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of Health**

**Medicaid  
Redesign Team**

# **MAPP Health Home Webinar for Care Management Agencies**

March 24, 2015

# Agenda

- MAPP Functionality
- MAPP Workflows
- MAPP Demo: Billing Support
- Health Home Care Management Agency Organizational and User Set-up



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# MAPP Functionality

# Phase 1: Health Homes MAPP Features

- Identification of Health Home eligible population
- Assigning eligible individuals to Health Homes
- Outreach of CMAs and Health Homes to potential members
- Enrolling an individual into a Health Home once outreach is complete
- Referrals of potential members
- Billing Support (Members' MCO, HH, and CMA and Diagnosis information)
- Transfer of individuals between Health Homes
- Member Batch lookup and export
- Dashboards to evaluate the performance of the Health Home program

# New Functionality in MAPP

- Care Management Agencies will have direct access to MAPP.
  - This is predicated on the existence of an approved BAA with the respective Health Home(s) that is on file with NYSDOH.
- Better connection to eligibility and claim information (1 week in MAPP vs up to month delay in current system)
- Actions within MAPP can be performed:
  - individual online screen entry,
  - bulk online screen entry (select population of members and perform one action on all selected), or
  - file transfer
- Will track creation, acceptance, and rejection of assignments made from MC to HH to CMA.
- New concept of “accepting” assignments, transfers, and referrals by all users and of HH “accepting” assignment, outreach, and enrollment submitted by CMA
- Allow seamless “warm” transfer of members
- Uses status types and new end date reason codes for members in Assignment, Outreach, and Enrollment to better track members in outreach hiatus, incarcerated, lapsed Medicaid eligibility

## Access to Members in MAPP

- When a MCP/HH/CMA user signs into MAPP, the user only has access to the members that have an assignment, outreach, or enrollment segment with the user's organization.
- Once information about a member is entered into MAPP, the MC/HH/CMA connected to that member in MAPP can see the entered information.
- Members are associated with an organization, not an individual user. If a CMA has 100 members that are split up among 5 users at the CMA, the users will see all 100 members in MAPP, not their own 20 members.

## Member CIN Lookup

- Member CIN screen will allow user to look up a member using the member's CIN. Returns basic Medicaid eligibility and Health Home status information about the member regardless of the member's connection to the user.
- Can submit either one CIN at a time or submit a series of CINs. User can either open up a report page for each member or download a file containing basic information regarding 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

# Assignment Workflow in MAPP

- DOH loads MAPP with HH member assignments for MC and for FFS members. Members are in *pending* assignment status until MC/HH acts on assignment
- Managed Care Plans will review their assignment lists and either:
  - Pend the assignment – meaning that the member is not appropriate for HH assignment at this time (member MC assignment status will be *pend*); OR
  - Assign the member to a Health Home – (creates *active* MC assignment & *pending* HH assignment)
- Health Homes will review their FFS & MC assignments and will either:
  - Reject the assignment – member’s HH assignment is ended. FFS are returned to DOH and MC are returned to member’s Plan.
  - Accept and assign to a CMA - moves member into *active* HH assignment and creates *pending* assignment with CMA.
- Care Management Agencies will review their assignments and either:
  - Reject the assignment – member’s CMA assignment is ended and member returned to HH.
  - Accept assignment- moves member into *active* assignment with CMA. CMA starts outreach/enrollment



# Outreach & Enrollment Workflow in MAPP

- Care Management Agencies create outreach/enrollment segments by submitted segment info into MAPP
  - Once entered, member is in *pending active* outreach/enrollment status
- Health Home reviews *pending active* CMA O/E segment & either:
  - Accepts segment – segment is processed and placed into *active* outreach/enrollment status; OR
  - Works with CMA to modify segment and then approves modified segment – segment is processed and placed into *active* outreach/enrollment status
- Managed Care Plan can review their plan members and see member movement from *active* assigned to *pending active* O/E to *active* O/E

## Referral and Transfer Workflow in MAPP

- HH/CMA users will be able to enter a community referral into MAPP. When submitting referral, MAPP will check member Medicaid eligibility and HH status.
- Health Homes will be able to create a transfer of an **enrolled** member to either another HH or to a different CMA within HH
  - When transfer is created, member stays in *active* enrollment status with original HH/CMA and a *pending* transfer is sent to new HH/CMA
  - If new HH/CMA rejects the transfer, the original HH is notified and the member's enrollment remains *active* with the original HH/CMA
  - If new HH/CMA accepts the transfer, the original segment is end dated and a new segment with the new HH/CMA is created automatically.

# Billing Support Workflow in MAPP

- Care Management Agencies will submit monthly billing information (High, Medium, Low functional questionnaire) into MAPP
  - Submitted either individually for each member online or by uploading a file
  - CMA will respond to HML questions (Incarceration, Viral Load, T-Cell Count, Homelessness, Mental Health/Substance Abuse Status), indicate if a billable service was provided, submit diagnosis information.
  - MAPP will only accept information for members that have been submitted to MAPP in a billable status for the month submitted.
- Once submitted by CMA, HH and MC will be able to see billing support information (HH does not have to accept), which combines Tracking information with billing information submitted by CMA
- If CMA does not want to submit this information to MAPP, HH can submit on behalf of CMA

## Billing Support Workflow in MAPP (continued)

- Billing Support, available online or through file download, indicates entity responsible for billing Medicaid and provides all information needed to submit claim.
- Billing Support will query MDW (Medicaid Data Warehouse) for payment/denial information regarding a claim. All providers associated with the member will have access to billing information submitted to Billing Support by users and pulled from MDW by MAPP.
- **BILLING SUPPORT DOES NOT SUBMIT A CLAIM TO MEDICAID. The responsible biller (MC for Plan members and HH for FFS members) must submit claim to eMedNY and send payment to downstream providers.**



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# MAPP Demo: Billing Support





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## **MAPP Health Home Care Management Agency:**

- **Organization Set Up**
- **User Set up in HCS**
- **User Access to MAPP**

# Care Management Agency

1. Submit HCS Director and HCS Coordinator information to Department
  - **Director** is the person who can legally bind organization to an agreement with DOH.
  - **Coordinator** will set up staff HCS user accounts, assign roles, and update HCS as appropriate.
  
2. Department will generate account requests.

- Care Management Agencies must have an HCS Organizational Account under “Health Home CMA” organization type.
- This must be completed by April 15, 2015. Care Management Agencies run the risk that they will not be able to access MAPP on July 1.

## Health Home Care Management Agency Health Commerce System Account Creation

### 1. Director Account Health Commerce System Application

1. Organization type	Health Home CMA
2. Legal Organization name	
3. Full first name (DO NOT use nicknames), full middle name (not just the initial), and full last name. (For example: Elizabeth Ann Doe)	
4. Month and day of birth	
5. NYSDOH Health Commerce System (HCS) ID (if one exists)	
6. Job title (needed for Director requests)	
7. Work address	
8. Office telephone number	
9. Office fax number	
10. E-mail address	
11. Existing Director being replaced (if applicable)	
a. If the Coordinator is replacing someone, does the Coordinator being replaced need to retain an account as a user for the organization?	

Director's Name	
Director's Title	
Date	
Director's Signature	

# Care Management Agency

3. Each HCS Director and HCS Coordinator will receive an automatically generated email.
4. Follow instructions in email:
  - Print application
  - Have application notarized
  - Mail notarized, stamped application to CAMU

## Notes:

- Ensure application is completely signed.
- Send in Director and Coordinator accounts together.
- Call Commerce Accounts Management Unit at 866-529-1898 if application is rejected.

HPN Document 1 - Schedule 2.A  
Participant Organization Agreement

**DOH/Coordinator completes lines 1 – 6**

1. Name of Participant Organization: **Z - Internal Test Hospital PFI**
2. Address: **123 Test Street**  
  
City: **Albany** ST: **NY** Zip: **12204**
3. Name of Director: **Director Sample**  
Title: **Director**
4. Telephone Number: **555-555-5555** ext. \_\_\_\_\_ Fax: **888-888-8888**
5. Email: **tw.e.e**
6. This replaces who previously signed this agreement for the organization.

**DOH/Coordinator completes line 7; Director signs line 8 in presence of Notary**

I have read and understand the HPN Participant Organization Security and Use Policy (aka Document 1) and the HPN Individual User Security and Use Policy and Application (aka Document 2). I understand that submitting this completed document will result in my being given access to the HPN and assigned the status of HPN Coordinator. I have read Schedule "1.A" and agree that, as the subject HPN coordinator, I will exercise these duties and responsibilities in a timely and effective manner. I have the authority to bind the Participant Organization identified below to these terms and conditions, and I agree to the terms and conditions set forth in this document including its schedules and in Document 2 including its schedules. I will actively use my HPN account to ensure my responsibilities as an HPN Coordinator in a timely manner. I understand that violation of the HPN policies and procedures as stated may result in revocation of HPN access and possible legal action.

