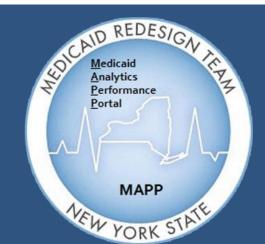
05/16/2016 Phase 1, Issue 1



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, general training updates, and helpful tips to assist the end-user with completing certain tasks within the system. Topics within this document fall under one of the following categories:



Workaround - a temporary solution to help the end-user complete a task within the MAPP HHTS



Training Updates - additional information that will help the end-user understand the functions and capabilities of the MAPP HHTS



Helpful Tips - practical hints that will help provide a user-friendly experience within the HHTS

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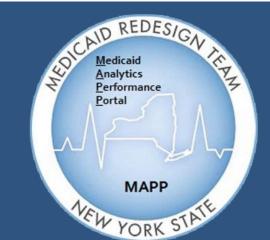
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*Disclaimer: Any organization featured in the MAPP HHTS Newsletter is for example only.

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Medicaid Analytics Performance Portal Health Home Tracking System

MAPP HHTS TRAINING UPDATES

Providers & Program Names in MAPP HTTS

P

Workaround: 04/20/2016 (Go-live) What is Impacted?: Any screen where Provider Names are displayed Roles Impacted: All MAPP HHTS users

The **Provider Name** that is displayed within the MAPP HHTS screens is the name that is associated with the Provider's MMIS Provider ID, which comes from the NYS Medicaid's Medicaid Data Warehouse (MDW). The Provider Name can be found in a variety of screens, such as the filters within My Assignments and My Members, within columns when viewing search results, or when selecting Health Home or CMAs from a drop-down menu. End-users may not be familiar with an Organization's Provider Name but are more familiar with the entity's Program Name For example the MCP Program Name *"Fidelis Care NY"* may be familiar to end-users, but in MAPP HHTS, it is called *"NYS Catholic Health Plan Inc."* since this is the Provider Name (continued pg. 4).

My Assignments ×				New Hea	th Home				
Assignments									_
· ·				Provider	Entities	L	Drop-o	lown Menu	IS
V 02194003 - NY PRESBY SYS SELEC	igned to your organizatio	✓ Health Ho	2	HUTHER INSTITUT JACOBI N LAKE SH	-DOYLE ME TE FOR FAI MEDICAL C ORE BEHA	ARE COALI EM INSTITU MILY HLTH ENTER - 00 VIORAL HL ASSETT HO	TE - 0095 - 0090370 246048 TH IN - 03	0 3005323	
♥ 01421250 - NYS CATHOLIC HEALTH ♥ 01751046 - NYS CATHOLIC HEALTH ♥ 02933315 - NYS CATHOLIC HEALTH ♥ 03581413 - PRIME HEALTH CHOICE <	H PLAN INC - 01751046 H PLANS INC LPFHP - 02			MONTEF	IORE MED		- AIDS COMM	0400 MUNITY RESOURCE ICIL OF NENY AI - 0	
Image: Construction of the second	H PLAN INC - 01751046 H PLANS INC LPFHP - 02	2933		Columns		01272031	- AIDS COMM	MUNITY RESOURCE)1429318
O1751046 - NYS CATHOLIC HEALTH O2933315 - NYS CATHOLIC HEALTH O3581413 - PRIME HEALTH CHOICE (H PLAN INC - 01751046 H PLANS INC LPFHP - 02 E LLC - 03581413	2933 • • • • • • • • • • • • • • • • • •	ounty Managed Care Plan		Care Management Agency	01272031	- AIDS COMM	MUNITY RESOURCE	
Image: Construction of the second	H PLAN INC - 01751046 H PLANS INC LPFHP - 02 E LLC - 03581413 Search Results (Number of	of Items: 2)		Columns Health Home	Care Management	♥ 01272031 ♥ 01429318 ∢	- AIDS COMN - AIDS COUN	MUNITY RESOURCE	01429318

Providers & Program Names in MAPP HTTS (Continued)

To help end-users with Provider Names they may not be familiar with, a *"Provider vs Program Names Crosswalk"* (Excel format) has been created. This Crosswalk contains over 400 Provider Names with their corresponding MCP, Health Home or CMA Program Name. The example below shows the Health Home Provider "JACOBI MEDICAL CENTER 00246048" within the search results. The Crosswalk is used to determine that the equivalent Program Name is "New York City Health and Hospitals Corporation". The Crosswalk is located in the pre and post go-live locations listed below. A future release of the system will update most screens and downloads to display the Program Name instead of the MMIS ID.

New York State He	alth Homes	Health Home Wor	ker				Welcome Karen Lily	/	Preferences Lo	g out 🛛 🕜 👻 🗾 🏵
Home Referral	s and Members	Inbox	Performance Dashb	oards						
My Assignment	nts ×									
My Assignme	nts									
										🗘 昌 🕐
										* required field
Assignment MCP Assignme	Information									•
MCP Assignme Status	nt	~	Assignment Sou	irce	~	Created By				
HH Assignmen	t Status	~	Min Created Dat	ie 📃	I	Suggested Alt HH Assignment		~		
CMA Assignme Status	nt	~	Max Created Da	te		Assignment				
			Search	Reset	ign HH	Assign CMA	Recommend HH	End		
Search Resu	ts (Number o	f Items: 1)								
				Managed Care		Care				Pending
🗖 Mei	nber	HARP	County	Plan	Health Home	e Management Agency	Record Type	Status	Created Date	Referral
	i Elm - 3296X	No	NEW YORK CITY	NYS CATHOLIC HEALTH PLAN INC - 01751046	JACOBI MEDICAL CENTER - 00246048		Assignment	Pending	3/31/2015	No

Crosswalk

PRC	OVIDER NAMES IN MAPP HHTS	PROGRAM NAMES FOR MCPs, HEALTH HOMES AND CMAs						
PROVIDER_ID	PROV_NAME	MCP_PROGRAM_NAME	HH_PROGRAM_NAME	CMA_PROGRAM_NAME	ζ			
			New York City Health and					
00246048	Jacobi Medical Center		Hospitals Corporation		ζ			
			N ^r gara Falls Memorial		7			
00354467	Niagra Falls Mem Med Ctr		Medical Center		3			
			North Shore Long Island		7			
03457054	North Shore University Hospital		Jewish Health Home		ì			
han	han in the second	two was a second to be a second to b			7			

Crosswalk File Name: HH-MCP-CMA Affiliations Provider and Program Name Crosswalk.xlsx Prior to Go-Live: <u>https://miscnytraining.cma.com/courses/mediaLibrary.aspx</u> (requires LMS Login) Post Go-Live: MAPP Portal Landing Page (requires HCS Login)

*Note: Any organization featured in the MAPP HHTS Newsletter is for example only.

Manually Withdrawing a Consent when an Enrollment Segment is Deleted

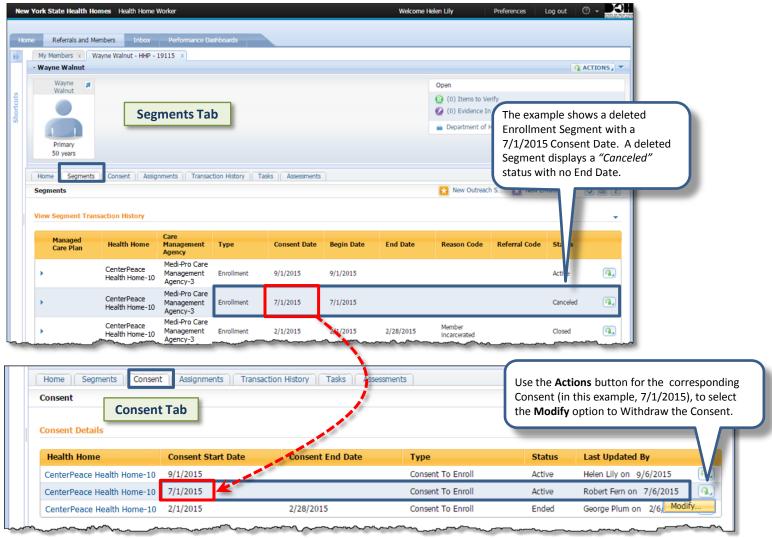


Workaround: 04/20/2016 (Go-live)

What is Impacted?: When multiple Consents with an "Active" status are displayed in the Consent Tab Roles Impacted: Health Home and CMA Workers

When an Enrollment Segment (with a Consent Date) is deleted in the Segments Tab, this action does not delete or end the corresponding Consent Date within the Consent Tab. This could result in seeing more than one *"Active"* Consent. Notate

the Consent Date for the Enrollment that was deleted, then navigate to the Consent Tab to withdraw the Consent. An example and reminder steps on how to withdraw a Consent are provided below. However, when a user enters a Consent Date that overlaps an existing Consent, the system modifies either the existing Consent or the new Consent so there is no overlap between active Consent records.



Reminder Quick Steps - How to Withdraw a Consent (these steps are the same steps provided in the HH or CMA ILT Guide)

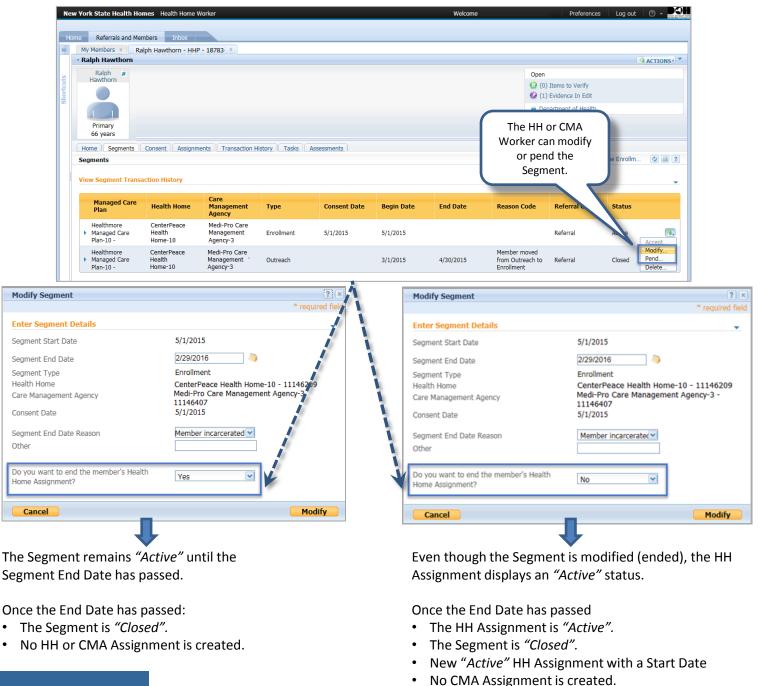
- 1. Navigate to the member's **Consent** tab.
- 2. Click the Actions 💷 button for the Consent corresponding to the *"Canceled"* Segment (in this example, 7/1/2015) and select Modify.
- 3. Enter a date in the **End Date** field within the *Modify Consent* pop-up.
- 4. Select the **Status** drop-down and select "Withdrawn".
- 5. Click the Modify button. The Consent status changes to "Withdrawn" with the Consent End Date that was entered in Step #3.

End Health Home Assignment Question



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers

When a HH or CMA Worker creates, modifies, or pends an Outreach or Enrollment Segment, a question is listed at the bottom of the pop-up. This question states: "Do you want to end the member's Health Home Assignment?" and gives the user the ability to answer **Yes** or **No**. The End HH Assignment question allows the user to create a HH Assignment (for the time period immediately following the newly created Segment). If answered "No", the MAPP HHTS creates an "Active" HH Assignment starting the day after the Segment ends; a CMA Assignment will not be created. If answered "Yes", the MAPP HHTS creates neither an "Active" HH Assignment nor an *"Active"* CMA Assignment when the Segment ends. After a Segment ends, the MAPP HHTS always creates an *"Active"* MCP Assignment if the member is currently enrolled in a non-mainstream MCP.



CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval)



Workaround: 04/20/2016 (Go-live) What is Impacted?: Segments that are acted upon prior to HH accepting or rejecting the Segment Roles Impacted: Health Home and CMA Workers

When a Care Management Agency (CMA) is not set up for "auto-approval" with a Health Home (HH), and the CMA creates, modifies, or pends an Outreach or Enrollment Segment, the Segment has either a "Pending Active" status (when created), a "Pending Pended" status (when pended) or a "Pending Closed" status (when modified). Additionally, within the Segment action's pop-up, the CMA (without auto-approval) has the opportunity to answer the "Do you want to end the HH Assignment?" question with a Yes or No option. After the CMA performs a Segment action, it is the responsibility of the HH to accept or reject the CMA's Segment action in a timely manner, and the system will be updated accordingly.

At this point, the Health Home has the opportunity to accept or change the CMA's answer to the "Do You Want to End the HH Assignment?" question. In the event that the Segment needs to be deleted, there are two scenarios to consider:

- A. If the CMA answers "No" to the End HH Assignment Question on the original Segment action, and the Segment is then deleted, the original Assignment cannot revert back to a "Pending" status, as a new Assignment Record was created by answering the End HH Assignment as No. If this is the situation, HH and CMA Workers should note the following suggestion and workaround solution.
- B. If the CMA answers "Yes" to the End HH Assignment Question on the original Segment action, and the Segment is then deleted, the MAPP HHTS has the ability to restore the original Assignment back to its initial status. If the original Assignment was in a "Pending" status, then it is restored back to a "Pending" status.

Solution:

- The HH must update the End HH Assignment Question to Yes upon acceptance of the Segment, and prior to deleting the "Pending" Segment, or
- CMA Workers should consult with their Health Home before deleting a "Pending" Segment with an End Date.

Note: The HH should communicate to the associated CMA on a regular basis to confirm they are in agreement with the CMA's process, especially if a CMA is not set up for auto-approval.

Scenario A – The CenterPeace Health Home (HH) has an established relationship with the Medi-Pro Care Management Agency (CMA). The relationship between the HH and CMA, however, is not set up for auto-approval. The member, Joe Pine, has a *"Pending"* Assignment with the Health Home, but the CMA creates an Enrollment Segment and selects **"No"** to the 'Do You Want to End the HH Assignment?' question.

