



**Department  
of Health**

**Medicaid  
Redesign Team**

# **MAPP Health Home Tracking System Release 2.5 System Changes & Enhancements**

**June 7th, 2018**

# Agenda

- Review of Updates to the MAPP HHTS Effective 6/8/2018
- Contact Information

# Updates to MAPP HHTS Effective 6/8/18

**Release 2.5 will be deployed to the MAPP Health Home Tracking System on 6/8/2018. As of that date, providers can expect the following system enhancements and fixes in the system:**

1. Additional Options Added to the Chronic Conditions List
2. Updated Warning and Error Messages
3. Required Fields on Originating Referral Source Information Screen (Children's HH Referral Portal)
4. Update to members' Home Tab
5. Issue creating a Pending Non-VFCA CMA Assignment without a HH Assignment—Fixed
6. Updated Enrollment Download File Logic for MCP Users

# 1. Additional Options Added to the Chronic Conditions List

- Additional options have been added to the chronic conditions list (Pre-conditions field (*field # 5* on the Billing Support Files)). These additional options will be available for Billing Instances with dates on or after **July 1<sup>st</sup> 2018**. This list now includes:
  - SMI/SED – indicated with code 20 on BSU
  - One or more DD conditions – indicated with code 22 on BSU
- Up to 8 chronic conditions can be selected from the list of chronic conditions. If a member has SMI/SED this selection should always be included from now on (continuing to select other and add SMI or SED in the comments section is no longer appropriate).

## 2. Updated Warning and Error Messages

- Warning message “*Invalid Rate Code*” used to appear while creating a child referral if the user entered a CIN for a member that is/has received Early Intervention Targeted Case Management within the last six months, and the user clicks Next. The system will now display the following warning message instead:
  - WARNING: This member has received Early Intervention Targeted Case Management within the last six months. Please be aware, that a member can be eligible and receive Health Home and Early Intervention services simultaneously but ONLY from a DOH approved provider that has been crossed trained to act as both the HH CM and the EI service coordinator or is an approved subcontractor. Not all HH Care Management Agencies can serve children who are eligible for both programs.
  - When this warning appears, providers should ensure that the appropriate Care Management Agency is selected and the client is appropriate for Health Home services.

## 2. Updated Warning and Error Messages

- Error message *“End Date before Segment Start Date or Pend Start Date”* (error code 061 if via Tracking File Segment Records Upload) used to appear if the user attempts to enter a Pend start date that is after the original segment end date.
- For example, Outreach exists from 1/1/18 through 2/28/18; if the user attempts to Pend this segment with a Pend start date of 3/1/18, the system would give the previously mentioned error message (error code 061). To clarify the error encountered, this error message has been updated to now say:
  - *“The segment end date is prior to the Pend start date entered”*

### 3. Required Fields on Originating Referral Source Information Screen (Children's HH Referral Portal)

- If a providers indicates that “Yes” they received a referral from elsewhere and are entering it on behalf of a different organization/individual, certain fields on the Originating Referral Source Information screen of the Children's HH Referral Portal are now required in order to go to the next page:
  - Originating Referral Source Contact Name
  - Originating referral source organization
  - Phone number (including area code, phone number and phone type)
  - If any, but not all, of the address fields are filled out, the following fields are required:
    - Street 1
    - City
    - State
    - Zip Code

## 4. Update to Members' Home Tab

- The member's Home Tab (the member's case) will now match the member's Segments tab



## 5. Issue creating a Pending Non-VFCA CMA Assignment without a HH Assignment—Fixed

- The system will no longer allow a Non-VFCA CMA to have a Pending assignment without a Health Home assignment.
- Previously in very limited situations when a segment was deleted or modified a CMA assignment may have been restored without checking that a HH assignment was restored, based on how the user responded to the end HH assignment question.

## 6. Updated Enrollment Download File Logic for MCP Users

- When downloaded by a MCP user, the Enrollment download file used to look at the MCP's assignment record start date to determine if a member's segment should be included in the Enrollment download file.
- The system has now been updated so that it looks at the member's plan enrollment periods from the Medicaid Data Warehouse (MDW) in order to generate the Enrollment download file for MCP users.
- This enhancement will cease the phenomenon of members "falling off" the MCP's Enrollment download file if the MCP assignment start date changes as a result of changes in the member's MCP assignment status.

# Health Home Contact Information

- For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email [MAPP-CustomerCareCenter@cma.com](mailto: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](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](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm)