Olive ACTIONS

Kristen Olive
Primary
71 years

Open
Department of Health

Home | Segments | Consent | Assignments | Transaction History | Tasks | Assessments

Segments

New Outreach... | New Enrollm...

View Segment Transaction History

Managed Care Plan	Health Home	Care Management Agency	Type	Consent Date	Begin Date	End Date	Reason Code	Referral Code	Status
Healthmore ManagedCare Plan 201	CenterPeace Health Home-30	Medi-Pro Care Management Agency-2	Enrollment		7/1/2016				Active

Scenario Step 1: The HH Worker creates an Enrollment Segment with a 7/1/2016 Start Date and then navigates to the Assessments tab to view the Assessment in a "Not Completed" status.

Home | Segments | Consent | Assignments | Transaction History | Tasks | **Assessments**

HML Assessments
Community Mental ...

Service Date	Segment Type	Assessment Status
7/1/2016	Enrollment	Not Completed



New Message to Indicate a Billing Instance has been Created/Voided via an Upload Billing Support File



Enhancement System Update: 07/31/2016
Information for: HH and CMA Workers

Upload File

Uploading Partner Network File will completely replace the existing Partner Network records.

File Type: Billing Support Information Upload

Upload file: billinginstances_03032016.txt

Buttons: Upload, Cancel

Scenario Step 2: The HH Worker uploads and processes the Billing Support File with the Assessment details, thereby creating the Billing Instance.

File Type	Uploaded By	File Status
Billing Support Information Upload	HH worker	Processed

Scenario Step 3: The HH Worker navigates back to the member's Assessments tab, and the Assessment still remains in a "Not Completed" status (since the screen has not been refreshed yet).

Assessments

Service Date	Segment Type	Assessment Status	Rate Code	Rate Code Description	Rate Amount
7/1/2016	Enrollment	Not Completed			

Buttons: Create..., Delete..., Resume..., View Report

Error Message

The assessment is already completed.

Buttons: Close

Scenario Step 4: If the HH Worker tries to create an Assessment, the following error message displays.

Keep in Mind...

If the HH or CMA Worker attempts to complete an HML assessment that is already completed from uploading the Billing Support File, but without refreshing the Assessments screen, then the MAPP HHTS will display an error message.

Similarly, if the HH or CMA Worker attempts to void an HML assessment that is already voided from uploading the Billing Support File, but without refreshing the Assessments screen, then the MAPP HHTS will display an error message.





Ability to Search on Multiple CINs in the My Assignments, Manage Assignments and My Members Screens