- Joe Pine				ACTIONS 4		
loe a Pine			Open Department of Health			
Joe Pine has a "Pending" HH Assignment Primary 60 years	ment					
Home Segments Consent Assignments Transaction History Tasks Assessments Assignments				a d =		
Name Role Created Date Record Type Start Date	End Date Reason	Status	Actor	Last Updated		
CenterPeace Health Health Home 1/1/2016 12:00 AM Assignment		Pending	CenterPeace Health Home-10	1/1/2016 12:00 AM		
		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			
	Create Enrollment Segment					
	Create Enrollment Segment					
Step #1: After verifying Joe's "Pending" Health Home	Enter Segment Details			}		
Assignment as noted above, the CMA Worker creates an	Start Date *		2/1/2016			
Enrollment Segment to ensure that the original Health Home	End Date		3/31/2016	(a)		
	Consent Date			()		
Assignment is reused, and selects "No" to the "Do you want	End Date Reason		Member disenrolled			
to End the HH Assignment?' question.	Other		}			
Assignment is reused, and selects " <b>No</b> " to the 'Do You Want to End the HH Assignment?' question.	Referral Code					
	Do you want to end the member's Health H	me Assignment?	No			

### MAPP HHTS | TRAINING UPDATES

# CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) – Continued



Workaround: 04/20/2016 (Go-live) What is Impacted?: Segments that are acted upon prior to HH Submission Roles Impacted: Health Home and CMA Workers

#### Scenario A (Continued)

Step #2: The CMA Worker navigates to Joe's Segments tab to verify the Enrollment Segment is created with a "Pending Closed" status.

- Joe Pine									<b>Q</b>	ACTIONS 4
loe 🔊						Open Departm	nent of Health			
Primary 60 years Home Segments Cons Segments	Segments	Transaction History Tasks	Assessments			Segment becaus	s for the Enrollment is <i>"Pending Closed"</i> e the End Date of 016 is in the past.		New Enrollment	2 🔒 ?
View Segment Transaction	History					_				•
Managed Care Plan	Health Home	Care Management Agency	Туре	Consent Date	Begin Date	End Date	Reason Code Re	ferra	Status	
Healthmore Managed Care Plan-10	CenterPeace Health Home-10	Medi-Pro Care Management Agency-3	Enrollment		2/1/2016	3/31/2016	Member disenrolled		Pending Closed	a,

**Step #3:** Next, CMA Worker deletes the Enrollment Segment (prior to the Health Home rejecting the CMA's answer of End HH Assignment = No). The CMA Worker navigates to Joe's Assignments tab, and can see that he has a HH Assignment from 2/1/2016-3/31/2016 (to cover the period of the Enrollment Segment shown above), and a new open-ended Assignment starting on 4/1/2016.

	- Joe Pine									G.	
	loe 🔳	Assignme	ents Tab						Open Department of Health		
	Primary 60 years		Transaction History Ta	isks Assessments					This " <i>Active</i> " open-ended Worker ch ending the H	since the CM lose "No" to	IA
1	ssignments									ß	🖉 📇 ? j
	Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	tor	Last Updated	
	Healthmore Managed Care Plan-10	Managed Care Plan	1/1/2016 12:00 AM	Assignment	1/1/2016			Active	Healthmore Managed Care Plan-10	1/1/2016 12:00 AM	
	CenterPeace Health Home-10	Health Home	4/8/2016 02:34 PM	Assignment	4/1/2016	۰۵		Active	CenterPeace Health Home-10	4/8/2016 02:34 PM	

**Note:** Because the CMA deleted the Enrollment Segment prior to the Health Home rejecting the HH Assignment, the system cannot restore the Health Home's original Assignment back to a "*Pending*" status.

Since the CMA answered "No" to the 'Do You Want to End the HH Assignment?' question, a new Assignment was created for the Health Home after the End Date of the Enrollment Segment. This new Health Home Assignment is what prevents the original Health Home Assignment from going back to a *"Pending"* status.



**Solution**: To effectively restore the original Health Home Assignment back to its original status, the Workaround Solution proposes to have the Health Home update the CMA's answer to the "Do You Want to End the HH Assignment? question to **"Yes"** prior to deleting the Segment.

Let's take a look at the next set of screen shots for a different member to help describe this solution...

# CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) – Continued



Workaround: 04/20/2016 (Go-live) What is Impacted?: Segments that are acted upon prior to HH Submission

Roles Impacted: Health Home and CMA Workers

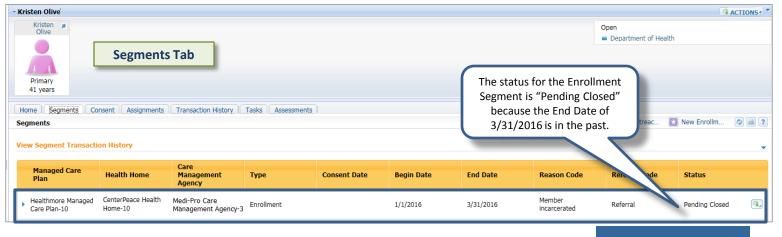
**Scenario B** - The CenterPeace Health Home (HH) has an established relationship with the Medi-Pro Care Management Agency (CMA). The relationship between the HH and CMA, however, is not set up for auto-approval. The member, Kristen Olive, has a *"Pending"* Assignment with the Health Home. The CMA creates an Enrollment Segment and selects **"Yes"** to the 'Do You Want to End the HH Assignment?' question.

- Kri	sten Olive										IONS 4
	Kristen Olive								Open Department of Health		
	Kristen Olive has a "Pending" HH Assignment										
	Primary 41 years										
Hor	me Segments Conse	ent Assignments	Transaction History Tas	ks Assessments							
Ass	ignments									<b>A</b> 🗘	2
	Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	Last Updated	
•	Healthmore Managed Care Plan-10	Managed Care Plan	1/1/2016 12:00 AM	Assignment	1/1/2016			Active	Healthmore Managed Care Plan-10	1/1/2016 12:00 AM	<b>Q</b> ,
	Healthmore Managed						Member removed from		Healthmore Managed		
•	Caro Plan-10	Managed Care Plan	5/1/2011 12:00 AM	Assignment	5/1/2011	12/31/2015	accionment file	Ended	Care Plan-10	12/31/2015 12:00 AM	9.
•		Managed Care Plan Health Home	5/1/2011 12:00 AM 8/26/2015 12:00 AM	Assignment Assignment	5/1/2011	12/31/2015	assignment file	Pending		12/31/2015 12:00 AM 8/26/2015 12:00 AM	Q,

Step #1: After verifying Kristen's *"Pending"* HH Assignment as noted above, the CMA Worker creates an Enrollment Segment and selects **"Yes"** to the 'Do You Want to End the HH Assignment?' question.

Pending	Home-10	6/20/2013 12.00 AM	
	1/1/2016		
	3/31/2016		
			(iii)
	Member incarcerated		
	R		
	Yes		7
		1/1/2016 3/31/2016 Member incarcerated R	1/1/2016           3/31/2016           Member incarcerated           R

**Step #2:** The CMA Worker navigates to Kristen's Segments tab to verify the Enrollment Segment is created with a "*Pending Closed*" status, which also verifies the CMA and HH Organizations are not set up for auto-approval.



# CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) – Continued



Workaround: 04/20/2016 (Go-live) What is Impacted?: Segments that are acted upon prior to HH Submission Roles Impacted: Health Home and CMA Workers

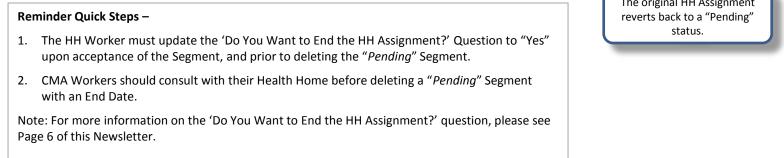
#### Scenario B – (Continued)

**Step #3:** The CMA Worker navigates to the Assignments tab, and sees that no future Assignments were created since the CMA Worker answered "**Yes**" to the 'Do You Want to End the HH Assignment?' question.