7. HPN User ID (if one exists): \_\_\_\_\_ OR \_\_\_\_\_  
Month/Day of Birth: **01/01** Temporary Access Word: **jas970qs**  
(Used to ensure a unique account)
8. Signature of Organization Director: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Notary completes lines 9 – 10**
9. ) ss.: On the \_\_\_\_ day of \_\_\_\_\_ in the year \_\_\_\_\_ before me, the undersigned, personally appeared Director Sample, personally known to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in his/her capacity, that by his/her signature on the instrument, the individual executed the instrument, and that such individual made such appearance before the undersigned in \_\_\_\_\_.  
(Insert the city or political subdivision and the state the acknowledgment was taken)
10. Notary signature and stamp here: \_\_\_\_\_

Please keep a copy for yourself but send this page to:  
NYSDOH, CAMU Supervisors, 800 North Pearl Street, Room 214  
Albany, NY 12204  
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# HCS User Accounts

- All MAPP Users must have their own active HCS User Account
- Staff without an active account must work with their HCS Coordinator

Care Management Agencies cannot complete this process until their HCS organization account is created and the HCS Director and Coordinator accounts are activated.

## Paperless HCS User Account

NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS. The Health Commerce System (HCS) user account request has gone paperless! No more signatures and notary. Applying for an HCS user account is as simple as filling out an online form and having a NYS DMV Driver License or NYS DMV Non-driver Photo ID. People that do not have a NYS DMV Driver License or NYS DMV Non-driver Photo ID can still apply for an HCS user account using the existing process which requires signatures and a notary. Please see your HCS Coordinator to apply.\*

### A. User steps...

#### What are the steps?

To obtain an account, you must:

1. Register for an account
2. Enroll your account on the HCS. This step must be done with your HCS Coordinator

#### Important Information!

To enroll using the paperless process, you must have a NYS DMV Driver License or NYS DMV Non-driver Photo ID.

#### Where do I register?

1. Open your web browser and enter this website in the address bar

<https://apps.health.ny.gov/pub/userop.html>

2. Click 'Register for an account'

#### How do I register?

1. Complete the Name, Address and Policy Statement sections, and click **Continue**  
**NOTE: Your name must match what is on your NYS driver license or NYS Photo ID**
2. Request a userid and create a password, click **Continue**
3. Answer at least six of the 27 secret question, click **Register**
4. Confirm your account information, and click **Confirm**
5. Print your NYSDOH Account Registration Completion information, click **OK**
6. You will receive a confirmation email that your userid was created
7. See your \*HCS Coordinator with your NYSDOH Account Registration Completion printout and your NYS DMV Driver License or NYS DMV Non-driver Photo ID

### B. Coordinator steps...

#### How do I enroll a user with the paperless process?

1. Log on the HCS
2. Click **Coord Account Tools - HCS** under **My Applications**  
\* Counties click **Coord Account Tools—LHD**
3. Click **User** under 'Request an account for a...'
4. Click **Yes, they have a NYS DMV driver license or NYS DMV Non-driver Photo ID**  
**NOTE: A NYS driver license is required for the paperless process. If they do not have one, click 'No, they do not ...'**
5. Select your organization in the list
6. Enter the user's **Public ID**, click **Submit**  
**NOTE: This information must be supplied by the user when they registered for an HCS account**
7. Enter the user's information from the NYS driver license or NYS Photo ID, click **Submit**  
**NOTE: The information must match exactly**
8. Enter the user's contact information (fields marked with an asterisk are required), click **Submit**
9. Your user is enrolled on the HCS. Please instruct them to use their userid and password they created and sign in the HCS (<https://commerce.health.state.ny.us>)

### C. User steps...

#### How do I sign on the HCS?

Once your HCS Coordinator completes their steps above, you will be enrolled on the HCS and receive a congratulations email. Do the following:

1. Read the 'Document 2 SAUP' for rules and responsibilities
2. Click the HCS website link (or copy and paste it in your browser's address bar), and enter your userid and password that you created when registering

\* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm)



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# HCS Roles for Staff

<b>MAPP SPOC</b>	single point of contact that will coordinate, manage, and support the organization's MAPP implementation
<b>MAPP Gatekeeper</b>	local administrator that will coordinate and authorize user access to the Medicaid Analytics Performance Portal

- ✓ Each organization must have one SPOC and at least one Gatekeeper.
- ✓ HCS Role assignments will be used to facilitate communication concerning MAPP Implementation.
- ✓ HCS Roles must be assigned prior to participating in training.

