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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File Upload Processing Times

Training Update: 10/31/2016
Information for: MCP, HH and CMA Workers

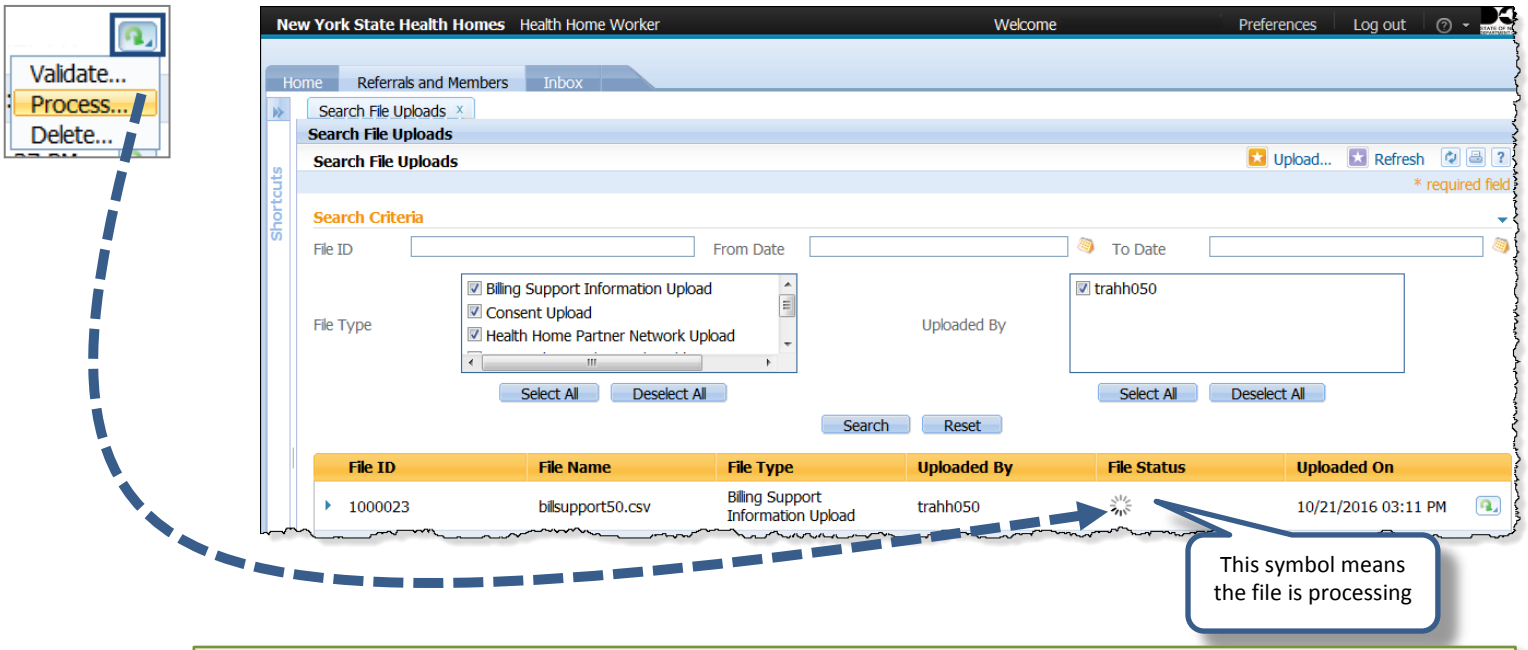
Depending on the worker role while logged into the MAPP HHTS, a user can either upload the Tracking File Upload, Billing Support Information Upload, Consent Upload or the MCP Final Health Home Assignment File.

Many of these files can take a long amount of time to upload to the MAPP HHTS because some of these files can contain thousands of lines of information. It is important to note that the user does not need to keep the MAPP HHTS open and "wait" on the file to completely upload. A user can select the **Actions** button and **Process**, and then can logout of the MAPP HHTS. The user can log in later to retrieve the file when it is done.

The file processing is kicked off and runs "behind the scenes," therefore, the file will continue to process even if the user logs out of the MAPP HHTS. This is for the user's convenience so they are aware they can upload a large file, click process, logout and continue with other tasks, then login at a later time and view the results and/or error report.

