



**Department
of Health**

**Medicaid
Redesign Team**

MAPP HHTS Implementation

The Health Home Perspective

April 14, 2016

Agenda

- Implementation Preparation
- HHTS Data Conversion
- Day One Tasks
- Expectations
- Next Steps



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Implementation Preparation

April 14, 2016

Implementation Preparation

- **Log into Health Commerce System, locate the MAPP application, add it to your favorites, and set up MFA.**
 - Contact MAPP Customer Care Center (MAPP CCC) if you have any issues.
 - (518) 649-4335 OR MAPP-CustomerCareCenter@cma.com
- **Complete all available training**
 - Each user role must complete required training. There is also an optional refresher web based training.
 - Users that have not completed their minimum required training will not be able to access the system until all required trainings are complete and logged into the system. Please note that it may take a few days after training completion for a user to acquire access to the MAPP HHTS.
 - Contact MAPP Customer Care Center (MAPP CCC) if you have any questions about accessing training.
- **Submit all HH/CMA contracts**
 - Any HHs and CMAs without a fully executed contract that has been approved by DOH will not be able to work together in the MAPP HHTS until their contract is submitted, approved by DOH, and recorded in MAPP HHTS.

Gatekeeper Tasks

- **User Maintenance**

- The HH Gatekeeper is responsible for adding or removing Worker, Read Only, and Screener users for their organization.
- At this time, a Gatekeeper cannot add or remove another gatekeeper using the MAPP Security Admin tab. To add or remove a Gatekeeper, **the current Gatekeeper** must submit a “MAPP Gatekeeper Add or Remove Request” form to the Health Home team email box (select MAPP from the drop down list):

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

- **Training**

- Each HH ID has 1-2 gatekeepers that are responsible for adding and removing user roles. In order to perform these tasks, a gatekeeper must complete training. If you have not completed your training **please do so immediately**.
- Contact users associated within your organization that have not completed training! To determine which users have not completed training, log into HCS, navigate to the MAPP application, click on the Security Admin tab, and type *Incomplete* in the text box underneath **Training Status**
- If there is an issue with completed training not being reflected in the system, please contact MAPP CCC

Accessing MAPP HHTS

- MAPP Customer Care Center will send out an email to all users on Wednesday April 20, 2016 notifying users that the MAPP HHTS is available.
- This email will include instructions for accessing the MAPP HHTS
- If you have any trouble, please contact MAPP CCC



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HHTS Data Conversion

HHTS Conversion

- All assignments and segments will be converted from the old system into the MAPP HHTS. Billing roster information submitted to the old system **WILL NOT** be converted into the new system

However, MAPP HHTS will contain more assignments and segments than the old tracking system

- DOH will create an Assignment Conversion Report summarizing by HH the number of assignments that will be available in the MAPP HHTS . A similar report will also be created for MCPs
- **Please remember that the Conversion Report summarizes the data converted into the MAPP HHTS. Once providers start using the system, the conversion report will no longer match the member information in the MAPP HHTS.**

HHTS Assignment Conversion Reports for HH

- Member assignments that were in the old system as of April 7, 2016 (old tracking system blackout date).
 - Members assigned to the HH by an MCP
 - Members assigned to the HH by DOH
- HH member assignments that **were not** converted into the new system
 - Members that moved from FFS to MCP or from one MCP to another since blackout
 - Members with a change in Medicaid eligibility status (RE change)
- New member assignments due to:
 - Member newly prioritized for assignment based on new assignment criteria (no longer exclude members with a segment within past three months)
 - Members w/ closed segment in old system that were not identified as HH eligible by DOH
 - Change in member Medicaid status since blackout (new to MCP; RE change)
- HH Assignments that are in the MAPP HHTS
 - Members with active MCP Assignments and pending HH assignments
 - FFS members pending HH assignments

Segment Conversion

- All outreach and enrollment segments in the old tracking system that contain an end date prior to April 2016 will be converted into the MAPP HHTS with a closed segment status.
- All outreach and enrollment segments in the old tracking system that contain an end date on or after April 30, 2016 will be converted into the MAPP HHTS with an active segment status.
- **Additionally**, outreach segments that contain **3 continuous months of outreach** AND have the begin and end dates listed below will trigger the creation of a new hiatus outreach segment. Outreach segments with an end date prior to 1/31/16 OR outreach segments containing only 1 or 2 consecutive months will not trigger the creation of a hiatus outreach segment.
 - Jan. 1, 2016 – Mar. 31, 2016; Dec, 1, 2015 – Feb. 29, 2016; Nov 2015 – Jan 2016

MAPP HHTS Hiatus Outreach Logic

- The hiatus outreach logic described on the previous slide only applies to outreach segments converted into the MAPP HHTS from the old tracking system. Outreach Segments submitted to the MAPP HHTS must meet the criteria below to trigger the creation of an outreach segment in the hiatus status. The logic below is applied daily after midnight.
 - Outreach segment must have a system generated end date, meaning that the user submitted the outreach segment without an end date and the system calculated the appropriate end date to ensure that the member does not exceed 3 months of outreach in a 6 month period
 - The end date on the potential hiatus outreach segment must be on or after the transaction date. If the system determines that creating a hiatus outreach segment would result in an end date prior to the transaction date, then the system will not create the hiatus outreach segment.
 - As long as the submitted outreach segment meets the criteria above, the system will create a three month hiatus outreach segment regardless of how many months the original outreach segment contains.