# Health Commerce System

## Coordinator's Update Tool



### Form Name: Role Assignments

Select a Role to Assign/Modify  
for *Z Test Managed LTCP*

Role Description	Person in Role?	Modify Role Assignments	Role Description	Person in Role?	Modify Role Assignments
<a href="#">Chief Executive Officer or President</a>	No	<a href="#">Modify</a>	<a href="#">HPN Coordinator</a>	DOH Assigned	<a href="#">Modify</a>
<a href="#">HPN Organizational Security Coordinator</a>	DOH Assigned	<a href="#">Modify</a>	<a href="#">MAPP Gatekeeper</a>	No	<a href="#">Modify</a>
<a href="#">MAPP SPOC</a>	No	<a href="#">Modify</a>	<a href="#">MAPP User</a>	No	<a href="#">Modify</a>
<a href="#">MEDS Reporting &amp; Analysis</a>	No	<a href="#">Modify</a>	<a href="#">Medical Director</a>	No	<a href="#">Modify</a>
<a href="#">Order Official Prescriptions</a>	N/A	<a href="#">Modify</a>	<a href="#">PNDS Reporting &amp; Analysis</a>	Yes	<a href="#">Modify</a>
<a href="#">UAS-15</a>	No	<a href="#">Modify</a>	<a href="#">UAS-20</a>	No	<a href="#">Modify</a>
<a href="#">UAS-30</a>	No	<a href="#">Modify</a>	<a href="#">UAS-40</a>	No	<a href="#">Modify</a>
<a href="#">UAS-45</a>	Yes	<a href="#">Modify</a>	<a href="#">UAS-50</a>	No	<a href="#">Modify</a>
<a href="#">UAS-NY</a>	Yes	<a href="#">Modify</a>	<a href="#">UAS-NY IT</a>	Yes	<a href="#">Modify</a>

Many Health Home CMA's have NOT assigned MAPP Gatekeeper and MAPP SPOC role.  
You run the risk of not receiving critical project updates.



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# Health Commerce System

The screenshot displays the HCS Coordinator web application. At the top, there is a navigation bar with links for Home, My Content, Print, Search, and Help. Below this, a breadcrumb trail shows 'Groups > Coordinator > HCS Coordinator'. A list of 'Coordinator Document Groups' is shown, including Coordinator Account, Director Account, Medical Practice Account, Policy, Practitioner Account, Security Coordinator Account, Status, and User Account. A red box highlights the 'My Content' menu item with the text 'Select "Documents by Group" to access HCS Coordinator resources'. Below the list, there is a table of 'HCS Coordinator Documents' with columns for Type, Label, Description, and Date Posted. The table contains 12 records, including documents like 'Delete Account Quick Reference Guide', 'Trust Level Quick Reference Guide', 'Paperless HCS User Account Quick Reference Guide', 'HCS Coordinator's FAQs', 'Coordinator Responsibilities', 'How to remove a role', 'Account Types', 'Acceptable Account Request Form Criteria', 'NYSE-CON HCS Coordinator Overview V1', 'PIN Letter and Activation Instructions', and 'Information about Account Security Violations'.

Type	Label	Description	Date Posted
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Paperless HCS User Account Quick Reference Guide	Quick Reference guide - NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS!	11/08/2013
WEB	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
WEB	Coordinator Responsibilities	HCSC Responsibilities	03/18/2013
PDF	How to remove a role	using the Coordinator's Update Tool	03/15/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
PDF	Acceptable Account Request Form Criteria	What is the criteria for an account request form to be processed?	09/12/2011
PDF	NYSE-CON HCS Coordinator Overview V1	This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role.	02/28/2011
PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
PDF	Information about Account Security Violations	STOP!!! DO NOT share account information (userids and passwords). Allowing someone to use your HCS account is a breach of security!	11/19/2010

# CMA LMS and MAPP Access

	First Name	Last Name	Email Address	Phone Number	Work Location City (i.e., Albany, Bronx, Buffalo)	MAPP Role (Screener, Worker or Read-Only)	HCS User Account ID
Example	John	Smith	j.smith@abcpediatrics.org	716-555-1234 (ext. 203)	Brooklyn	Screener	GT264795
1							
2							
3							
4							
5							

Information will be used to:

- ✓ create accounts for CMA Learning Management System
- ✓ grant access the Medicaid Analytics Performance Portal
- ✓ grant access to specific application in MAPP (i.e., Cúram and Salient Dashboards)

- ✓ HCS user accounts must be created before this form is submitted.
- ✓ One worker will be identified as a “super user” to participate in instructor-led training.

## Questions?

- Please submit questions regarding MAPP to the Health Home email web form (link below) under the subject: **Medicaid Analytics Performance Portal (MAPP)**

- [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)

- Call Health Home policy line: (518) 473-5569

- Check MAPP section of Health Home website for upcoming information regarding MAPP access and MAPP implementation.

- [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)