Kris	ten Olive									ACT.	IONS
	Kristen 🔳								Open Department of Health		
Primary 41 years											
Hon	ne Segments Conse	ent Assignments 1	Transaction History Task	s Assessments							
Assi	gnments									۹. 🗘	2
	Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	Last Updated	
•	Healthmore Managed Care Plan-10	Managed Care Plan	1/1/2016 12:00 AM	Assignment	1/1/2016			Active	Healthmore Managed Care Plan-10	1/1/2016 12:00 AM	<b>Q</b>
×	Healthmore Managed Care Plan-10	Managed Care Plan	5/1/2011 12:00 AM	Assignment	5/1/2011	12/31/2015	Member removed from assignment file	Ended	Healthmore Managed Care Plan-10	12/31/2015 12:00 AM	Q,
×	CenterPeace Health Home-10	Health Home	8/26/2015 12:00 AM	Assignment	1/1/2016	3/31/2016	Segment Created	Ended	CenterPeace Health Home-10	4/8/2016 04:12 PM	R,

**Step #4:** Finally, CMA Worker deletes the Enrollment Segment (prior to the Health Home reviewing the *"Pending"* Segment and answering the 'Do You Want to End the HH Assignment?' question). Because the CMA Worker answered **"Yes**", the MAPP HHTS has the capability to restore the Health Home's original Assignment back to a *"Pending"* status, as indicated in the screenshot below:

Kris	ten Olive										TIONS
	Kristen 📕 Olive								Open Department of Health		
-	Primary 41 years										
	ne Segments Conse ignments	ent Assignments	Transaction History Tas	ks Assessments						<b>Q</b>	) 8 (
	Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	Last Updated	
	Healthmore Managed Care Plan-10	Managed Care Plan	1/1/2016 12:00 AM	Assignment	1/1/2016			Active	Healthmore Managed Care Plan-10	1/1/2016 12:00 AM	٩.
٢.	Cale Plati-10										
•	CenterPeace Health Home-10	Health Home	8/26/2015 12:00 AM	Assignment	- Jordan - Jordan - Jordan			Pending	CenterPeace Health Home-10	4/8/2016 04:17 PM	Q



### Indicating a Core Health Home Service in the HML Assessment



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers who complete the HML Assessments (or other users who view the information)

As a reminder, the High/Medium/Low (HML) Assessment uses a series of clinical and functional questions to determine the HML Rate Code Description and HML Rate Amount for a specific billing instance.

One specific Assessment question states "Was a core Health Home service provided this month?". The answer to this question determines whether or not rate information displays within the member's Assessment tab:

- If the response is **YES**, then the Rate Code Description and Rate Amount displays in the Assessment tab. The Rate Code will display for Service Dates on or after 9/1/2016.
- If the response is **NO**, then neither the Rate Code, Rate Code Description nor Rate Amount displays.

Ne	w York State Health Homes	Health Home Worker			Welcome Kare	n Lily Preferences	Log out	
Н	ome Referrals and Members	Inbox Performanc	e Dashboards					
$\gg$		um - HHP - 23373 X						
	- Amanda Plum							ACTIONS 🗸 🔻
	Amanda 🔳					Open		
cuts	Fidit					👩 (0) Items to Verify		
Shortcuts						🙆 (0) Evidence In Edit		
S S						📋 Department of Health		
	Primary 70 years							
	Home Segments Con	nsent Assignments Tra	nsaction History Task	s Assessments				
		Assessments						🗘 🖴 ?
	HML Assessments					Rate Code		
	Interrai Assessments	Service Date	Segment Type	Assessment Status	Rate Code	Description	Rate Amour	
		▶ 8/1/2015	Enrollment	Completed				<b>a</b> ,
		▶ 9/1/2015	Enrollment	Completed		Health Home Services - HARP (High)	\$417.00	Q,
»				******	- Anname		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	
Was	s a core Health Home serv	vice provided this mont	h?* No	•		and a start of the		
Was	s a core Health Home serv	vice provided this mont	h? * Yes	·		and a start		

Within the Billing Support tab, the "Yes" and "No" indicator is displayed in the Billable Service column (as shown in the example below):

8	Member	Segment Type	Date of Service	Direct Bill	CMA MMIS ID	HH MMIS ID	MCO MMIS ID	Medicaid Eligible on Date of Service	Billing Status (Add/Void)	Billable Service	Diagnosis Code	
)	Amanda Plum - IX07744X	Enrollment	8/1/2015	No	Medi-Pro Care Management Agency-3 - 11146407	CenterPeace Health Home-10 - 11146209	Healthmore Managed Care Plan-10 - 11146009	Yes	Add	No	250	G
)	Amanda Plum - IX07744X	Enrollment	9/1/2015	No	Medi-Pro Care Management Agency-3 11146407	CenterPeace Health Home-10 11146209	Healthmore Managed Care Plan-10 - 11146009	Yes	Add	Yes	252	Q

# Creating an Enrollment or Transfer when No Relationship Exists between the Health Home & CMA



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers

When creating a Transfer or an Enrollment Segment as a Health Home Worker, only the list of Care Management Agencies associated with the Health Home appears in the Care Management Agency dropdown. If the desired CMA is not in the Care Management Agency drop-down, this indicates no relationship currently exists between the HH and CMA. In this case, the HH Worker must send documentation of the HH/CMA approved BAA to the MAPP Customer Care Center to initiate the request to have the relationship created. After the relationship is created, the desired CMA will appear in the drop-down.

**Scenario** – In this example below, the member has an *"Active"* Assignment with Health Home 1 (CenterPeace Health Home-10) and CMA 1 (Medi-Pro Care Management Agency). Health Home 1 can either create a Transfer or an Enrollment Segment to another CMA, however a Provider Relationship does not exist between Health Home 1 and the CMA.

- Pau	l Cypress									ONS -
	Paul Cypress Primary 75 years me Segments (	Consent ) Assig	L_	Health Hor			Open (2) (0) Items (2) (0) Evider Department	ce In Edit AS	e member has a signment with: Health Home 1 CMA 1 (Medi-P	(CenterPeace) Pro CMA)
	Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	~
•	CenterPeace Health Home-10	Health Home	7/1/2012 12:00 AM	Referral	7/1/2012			Active	CenterPeace Health Home-10	•
•	Medi-Pro Care Management Agency-3	Care Management Agency	7/1/2012 12:00 AM	Referral	7/1/2012			Active	Medi-Pro Care Management Agency-3	
•	Department of Health	Case Owner	7/1/2012 12:00 AM	Assignment	7/1/2012			Active	Department of Health	

When the Worker from Health Home 1 attempts to create the Transfer or Enrollment Segment with a CMA, only the Care Management Agencies that have a current "Active" Provider Relationship with the Health Home display in the drop-down, as shown below.