MAPP HHTS Outreach Hiatus Examples

1. An outreach segment submitted on 4/20/16 with a begin date of 10/1/15 and no end date. The member does not have any other outreach segments. The system will create a closed outreach segment with an end date of 12/31/15. This segment **would not** trigger the creation of a hiatus outreach segment.
2. An outreach segment submitted on 4/20/16 with a begin date of 1/1/16 and an end date of 3/31/16. The system creates a closed outreach segment and **would not** trigger the creation of a hiatus outreach segment.
3. An outreach segment submitted on 4/20/16 with a begin date of 1/1/16 and no end. The member does not have any other outreach segments. The system will create a closed outreach segment with an end date of 3/31/16 and **would trigger** the creation of a hiatus outreach segment with a begin date of 4/1/16 and an end date of 6/30/16.
4. An outreach segment submitted on 4/20/16 with a begin date of 1/1/16 and no end. The member had one month of outreach in Dec 2015. The system will create a closed outreach segment with an end date of 2/29/16 and **would trigger** the creation of a hiatus outreach segment with a begin date of 3/1/16 and an end date of 5/31/16.



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Day One Tasks

April 13, 2016

Review and Confirm CMA Relationships: Gatekeeper Task

- Confirm that your HH has relationships in the MAPP HHTS with all of your CMAs:
 - Access MAPP HHTS, click on **My Providers**, click on **Reference** link, click on **Relationships** tab, click on **Provider Relationships** (left of screen). All from dates were automatically set to 1/1/12. This is for system purposes and does not reflect the date that you started working with a CMA
- If your HH has a BAA with a CMA that is not listed on this tab, then you must submit to MAPP CCC the email your HH received from the DOH Security Office when you documented that BAA with DOH.
- If you are unable to locate this documentation or have questions about HH/CMA relationships, please contact the DOH Privacy Office via email at Doh.sm.Medicaid.Data.Exchange@health.ny.gov.
- Once the relationship submitted to MAPP CCC is confirmed, DOH will update MAPP HHTS to reflect the relationship (this may take a few business days).

Manage Assignments: Worker Task

- Review members with pending HH Assignments and either accept or reject assignments.
- Assign members with either pending or active HH assignments to CMAs as appropriate.
- When you first log into the MAPP HHTS, your Past Assignment Download file will be blank until:
 - You reject a pending HH assignments
 - An MCP ends your assignment
 - Another HH outreaches or enrolls the members
 - Member is no longer HH eligible (Not Medicaid eligible; has RE/coverage code incompatible with HH program)

Manage Segments: Worker Task

- Create/Modify/Pend/Delete segments as necessary
- Review the hiatus outreach logic described in previous slides. If you have a converted outreach segment in the system that will not trigger your desired hiatus outreach outcome, delete that segment and resubmit the segment using the information contained on the MAPP HHTS Hiatus Outreach slides to achieve the desired hiatus outreach outcome.
- Review and update segments that contain the segment end date reason code “Invalid end date reason code at conversion” if you are aware of another code that better describes why the segment ended.
- Review enrollment segments that do not have consent dates. If these members have signed consent, modify the segments to include the member’s consent date. If the member has not yet signed consent, make sure that the member’s CMA is working with the member to secure consent.

Billing Support: Worker Task

- Review the Billing Support Screen, Assessments tab, and Billing Support Download to familiarize yourself with the Billing Support tools.
- DOH **HIGHLY RECOMMENDS** that providers begin responding to the HML Assessment with Jan. 1, 2016 service dates.
- Prior to submitting a Health Home claim to Medicaid for service dates on or after April 1, 2016, the responsible biller identified in Billing Support **must** confirm that the HML Assessment was completed and that a billable service was provided to that member during the service month.

Partner Network: Worker Task

- Review your Partner Network information and update as needed.
- **REMEMBER:** All major Partner Network changes must be submitted to the DOH using the Provider Notification form, which is available on the Health Home website, in addition to documenting that change in the MAPP HHTS.

Provider Communication

- Reach out to the MCPs and CMAs you are working with to determine how you will use the system
- While the system will help you exchange member information, you will still need to set up processes with your partners and continue to communicate outside of the system.

Expectations

- HH Assignment files should be downloaded daily, but **MUST** be downloaded **AT LEAST WEEKLY**
- If a member's Health Home status changes, you must indicate that change to the MAPP HHTS within 24 hours

Next Steps

- Continue to participate in the Bi-weekly MAPP HHTS Webinars (next webinar is April 26, 2016 1:00-2:30)
- DOH will schedule a one on one call with every MCP and HH to discuss:
 - MAPP HHTS Implementation progress
 - Questions/concerns
 - Billing Support and preparing for HML
 - Possible MAPP HHTS enhancements