MAPP HHTS Update: LGU/SPOA Referrer Role and LDSS Referrer Role with CIN Search
LGU/SPOA and LDSS Steps for Access to MAPP HHTS

- HCS Director and Coordinator
- HCS User Role
- MAPP Gatekeeper Role
- MAPP Referrer Role
HCS Access

• In order to access MAPP HHTS your organization must first add you as a user to the Health Commerce System (HCS). This is completed by your organization’s HCS Director or Coordinator.

• If you need a HCS password reset Commerce Accounts Management Unit (CAMU) can be reached at 866-529-1890.

• If your organization no longer has a HCS Director or Coordinator, this will first need to be updated by completing the HCS Director and Coordinator account forms and account set up process. The information on how to do that can be found here:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/hcs_faq.htm
If you are unable to access your HCS account

<table>
<thead>
<tr>
<th>Status</th>
<th>Definition</th>
<th>What you should do</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTIVE</td>
<td>Account is active</td>
<td>Non-applicable</td>
</tr>
<tr>
<td>BREACHED</td>
<td>Account is locked due to a security breach</td>
<td>Do not take any action on this account; it is under investigation</td>
</tr>
<tr>
<td>DISABLED</td>
<td>Account is locked due to &gt; 24 months of inactivity</td>
<td>The person must call CAMU* to activate their account</td>
</tr>
<tr>
<td>EXPIRED</td>
<td>User has not logged on in the past 90 days</td>
<td>The person must log on to the HCS and change their password</td>
</tr>
<tr>
<td>OLAEXPIRED</td>
<td>On-line account activation timeframe elapsed (&gt; 20 days from the date of the PIN Letter)</td>
<td>The person must log on to the HCS and change their password</td>
</tr>
<tr>
<td>OLALOCKED</td>
<td>On-line account activation attempts exceeded (&gt; 5 failed attempts)</td>
<td>The person must call CAMU* to activate their account</td>
</tr>
<tr>
<td>PENDING</td>
<td>Account pending user’s first access OR user has not changed their temporary password</td>
<td>The person must log on to their account</td>
</tr>
<tr>
<td>PWLOCKED</td>
<td>Account is locked due to too many failed login attempts</td>
<td>The person must call CAMU and get a new password</td>
</tr>
<tr>
<td>REFERENCE ONLY</td>
<td>Inactive account created with an old Document 1 that did not include HCS access.</td>
<td>The person must call CAMU*.</td>
</tr>
</tbody>
</table>

*Cybersecurity Accounts Management Unit (CAMU) at 1-866-636-1990 option 1
Anyone in your organization can look up your HCS Director and Coordinators

**Important Health Events**

**Important Health Notifications**

- Look up my coordinators
- See what roles I hold
- Look up my PIN
- See what organizations I am affiliated with
- See the IHANS notification lists I am on
How do I get access to MAPP HHTS?

• Once you have an HCS User ID, your organization’s MAPP Gatekeeper can add a referrer role for you in the MAPP HHTS.

• If your organization no longer has an active Gatekeeper, your HCS Director or Coordinator can add a new Gatekeeper by submitting the “MAPP Gatekeeper Add or Remove” form found here: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm (Click to expand the contents under the Health Home Tracking System heading)

• The completed MAPP Gatekeeper forms would be submitted to MAPP CCC mapp-customer.carecenter@cma.com.

• If you have an active MAPP Gatekeeper they can also add or remove a Gatekeeper for a maximum of two per organization.
Medicaid Analytics Performance Portal (MAPP)
MAPP Gatekeeper Add or Remove Request

Please use this form to add or remove a MAPP Gatekeeper for your organization. Completed forms must be emailed to MAPP Customer Care Center mapp.customercarecenter@emn.com

You will receive a confirmation once the update has been completed.