Create Transfer Health Hor	ne 1 * required field	Create Enrollment Segment	t Tequired field
Effective Date * Provider Details Health Home Care Management Agency Reason for Transfer Comments	10/1/2015 CenterPeace Health Home-10 - 11146228	Consent Date N End Date Reason N Other N	10/1/2015         Image: CenterPeace Health Home-10-11146209         Medi-Pro Care Management Agercy-3 - 11146407         Medi-Pro Care Management Agency-1 - 11146405         Medi-Pro Care Management Agency-1 - 11146405         Medi-Pro Care Management Agency-2 - 11146404         Medi-Pro Care Management Agency-2 - 11146404         Medi-Pro Care Management Agency-2 - 11146406         Medi-Pro Care Management Agency-2 - 11146406         Medi-Pro Care Management Agency-5 - 11146408         Medi-Pro Care Management Agency-5 - 11146408
	Save Cancel	Cancel	Create

**Note:** The same applies for the CMA Worker who wants to create an Outreach or Enrollment Segment with a Health Home. Only Health Homes that have an *"Active"* relationship with the CMA display in the **Health Home** drop-down. In this case, the CMA Worker must contact the Health Home to request that the Health Home properly document the HH/CMA BAA with the Department of Health.

### Assignment Change History

Reason

Updated Date

Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

The Assignments tab within a member's Health Home Program (HHP) Page displays a history of each Assignment record including: Created Date, Start Date, End Date, Status, Reason, and Last Updated Date. A transaction history is attached to each Assignment record's history when the Assignment is created and every time the Assignment record's status, reason, or dates change. Each action generates a new line item in the Assignment record's history. This allows users the visibility to manage their Assignments and their downstream Assignments via the Assignments tab within the Integrated Case. To view a history of the Assignment Record, simply click on the **Toggle** button to the left of the Assignment.

New York State Health Homes	Health Home Work	ier				Welcom	9	Preferences	; 🗌 Log out 🖉 🗸 🎴	<b>JH</b>	
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- Ralph Hawthorn	AWGIOIT X KA	aipri Hawulorn - HHP	18783						ACTIONS	-	
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Hawthorn								<ul> <li>(0) Items to Verify</li> <li>(1) Evidence In Edit</li> </ul>			
5								Department of Health			
Primary 66 years											
Home Segments Conser	nt Assignments	Transaction Histor	Tasks Assessn	nents							
Assignments									9. 🖓 📇 ?		
Name Ro	le	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	Last Updated		
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Home-10	alth Home	7/31/2015 12:00 AM	Assignment	7/1/2015			Active	CenterPeace Health Home-10	2/9/2016 12:17 PM 🔍		
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i	<ul> <li>Department o Health</li> </ul>	f Case Owner	9/30/2014 12 AM	2:00 Assignment	9/30/2014			Active	Department of Health	9/30/2014 12:00 👩	J I
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Created Date		The data	the Assigns	nent was cro	ated (when	the "Dand	ina" Assign	ment starter	d). This date ne	aver changes	
							ing Assign		a). This date he	ever changes	
Start Date		Date the <i>i</i>	Assignment	moved into	the "Active	e" status					
End Date		End Date	of the Assig	gnment							

Reason the Assignment Ended (can be system-generated or entered by a user)

StatusDisplays changes in status of Assignment over time (*For more information on Assignment Statuses, please<br/>reference Lesson 3 – Assignments in your ILT Guide)

Date/Time an action was performed on an Assignment (In general, dates reflecting system-generated actions will contain a time stamp of 12:00 AM).

### Viewing the Segment History within the Segments Tab



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

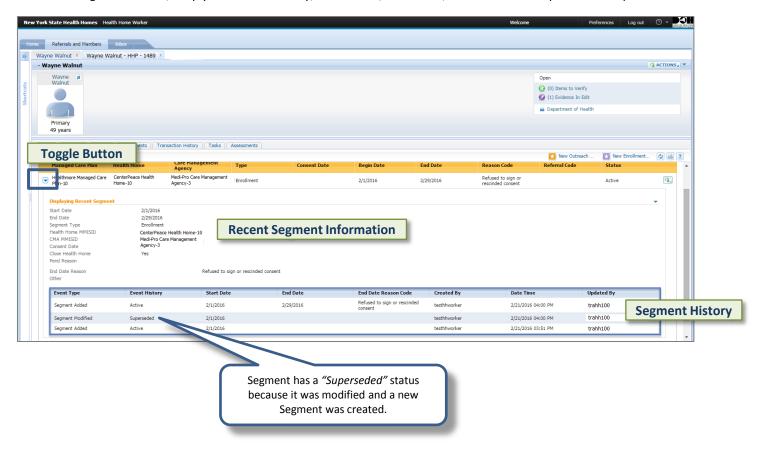
The Segments tab within a member's Health Home Program (HHP) Page describes the current state of the Segment along with the Segment's history. A transaction history is attached to each Segment record when the Segment is created and every time the Segment record's status, reason, or start/end dates are modified. Each action generates a new line item in the Segment's record history. This allows users the visibility to see each member's lifecycle of Outreach or Enrollment Segments within their case.

To view more detailed information on a member's Segment Record, simply click on

the **Toggle** button to the left of the Segment. When this button is expanded, information about the Segment's current state is described within the Recent Segment section, which includes: Start Date, End Date, Segment Type, Health Home and CMA MMIS IDs, Consent Date (if applicable), the "Yes/No" answer to the 'Do you want to End the Health Home Assignment?' question, and any applicable Pend/End reasons.

Additionally, a history of each Segment record includes even more detailed information such as: Event Type, Event History, Start Date, End Date, End Date Reason Code, Created By, Date/Time, and Updated By date.

The Segment status, "Superseded", is only visible within an individual Segment when the Toggle button is expanded. "Superseded" identifies an Outreach or Enrollment Segment that has been deleted because the Segment has been modified and is being fully replaced by the same Segment. A "Superseded" status will occur when a new Segment is created as the result of a system-initiated Segment modification to an existing Segment, where the prior Segment status will then be updated to "Superseded".



# Viewing the Segment History within the Segments Tab (Continued)



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

As noted on the previous page, when the **Toggle** button is expanded, the information regarding the history of the Segment is displayed. The information listed is defined in the table below.

Column Name	Column Description
Event Type	<ul> <li>Describes what occurred on the Segment</li> <li>Values for this field include:</li> <li>Segment Added – set when a Segment is initially created</li> <li>Segment Modified – set when a Segment has been updated</li> <li>Segment Canceled – set when a Segment has been deleted, and there is not a subsequent action performed on the Segment</li> <li>Segment Superseded – set when a Segment has been "overwritten" by the creation or modification of another Segment</li> <li>(*Note: this will always be blank for an original Segment that was brought in through the Conversion Environment.)</li> </ul>
Event History	<ul> <li>Describes the history of Segment modifications and Segment statuses</li> <li>Values for this field include:</li> <li>Pending Active – Segment is awaiting HH approval because the HH and CMA relationship does not have approval override checked</li> <li>Active – Segment created by a HH, DOH, or CMA that has approval override checked or a pending active assignment accepted by the HH</li> <li>Pending Pended – Segment is awaiting HH approval because the HH and CMA relationship does not have approval override checked</li> <li>Pended – Segment pended by a HH, DOH, or CMA that has approval override checked or a pending pended assignment accepted by the HH</li> <li>Pending Closed – Segment pended by a HH, DOH, or CMA that has approval override checked or a pending pended assignment accepted by the HH</li> <li>Pending Closed – Segment is awaiting HH approval because the HH and CMA relationship does not have approval override checked</li> <li>Closed – Segment is no longer active (segment end date has passed)</li> <li>Pending Canceled - Segment has been deleted and is awaiting HH approval because the HH and CMA relationship does not have approval override checked</li> <li>Canceled – Segment has been deleted</li> <li>Hiatus – Outreach Segment that is created upon closing an Outreach Segment where the most recent month is active and the end date is system generated</li> <li>Superseded – new Segment is created as a result of a Segment modification, the prior Segment status will be updated to "Superseded". The user will only see "Superseded" in the transaction history when the Event Type is Modified Segment the Event History is Superseded.</li> </ul>
Start Date	Start Date of the Segment
End Date	End Date of the Segment
End Date Reason Code	The Reason for why a Segment was ended (can be system-generated or entered by a user)
Date Time	Represents the Date and Time a Segment was created or modified regardless of the input method (*Note: If "Conversion" is listed, it is the date of Segment Creation in the pre-MAPP Tracking System.)
Created By	User or system that created the original Segment
Updated By	User or system that performed an action on the Segment