Enhancement System Update: 07/31/2016

Information for: MCP, HH and CMA Workers and All Read-Only Users

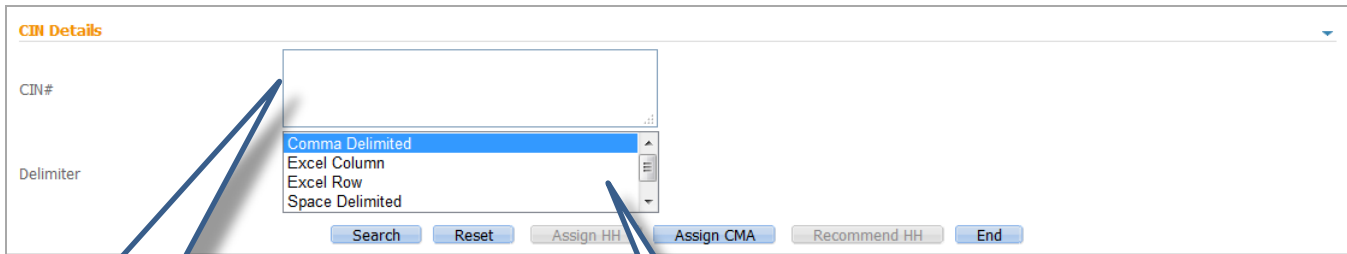
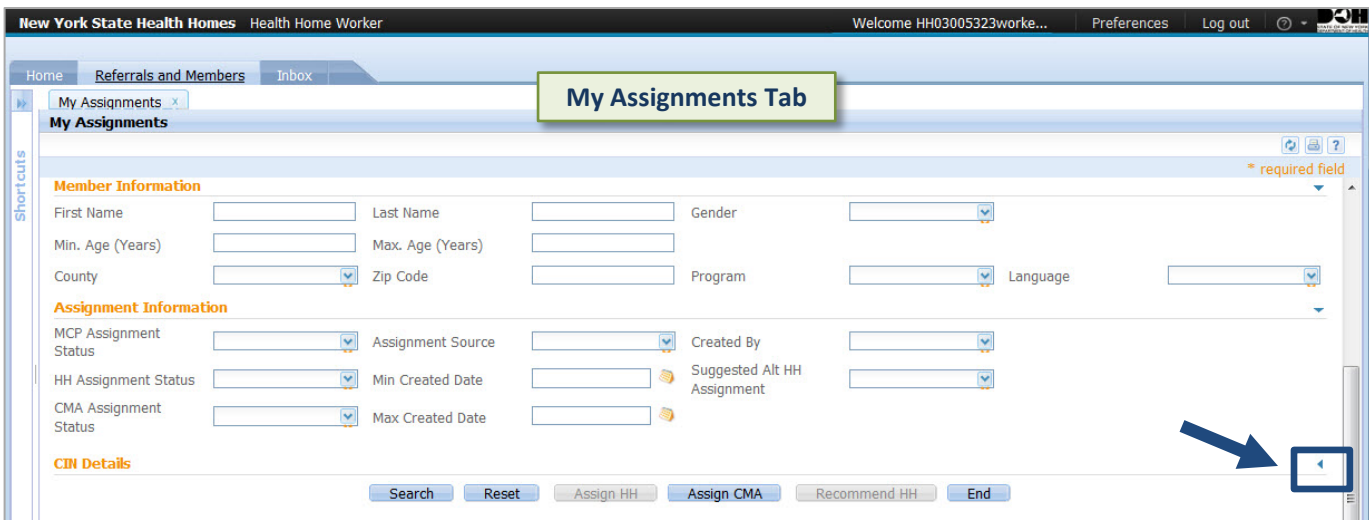
All members that are tracked within the MAPP HHTS have a Client Identification Number (CIN). This CIN can be used to quickly locate a member record or specific case information. A new enhancement provides the ability to search on multiple CINs within the My Assignments, Manage

Assignments and My Members tabs.

The CIN Search field has also been moved below all other fields on these tabs. It is displayed when the user clicks the **Toggle** button to expand the CIN Details. As a default, the **Toggle** button is closed

(collapsed) to allow for more real estate on the screen.

The example below shows the CIN Search field within the My Assignments tab.



Once the **Toggle** button is expanded, the CIN Search field displays.

This CIN Search field has the same function as the Member CIN Search tab, where a Delimiter needs to be indicated before clicking the **Search** button.

Modifying Member Segments with Invalid R/E or Coverage Codes



Enhancement System Update: 07/31/2016
Information for: HH and CMA Workers

The NYS Department of Health has certain R/E and Coverage Codes that are compatible with the Health Home Program that help determine what types of services a member is eligible to receive. The R/E Code (Recipient Restrictions/Exception Code) describes restrictions to a primary Providers and/or exception codes which further clarify a member's eligibility.

Previously in the MAPP HHTS, a HH or CMA Worker was unable to modify a Segment if the member had an invalid R/E or Coverage Code that was in between the Start and End Date of the Segment. If the