I. In the space below, provide contact information for the person submitting this form.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Organization Name</td>
<td></td>
</tr>
<tr>
<td>2. LDSS or LGU?</td>
<td></td>
</tr>
<tr>
<td>3. Full Name</td>
<td></td>
</tr>
<tr>
<td>4. Office telephone number</td>
<td></td>
</tr>
<tr>
<td>5. E-mail address</td>
<td></td>
</tr>
<tr>
<td>6. HCS User ID</td>
<td></td>
</tr>
</tbody>
</table>

II. In the space below, provide the information for person to be assigned to the MAPP Gatekeeper role. (Indicate whether a HH or CMA role). The MAPP Gatekeeper role is limited to 2 users within the organization.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Full Name</td>
<td></td>
</tr>
<tr>
<td>2. Office telephone number</td>
<td></td>
</tr>
<tr>
<td>3. E-mail address</td>
<td></td>
</tr>
<tr>
<td>4. HCS User ID</td>
<td></td>
</tr>
</tbody>
</table>

5. Full Name

6. Office telephone number

7. E-mail address

8. HCS User ID

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1Each Health Home must submit an updated Data Exchange Application & Agreement (DEAA) that includes the names of the designated MAPP Gatekeeper.

2This request cannot be processed until the designated person has an active HCS User account.
MAPP HHTS Training

• Once a new MAPP role is added to the MAPP HHTS, the user assigned to the role will be contacted by MAPP CCC to complete the Web Based Training (WBT) and the WBT Assessment.

• Once the WBT and WBT Assessment are complete, the training status will be manually updated by MAPP CCC in the MAPP HHTS. This will allow the user to access the system under the new role. This update can take 24-48 hours.

• MAPP HHTS is accessed through a link in the HCS.

• The CIN Search function is available under the MAPP Screener, MAPP Read Only, MAPP Worker, and MAPP Referrer roles. You will not be able to access the CIN search, while signed in as a MAPP Gatekeeper.
Finding the link for MAPP HHTS

Important Health Events

Important Health Notifications

Search

My Applications

Acronyms & Abbreviations
Application Access
Coord Account Tools - HCS
Coord Account Tools - LHQ
Coord Account Tools - PCC
Coordinator’s Update Tool
Electronic Prescribing Waivers
Emergency Contacts
Health Facilities Info SYS HFIS
MAPP
NEAT
ROPEs
Secure File Transfer 2.0
SVO/ NY

Refresh My Applications List

Documents by Group
My Favorites
My Applications
All Applications
Mobile Apps

Change my password...
Review the password rules
Change my secret questions...
Enable the forgotten password feature...
Report my user ID or password stolen...
Learn more about HCS security

Change my contact information...
Look up my coordinators
See what roles I hold
Look up my PIN

See what organizations I am affiliated with
See the HANS notification lists I am on
Adding MAPP to “My Applications”

<table>
<thead>
<tr>
<th>Application Name</th>
<th>Acronym</th>
<th>Profile</th>
<th>Restricted</th>
<th>Add/Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Care Complaint Summary</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Managed Care Operations Report</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Managed Care Operations Rpt - HIV SNF Report</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Managed Care Roster Report Download</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>MCO Reports to DOH/OMIG Submission Page</td>
<td></td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Meaningful Use Registration for Public Health</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicaid Analytics &amp; Performance Portal</td>
<td>MAPP</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Adding MAPP to “My Applications”

The link to MAPP will now appear under your applications located on the left hand side of the screen when you log into HCS.
Access to Members in MAPP

In order to Access MAPP HHTS you must use a MFA (a code that is sent to your phone and verifies your credentials). This must be set up once:
Multi Factor Authentication

- The default for MFA is to call your phone with a 6 digit code
- If preferred, it can be updated to send a text with a code instead
- In order to do this, you will need to access the MFA tab and enter in the information and click “submit” to get a dropdown list for your “Type of Authentication”
Accessing MAPP HHTS

Instructions
- Please enter the code received from your SMS message on your registered phone number.
- You will be logged out of HCS after 3 unsuccessful attempts.

Each time you log into MAPP HHTS, a code will be sent to you. This code is sent based on how you set up your MFA. You must enter this code in order to proceed in the login process.
Accessing MAPP HHTS
Member CIN Search

• The Member CIN search will allow the referrer to look up a member using the member’s CIN. This will return basic Medicaid eligibility and Health Home status information about the member regardless of the member’s connection to the user’s organization.