## Hiatus Status for Outreach Segments



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

The following logic is used to determine if an Outreach Segment in the MAPP HHTS should trigger the creation of a new Outreach Segment in the *"Hiatus"* status:

#### Segments converted into MAPP HHTS:

1. Converted Outreach Segments that contain 3 continuous months of Outreach AND have the Begin and End Dates listed below <u>will</u> trigger the creation of a new *"Hiatus"* Outreach Segment.

a. Jan. 1, 2016 – March 31, 2016; Dec.
1, 2015 – Feb. 29, 2016; Nov. 1, 2015 – Jan. 31, 2016

2. Outreach Segments with an End Date prior to 1/31/16 <u>or</u> Outreach Segments containing only 1 or 2 consecutive months <u>will not</u> trigger the creation of a "*Hiatus*" Outreach Segment.

## Segments submitted directly into MAPP HHTS on or after April 20, 2016:

1. An Outreach Segment must have a system-generated End Date, meaning that the user submitted the Outreach Segment **without an End Date** and the MAPP HHTS calculated the appropriate End Date to ensure that the member does not exceed 3-months of Outreach in a 6-month period.

2. The End Date on the potential "Hiatus" Outreach Segment must be on or after the transaction date. If the MAPP HHTS 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.

3. 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** (for Segments submitted to MAPP HHTS on or after 4/20/16):

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 MAPP HHTS will create a "*Closed*" Outreach Segment with an End Date of 12/31/15. This Segment would <u>not</u> trigger the creation of a "*Hiatus*" Outreach Segment because the End Date on the potential "*Hiatus*" Outreach Segment is prior to the transaction date.

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 <u>not</u> trigger the creation of a "*Hiatus*" Outreach Segment because the Segment was submitted with an End Date.

3. An Outreach Segment submitted on 4/20/16 with a Begin Date of 1/1/16 and no End Date. The member does not have

any other Outreach Segments. The MAPP HHTS 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 Date. The member had one month of Outreach in December 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.

Each night, the MAPP HHTS runs the Segment End Date batch, which looks for Segments that have recently ended, changes the Segment's status, and if appropriate, creates a *"Hiatus"* Outreach Segment. This batch will:

1. Move any "Active" Outreach Segments into the "Closed" status with the appropriate system-generated End Date Reason Code and, if appropriate, create a new Outreach Segment in the "Hiatus" status.

2. Move any "*Hiatus*" Outreach Segments into the "*Closed*" status with the appropriate system-generated End Date Reason Code and create "*Active*" Assignments for the HH and CMA.

## Hiatus Status for Outreach Segments (Continued)



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

Scenario 1 (Part A) – In the screenshot below, the <u>original</u> Outreach Segment (with a 11/1/2015 Start Date) is in a "*Closed*" status. This triggered the creation of the "*Hiatus*" Outreach Segment. Note the "*Closed*" Segment has a Reason Code of "Active to Hiatus" in the Reason Code field.

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	×	CenterPeace Health Home-10	Medi-Pro Care Management Agency-1	Outreach		2/1/2016	4/30/2016			Hiatus	<b>a</b> ,
	×	CenterPeace Health Home-10	Medi-Pro Care Management Agency- 1	Outreach		11/1/2015	1/31/2016	Active to Hiatus		Closed	<b>a</b> ,

Scenario 1 (Part B) – After the Segment End Date Batch runs on May 1, 2016, the HH Worker logs back into the MAPP HHTS and sees the updated status and Reason Code for the previous "*Hiatus*" Outreach Segment with a Start Date of 2/1/2016. After the "*Hiatus*" Outreach Segment date ends, the status changes to "*Closed*" and the Reason Code updates to "Hiatus to Closed".

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, 	Health Home-10 Managed Care Plan	Management Agency- 1 Health Home CenterPeace Health Home-10  egment 2/1/2016 4/30/2016 Outreach CenterPeace CenterPeace	Care Management Agency Medi-Pro Care Management Agency-1	Outreach		Begin Date	End Date Rea		eferral Code Status	ļ
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# Hiatus Status for Outreach Segments (Continued)



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

Scenario 2 – The screenshot below shows an Outreach Segment that did not trigger the creation of an Outreach Segment in the "Hiatus" status. The Reason Code displays as "Active to Closed."

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Healthmore Managed Care Plan-10	CenterPeace Health Home-10	Medi-Pro Care Management Agency-1	Outreach		10/1/2015	12/31/2015	Active to Closed	Closed
Displaying Recent Segme	ent							•
Start Date	10/1/2015 12/31/2015							
Segment Type Health Home MMISID CMA MMISID Consent Date	Outreach CenterPe Medi-Pro	s ace Health Home-10 - 11146 Care Management Agency-1						
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# Hiatus Status for Outreach Segments (Continued)



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

To recap, in order to see detailed information on the lifecycle of all individual Segments, click on the **Toggle** button to expand the line items.

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View Segment Transaction Managed Care Plan	History Health Home	Care Management Agency	Туре	Consent Date	Begin Date	End Da	ate	Reason Code	Referral Code	Status	
,	CenterPeace Health Home-10	Medi-Pro Care Management Agency	-1 Enrollment		3/1/2016					Active	(
,	CenterPeace Health Home-10	Medi-Pro Care Management Agency	/-1 Outreach		2/1/2016	2/29/2	016	Member moved from Outreach to Enrollment	Referral	Closed	
р. 	CenterPeace Health Home-10	Medi-Pro Care Management Agency	-1 Outreach		11/1/2015	1/31/2	016	Active to Hiatus	Referral	Closed	0
•	CenterPeace Heal Home-10	th Medi-Pro Care Management Age	ency-1 Outreach		2/1/2016	2/	29/2016	Member moved fro Outreach to Enrollment	om Referral	Closed	
Displaying Recent	t Segment										
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Segment Modifi	ed Superse	ded 2/	/1/2016	4/30/2016			testdohworker	4/12/2	)16 11:40 AM		
Segment Added	Hiatus	2	/1/2016	4/30/2016			hhsegmentupda	te 3/29/20	16 05:00 PM		

**Note:** For the Segment history above, the Outreach Segment started on 2/1/2016 in "*Hiatus*" status. Once the End Date is met, it moved to a "*Closed*" status, with an End Reason of "Hiatus to Closed". In this scenario, a MAPP HHTS user created an Enrollment with a 3/1/2016 Start Date, which is defined by the "Member moved from Outreach to Enrollment" in the End Date Reason Code field.