In addition to being able to log out of the MAPP HHTS during file processing, Providers who are uploading files into the MAPP HHTS can reduce the time it takes for their file to process by following a few simple steps:

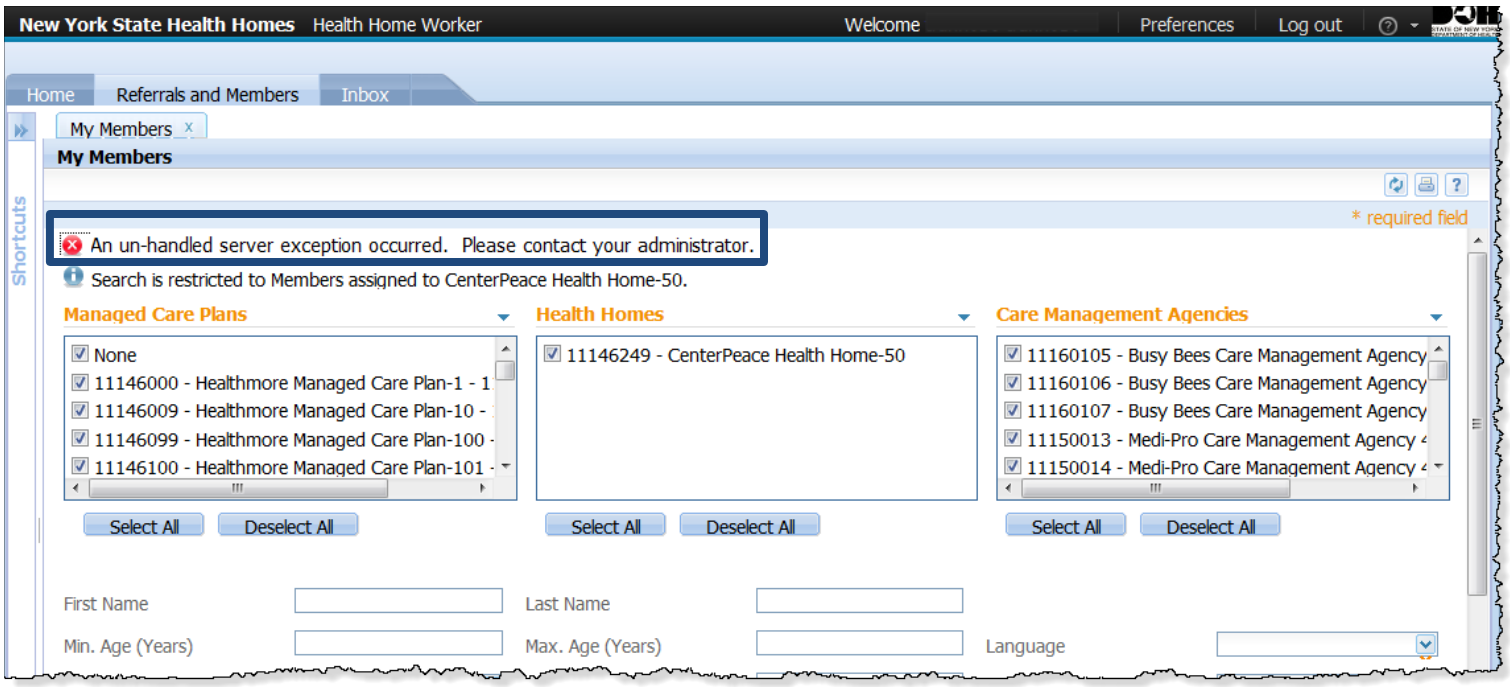
1. When creating a new file to process, the user should remove any old data. For example, if a member exists on the tracking file upload in September with an open-ended Enrollment Segment and nothing has changed with the member, there is no need to include them again in the file upload for October. Including the same information forces the MAPP HHTS to still process this record as new, so although nothing changes in the MAPP HHTS, it still takes time to process this record. By only including new records, the processing time is reduced.
2. When a file displays a status, "Processed with errors," the user can simply create a second file containing just those records that errored the first time, correct these records, and upload this smaller file. If the entire file is uploaded again, the MAPP HHTS is forced to re-process all of the records on the original file, although it already processed all records that did not contain an error.



Keep in Mind…

- After uploading a file, the user can select "Process" and then log out of the MAPP HHTS. The file will continue processing behind the scenes and will display a "Processed" status once the user logs back into the MAPP HHTS.
- When creating a new file to process, the user should remove any old data.
- When a file upload produces a "Processed with errors" status, simply fix the records with errors in a separate file and then re-upload the smaller file with the fixed records.

Unhandled Server Exception (USE) on My Members Search Screen

Training Update: 10/31/2016
Information for: MCP, HH and CMA Workers

Many Providers have been experiencing "Unhandled Server Exception" (USE) errors when searching for specific members on the My Members search screen. This error is caused by the specific filters the Provider is selecting on the page (for example, Segment status, member age, etc). The USE error occurs with different combinations of search filters for different users and is not universally found for all users when selecting the same search filters. This defect is expected to be fixed for Phase 2 Go-Live on 12/5/2016. In the meantime, users can experiment with the search filters they are selecting in order to generate search results.