• The CIN search function can search one CIN at a time or can search series of CINs. The user can then either open up a report page for each member or the user can download a file containing basic information regarding the submitted CINs.

• Member report/file contains:
  • Member’s basic demographic and contact information
  • History of the member’s connection to the HH program
  • Member's last 5 unique service providers (per claims/encounters)
  • Recent care management billing
New CIN Search Feature of the MAPP Referrer Role
Member CIN Search

When entering more than one CIN, identify which format was used to delimit the CINs.

### Search Criteria

- **CIN#**
- **Delimiter**
  - Comma Delimited
  - Excel Column
  - Excel Row
  - Space Delimited

### Download File Format

- **File Format**
  - Comma Separated Values (.csv)
  - Fixed Length (.txt)

### Search Results

<table>
<thead>
<tr>
<th>Member</th>
<th>DOB</th>
<th>Medicaid End Date</th>
<th>Coverage Code</th>
<th>Managed Care Plan</th>
<th>Health Home</th>
<th>Care Management Agency</th>
<th>HARP</th>
</tr>
</thead>
</table>

![Image of Member CIN Search interface](image-url)
Member Search Report

<table>
<thead>
<tr>
<th>Last 5 Unique Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Date</td>
</tr>
<tr>
<td>---------------</td>
</tr>
<tr>
<td>12/29/2017</td>
</tr>
<tr>
<td>12/29/2017</td>
</tr>
<tr>
<td>12/29/2017</td>
</tr>
<tr>
<td>12/20/2017</td>
</tr>
<tr>
<td>12/20/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Member's H/E Code Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>HE Code</td>
</tr>
<tr>
<td>---------</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health Home History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned Health Home</td>
</tr>
<tr>
<td>Health Home A</td>
</tr>
</tbody>
</table>

Recent Care Management Claim Activity Within Last 6 Months

<table>
<thead>
<tr>
<th>Care Manager</th>
<th>Latest Service Date</th>
</tr>
</thead>
</table>
Member Search Report

Member CIN Search

When entering more than one CIN, identify which format was used to delimit the CINS.

Search Criteria

CIN#  
Delimiter  

Download File Format

File Format  

Search Results (Number of Items: 16)

<table>
<thead>
<tr>
<th>Member</th>
<th>DOB</th>
<th>Medicaid End Date</th>
<th>Coverage Code</th>
<th>Managed Care Plan</th>
<th>Health Home</th>
<th>Care Management Agency</th>
<th>HARI</th>
</tr>
</thead>
</table>
Member Search Report

Navigate

Navigate to Download Search page?

Yes  No
Member Search Report

![Member Search Report Interface]

**Search Criteria**
- **File ID:**
- **Downloaded by:**
- **File Status:**
- **File Type:**
  - Health Home Assignment File
  - LTC Provider Assignment File
  - Acuity Download
  - Billing Support Information Download
  - CN Search Results Download
- **From Date:**
- **To Date:**

**Search Results**

<table>
<thead>
<tr>
<th>File ID</th>
<th>File Name</th>
<th>File Type</th>
<th>Requested By</th>
<th>Generated On</th>
<th>File Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1188872</td>
<td>CSD_1188872_031218_1356.csv</td>
<td>CN Search Results Download</td>
<td>LGUSOPDA2200%4Referrer</td>
<td>3/12/2018 01:56 PM</td>
<td>Processed</td>
</tr>
</tbody>
</table>

Do you want to open or save CSD_1188872_031218_1356.csv (4.72 KB) from curamuavip2.miscny.nyenet?

[Buttons: Open, Save, Cancel]
<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member ID</td>
<td>DOB</td>
<td>Gender</td>
<td>Medicaid Effective Date</td>
<td>Medicaid End Date</td>
<td>Medicaid Coverage Code</td>
<td>Medicaid Coverage Description</td>
<td>Managed Care Plan MMIS Provider</td>
</tr>
</tbody>
</table>

Member Search Report
Questions?

• Submit questions regarding MAPP HHTS to MAPP Customer Care Center mapp-customercarecenter@cma.com or call 518-649-4335.

• For assistance with password resets, HCS Commerce Accounts Management Unit (CAMU) can be reached at 866-529-1890.