# Identifying a "Hiatus" Outreach Segment in the Enrollment Download File



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers

Currently, when the DOH, MCP, HH or CMA Worker downloads the Enrollment Download File, they see a series of columns with important information regarding the Segment such as: Member ID, HH and CMA MMIS ID, Begin Date, Insert Date, Status, and Segment End Date Description, among many others. For the Outreach Segments in "Hiatus" status, the **Status** Column contains a value of "Hiatus" and the column labeled **Insert Date** currently reflects the Insert Date of the corresponding "Closed" Outreach Segment (see example below)

With a future enhancement, the Insert Date for Outreach Segments in *"Hiatus"* status will equal the day the Segment End Date batch ran and created the *"Hiatus"* Segment in the MAPP HHTS.

Currently, when the Enrollment Download File is opened, this is what displays to the DOH, MCP, HH, or CMA Worker:

Member	Begin	End	O/E	Health Home	Care Management	Insert	Latest	Status	Status		Segment End Date
ID	Date	Date	Code	MMISID	Agency MMISID	Date	Modified Date	Start Date	End Date	Status	Description
IX06935X	12012015	2292016	0	11146209	11146405	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X	3012016	5312016	0	11146209	11146405	1182016	2292016	3012016	5312016	Hiatus	
IX06734X	1. 2016	2292016	0	11146209	11146405	3282016	9292016	1012016	2292016	Closed	Active to Hiatus
IX06734X	3012	5312016	0	11146209				3012016	5312016	Hiatus	
$\sim\sim\sim$	m	1m	~~~		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	mon	areas and a second	~~~~~	~~~~~	
		his is two s listed for t Membe	he same				st	ently, the In atus matche esponding	es the Inser	t Date of t	ne

In the future, the Insert Date will equal the date the Segment End Date batch is run in the MAPP HHTS. For example, in the above scenario, let's say the batch ran on **3/1/2016.** Once fixed, this is what will display in the Enrollment Download File:

Member	Begin	End	O/E	Health Home	Care Management	Insert	Latest	Status	Status		Segment End Date
ID	Date	Date	Code	MMISID	Agency MMISID	Date	Modified Date	Start Date	End Date	Status	Description
IX06935X	12012015	2292016	0	11146209	11146405	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X	3012016	5312016	0	11146209	11146405	3012016	2292016	3012016	5312016	Hiatus	
IX06734X	1012016	2292016	0	11146209	111.0405	3282016	2292016	1012016	2292016	Closed	Active to Hiatus
IX06734X	3012016		-	11146209	11146405	3012016	2292016	3012016	5312016	Hiatus	
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	$\sim\sim\sim\sim$	~ ~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	mar and a second		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		~_^_~			- v

Once fixed, the **Insert Date** for the "Hiatus" status is equal to the date the Segment End Date batch was run in the MAPP HHTS.

Identifying a "Hiatus" Outreach Segment in the Enrollment Download File (Continued)



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers

Scenario (Part A) – For the member listed below, an original Outreach Segment (with a 12/1/2015 Start Date) was created with no End Date. At the time of Segment creation, the MAPP HHTS determines if the member is eligible for 1, 2, or 3 months of Outreach and the system generates the End Date. Once the system-generated End Date is reached, the Segment End Date Batch is run and a Segment End Date Description of "Active to Hiatus" is listed for the Outreach Segment. As a courtesy to the Health Home, the Outreach Segment is put into "*Hiatus*" status for three months (3/1/2016 through 5/31/2016). This allows the Health Home more time to identify the member and potentially enroll him or her in a Health Home Program. When the HH Worker downloads the Enrollment Download file on 3/1/2016, the following results display.

	Member	Begin	End	O/E	Health Home	Care Management	Disenrollment	Insert	Latest	Status	Status		Segment End Date
	ID	Date	Date	Code	MMISID	Agency MMISID	Reason Code	Date	Modified Date	Start Date	End Date	Status	Description
	IX06935X	12012015	2292016	0	11146209	11146405	31	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
	IX06935X	3012016	5312016	0	11146209			3012016		3012016	5312016	Hiatus 🗕	
1		Loor	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	······	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	home has	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	mare			

Note: As indicated in the example above, Outreach Segments that triggered the creation of a "*Hiatus*" Outreach Segment will contain a value of "*Closed*" in the Status field and a value of "Active to Hiatus" in the Segment End Date Description field.

Scenario (Part B) – Continuing with this scenario, the Health Home was unable to identify the member and enroll him or her into the Health Home Program. Therefore, the original Outreach Segment (with a 12/1/2015 Start Date) remains the same with a "*Closed*" status, but the previous "*Hiatus*" Outreach Segment moves to a "*Closed*" status with a Segment End Date Description of "Hiatus to Closed" and an End Date of 5/31/2016.

Member	Begin	End	O/E	Health Home	Care Management	Disenrollment	Insert	Latest	Status	Status	- í	Segment End Date
ID	Date	Date	Code	MMISID	Agency MMISID	Reason Code	Date	Modified Date	Start Date	End Date	Status	Description
IX06935X	12012015	2292016	0	11146209	11146405	31	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X		5312016	0	11146209	11146405	30	3012016	6012016	3012016	5312016	Closed	Hiatus to Closed

Note: As indicated in the example above, Outreach Segments that were initially created in the *"Hiatus"* status and are now closed will contain a value of *"Closed"* in the Status field and a value of *"Hiatus to Closed"* in the Segment End Date Description field. (See the red highlighted boxes in both screenshots.)

Modifying a "Pended" Segment



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers

When modifying the Pended Start Date of an Outreach or Enrollment Segment with a "Pended" status, it is important to understand the following scenario to avoid a system error:

Scenario – Karen has a member with an *"Active"* Outreach Segment with a Segment Start Date of 5/1/2015. Later in June, Karen discovers the member was incarcerated. She pends the Segment using the default Pend Start Date of 6/1/2015. This action changes the status of the first record to *"Closed"* and creates a new Segment with a status of *"Pended"*. Immediately after Karen pended the Segment, she realizes the Pended Start Date should have been 5/1/2015. When she tries to modify the Segment's Pended State Date to the correct date of 5/1/2015, the system produces the following error message:

Modify Segment	? 🗙
	* required field
The Pend Start Date Entered 5/1/2 be before the segment start date.	015 is prior to the segment Start Date 6/1/2015. The Pend start date cannot
Enter Segment Details	▼
Segment Start Date	5/1/2015
Pended Start Date	5/1/2015
Pend Reason	Incarcerated 💽
	month and the second se

Solution – To avoid getting the error above, Karen needs to delete both the *"Pended"* and *"Closed"* Segment, then create a new Segment with a Start Date of 5/1/2015. Once the new Segment is created, she needs to pend the Segment with a Pend Start Date of 5/1/2015.

- 1. Navigate to the member's Segments tab.
- 2. Click the Actions 💷 button and select Delete for the "Closed" Segment. This action changes the status to "Canceled".¹
- 3. Click the Actions 📵 button and select Delete for the "Pended" Segment. This action changes the status to "Canceled".¹
- 4. Click the **New Outreach** (or New Enrollment) button to open the *Create Outreach* (or Enrollment) Segment pop-up.
- 5. Enter the desired **Start Date** (e.g., 5/1/2015) and other details as needed.
- 6. Click the **Create** button. The Segment created has an "Active"² status.
- 7. Click the **Actions** button and select **Pend** for the *"Active"* ² Segment created in Step 6.
- 8. Enter the same date used in Step 5 in the **Pend Start Date** field in the *Pend Segment* pop-up.
- 9. Select the desired reason in the **Pend Reason** drop-down, then click the **Pend** button.