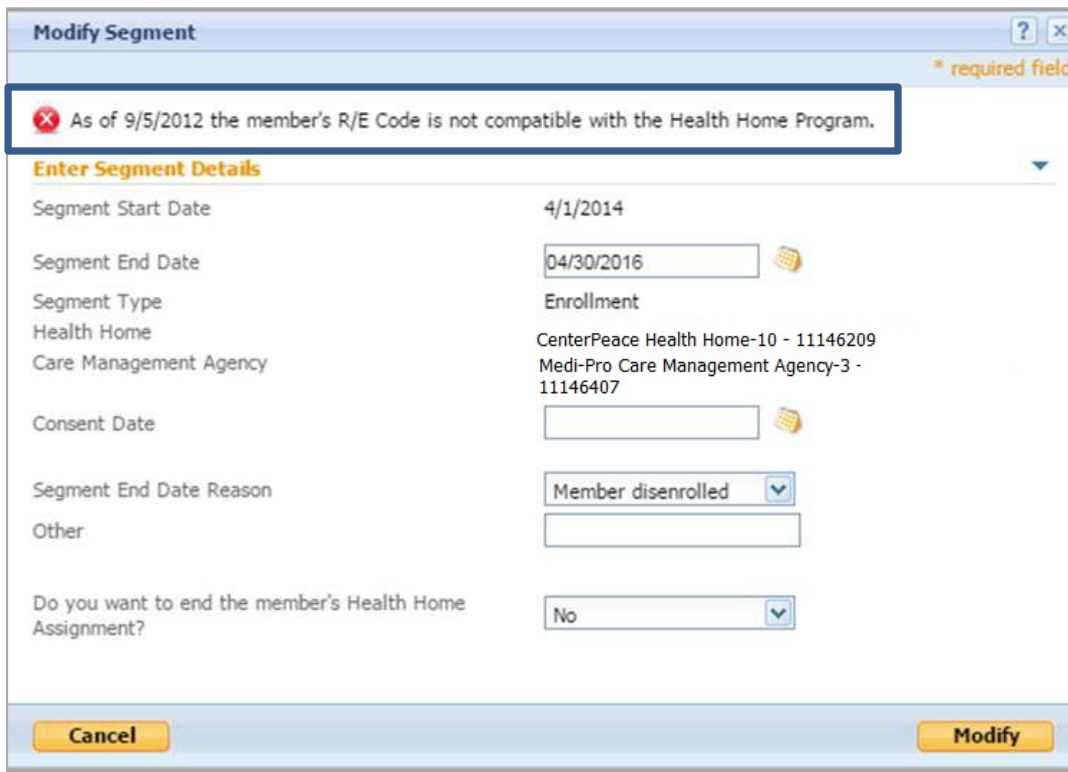
Worker tried to modify the Segment, he or she would receive an error message stating: "As of x/x/xxx date, the member's R/E Code is not compatible with the Health Home Program." (See screenshot below).

Since services were still provided to that member regardless of when the R/E or Coverage Code was invalid, a new enhancement now allows for HH or CMA Workers to **modify** an existing Segment and include an End Date and an End Date Reason.

For more information on R/E and Coverage Codes that are incompatible with the Health Home program, please see the links below from the Health Home website:

Restriction Exception (R/E) Codes:
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/restriction_exception_codes.pdf

Coverage Codes:
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/hh_coverage_codes.pdf



Modify Segment [?] [X]

* required field

✖ As of 9/5/2012 the member's R/E Code is not compatible with the Health Home Program.

Enter Segment Details

Segment Start Date	4/1/2014
Segment End Date	04/30/2016
Segment Type	Enrollment
Health Home	CenterPeace Health Home-10 - 11146209
Care Management Agency	Medi-Pro Care Management Agency-3 - 11146407
Consent Date	
Segment End Date Reason	Member disenrolled
Other	
Do you want to end the member's Health Home Assignment?	No

Cancel Modify

Important Note to MCP Workers regarding “Pending” Referrals



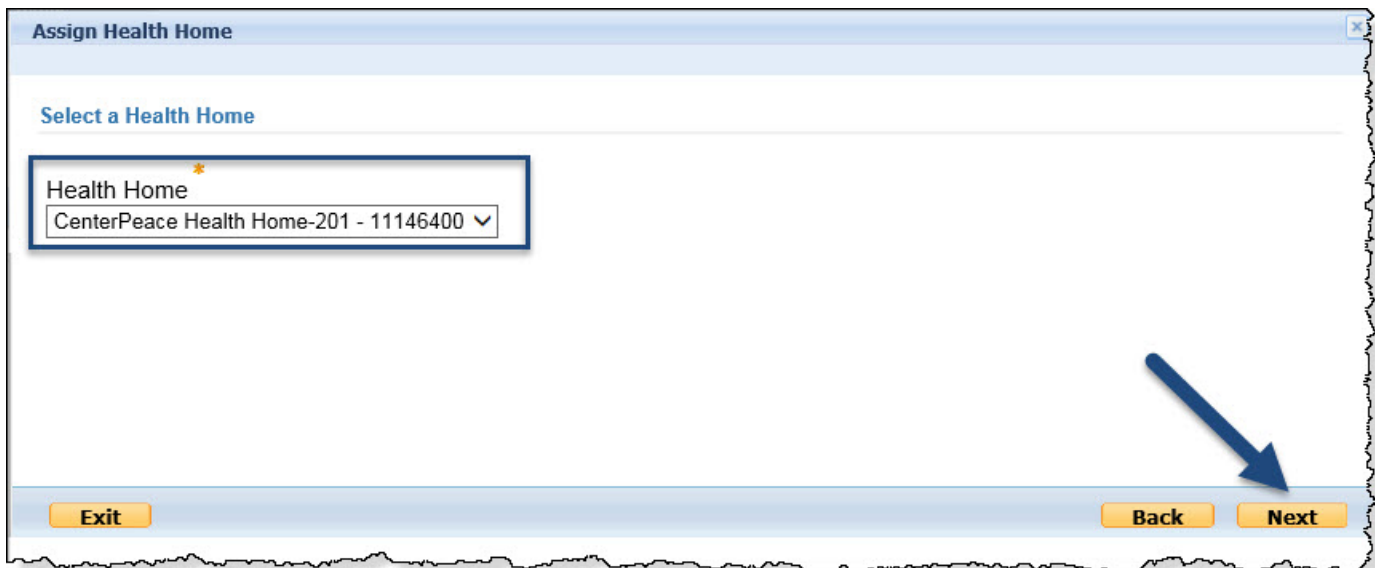
Enhancement System Update: 07/31/2016
Information for: MCP Workers

When a HH or CMA Worker creates a Referral via the Referral Wizard for a Managed Care member, he/she is required to select a Health Home within the Assign Health Home screen (see screenshot below). If the member is Fee-for-Service (FFS), the MAPP HHTS will create a “Pending” Assignment for that member with the Health Home selected on the Assign Health Home screen. It is important to note however, that even though the HH or CMA

Worker selects a Health Home, the MAPP HHTS will not create a Health Home Assignment if the member is enrolled in a Managed Care Plan. For members enrolled in Managed Care, the Referral Wizard will create a “Pending” MCP Assignment with a **Referral** Record Type. No Health Home Assignment is created when the HH or CMA Worker creates a Referral.

Therefore, once the MCP Worker logs into

MAPP HHTS to view their “Pending” Referrals, he/she must create a Health Home Assignment for that Managed Care member as well. This can be done via the My Assignments tab (steps provided below), or by navigating to the member’s Health Home Program page and creating a HH Assignment using the individual method (as noted in the *Create a Health Home Assignment* Section and the *Referral Workflow* in the MCP ILT Guide).



How To Create a HH Assignment via My Assignments (for MCP Workers Only):



- 1) Click the **My Assignments** quick link.
- 2) Deselect the HH and CMA filters.
- 3) Search on “Pending Referral” in the **MCP Assignment Status** field.
 (*Note: You can also filter on a specific Health Home by clicking on the **Suggested Alt HH Assignment** dropdown. This Suggested Alternate HH Assignment is the same Health Home that was selected by the referring entity in the *Assign Health Home Screen* within the Referral Wizard, as indicated above. Alternatively, the MCP Worker can click the **Created By** dropdown to see Assignments created by a specific Provider.)
- 4) Click the **Search** button.
- 5) Place a check mark next to the member that needs to be assigned a Health Home.
- 6) Click the **Assign HH** button.
- 7) Select the appropriate Health Home and click the **Save** button.

Created By	<input type="text"/>
Suggested Alt HH Assignment	<input type="text"/>

NOTE: This will change the “Pending” MCP Assignment with a **Referral** Record Type to “Active” and generate a “Pending” HH Assignment.



Important Note to MCP Workers regarding "Pending" Referrals



Enhancement System Update: 07/31/2016
Information for: MCP Workers

Additionally, if MCP Workers want to view more information on their member's Referral, they can search on "Pending

Referrals" on the My Assignments screen. Upon locating the member record with the "Pending" Referral, the worker can click

the **Toggle** button to expand the Referral information.

My Assignments Tab

Managed Care Plans: 11146059 - Healthmore Managed Care Plan-60

Health Homes: 11146200 - CenterPeace Health Home-1 - 11146200
 11146209 - CenterPeace Health Home-10 - 11146209
 11146299 - CenterPeace Health Home-100 - 11146299
 11146300 - CenterPeace Health Home-101 - 11146300
 11146301 - CenterPeace Health Home-102 - 11146301
 11146302 - CenterPeace Health Home-103 - 11146302
 11146303 - CenterPeace Health Home-104 - 11146303

Care Management Agencies: 11150013 - Medi-Pro Care Management Agency 401 - 11150013
 11150014 - Medi-Pro Care Management Agency 402 - 11150014
 11150015 - Medi-Pro Care Management Agency 403 - 11150015
 11150016 - Medi-Pro Care Management Agency 404 - 11150016
 11150017 - Medi-Pro Care Management Agency 405 - 11150017
 11150018 - Medi-Pro Care Management Agency 406 - 11150018
 11150046 - Medi-Pro Care Management Agency 501 - 11150046

Member Information: CIN #, First Name, Last Name, Gender, Min. Age (Years), Max. Age (Years), County, Zip Code, Program, Language

Assignment Information: MCP Assignment Status: **Pending Referral**, Assignment Source, Created By, Suggested Alt HH Assignment, DOH Recommended HH

Buttons: Assign HH, Assign CMA, Recommend HH, End

Member	HARP	County	Managed Care Plan	Health Home	Care Management Agency	Record Type	Status	Created Date	Pending Referral
<input type="checkbox"/> Wayne Walnut - IX00660X	No	WASHINGTON	Healthmore Managed Care Plan-60 - 11146059			Referral	Pending	7/12/2016	Yes

Click the **Toggle** button to expand for more details.

Displays a "Pending" MCP Assignment with a **Referral** Record Type. Note: Once a Health Home is assigned, the MCP Assignment changes to "Active" and a "Pending" HH Assignment is generated.

The MCP Worker can view the **DOH Recommended Health Home**, and determine if they want to accept the suggested Health Home or assign a different Health Home.

Member	HARP	County	Managed Care Plan	Health Home	Care Management Agency	Record Type	Status	Created Date	Pending Referral
<input checked="" type="checkbox"/> Wayne Walnut - IX00660X	No	WASHINGTON	Plan-60 - 11146059			Referral	Pending	7/12/2016	Yes

Acuity Score: 10.01

Date of Patient Acuity: 9/1/2014

DOH Assignment to: 7/1/2016

DOH Recommended HH: CenterPeace Health Home-201

Name	Role	Created Date	Record Type	Start Date	End Date	Reason Code	Status	Actor
Department of Health	Case Owner	7/1/2016 12:00 AM	Assignment	7/1/2016			Active	Department of Health
Healthmore Managed Care Plan-60	Managed Care Plan	7/12/2016 03:47 PM	Referral				Pending	Healthmore Managed Care Plan-60
CenterPeace Health Home-201	DOH Recommended Health Home	7/12/2016 03:47 PM	Assignment				Pending	Healthmore Managed Care Plan-60