These steps produce a "Pended" ³ Segment with the correct Start Date, as shown in the example below.

eg	ments							📩 New Outre	each S 🔣 New	Enrollment	¢
	Managed Care Plan	Health Home	Care Management Agency	Туре	Consent Date	Begin Date	End Date	Reason Code	Referral Code	Status	
Þ	Healthmore Managed Care Plan-10 -	CenterPeace Health Home-10	Medi-Pro Care Management Agency-1	Outreach		5/1/2015		Incarcerated (Pend Reason)		Pended	T
Þ	Healthmore Managed Care Plan-10 -	CenterPeace Health Home-10	Medi-Pro Care Management Agency-1 -	Outreach		5/1/2015	5/31/2015	Other		Canceled	

- ¹ The status is *"Pending Canceled"* for CMAs with no auto-approval, requiring the approval of the Health Home.
- ² The status is *"Pending Active"* for CMAs with no auto-approval, requiring the approval of the Health Home.
- ³ The status is *"Pending Pended"* for CMAs with no auto-approval, requiring the approval of the Health Home.

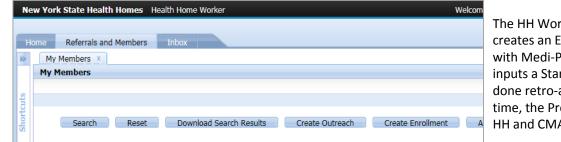
Provider Relationships - Effective Date Verification



Training Update: 04/20/2016 (Go-live) Roles Impacted: Health Home and CMA Workers

The MAPP HHTS validates the creation or modification of a Segment is within the Effective Start and End Date of the Provider Relationship. Additionally, if the Pend Start Date is prior to the Effective Start Date of the Provider Relationship or if the Pend End Date is after the Effective End Date of the Provider Relationship, an error message displays. It is important to note that a HH and CMA Worker can retro-actively create an Outreach or Enrollment Segment for a member, even if the Provider Relationship is "*Closed*" at the current time, as long as the Provider Relationship was "*Active*" during the Start/End time period of the Segment. Only the DOH Administrator Role can create and close a Provider Relationship, however the HH Administrator can choose whether or not the HH and CMA Organizations should be set up for auto-approval.

v York State Health Hor	nes Department Of Health	Administra			We	elcome	Preferences Log out	I (0 -
me Administration								
Provider Search ×	CenterPeace Health Home-	198 X						
CenterPeace Health	Home-198							
304 Heat Enro	enterPeace Health H 4 Park Ave. South, 11th F alth Home olled On 1/1/2012 518 4800111 @ Not Ref	., New York, New York, 10	010			11146397	Approved	
Home Identity C	redentials Relationships Provider Relationship	Contact					rovider hip closed	08
Provider Members Provider Org Unit							1/2016.	•
Provider Relationships	Managed Care Plan	Health Home	Care Management Agency	From	То			
Provider Merged His		CenterPeace Health Home-198 - 11146397	Medi-Pro Care Management Agency-1 - 11146405	1/1/2012	1/31/2016	Closed	Provider closed	•
		CenterPeace Health Home-198 - 11146397	Medi-Pro Care Management Agency-2 - 11146406	1/1/2012	8/31/2015	Closed	Provider merged with another provider	۹.
		CenterPeace Health Home-198 - 11146397	Medi-Pro Care Management Agency-3 - 11146407	1/1/2012		Active		۹,



The HH Worker for CenterPeace Health Home creates an Enrollment Segment for Lisa Elm with Medi-Pro Care Management Agency-1 and inputs a Start Date of **6/1/2015**. This can be done retro-actively because at that point-intime, the Provider Relationship between the HH and CMA was *"Active"*.

	Member	DOB	Managed Care Plan	Health Home		6/1/2015.	_
	Lisa Elm -			CenterPeace	Enter Segment Details		
•	IX03285X	3/30/1957		Health Home-198 -	Start Date	6/1/2015 🕘	
				11146397	End Date		
					Health Home	CenterPeace Health Home-198-111463	97
					Care Management Agency*	Care Management Agency-1 😒	
				l	- <u>Consent Data</u>	man man and a second and a seco	~

Member	DOB	Managed Care Plan	Health Home	Care Management Agency	Segment	Begin Date	End Date	Statu
Lisa Elm - IX03285X	3/30/1957		CenterPeace Health Home-198 - 11146397	Medi-Pro Care Management Agency-1 - 11146405	Enrollment	6/1/2015		Active

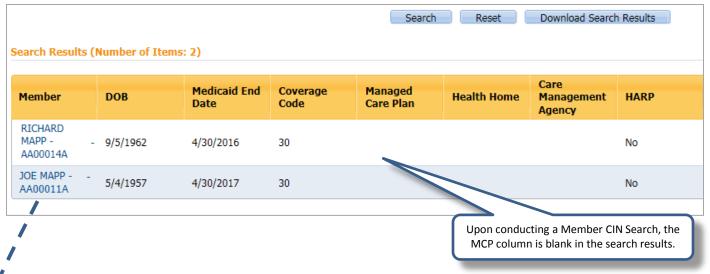
Identifying Managed Care Members within the Member CIN Search



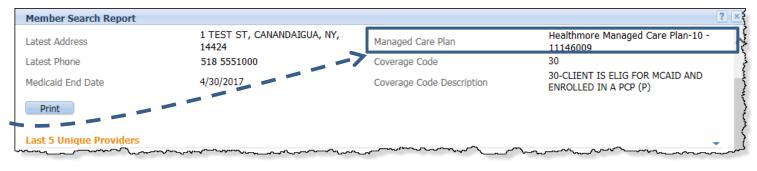
Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

The Member CIN Search allows users to search for members within the Medicaid population regardless of a connection with the user's Organization. The user needs the member's CIN in order to perform this search. When performing a search, the Member CIN Search results display the member's current MCP in the Managed Care Plan column when a member is enrolled in a MCP in the Medicaid Data Warehouse (MDW) and the member is actively involved in the Health Home Program, meaning the member is on the Assignment File or in Outreach or Enrollment status. If the member is <u>not</u> on the Assignment File or in Outreach or Enrollment status, but is enrolled in a MCP in the MDW, the Coverage Code column will contain a value of "30" (indicating that the member is enrolled in an MCP), but the Managed Care Plan column will be blank. Once the user clicks on the member's name hyperlink to display the Member Search Report, the MCP in the MDW displays along with the Outreach or Enrollment Start and End Dates (if applicable). If the member's Medicaid End Date is in the past, then the member's Coverage Code as of their Medicaid End Date will be displayed in the **Coverage Code** column. This means that a member with a Medicaid End Date in the past may have Segment information listed, have a Coverage Code of "30", but not have any information listed in the Managed Care Plan column nor have MCP information listed in the member's Member Search Report.

Scenario – A MCP, HH, or CMA Worker conducts a Member CIN Search for two members that are not on the MAPP HHTS Assignment file, but are enrolled with an MCP in the MDW. The search results are displayed below.



This indicates that the members above are not on the Assignment File. To verify if the member is or is not enrolled in a Managed Care Plan, the user must click on the member's hyperlink to open the Member Search Report. The member's Managed Care Plan displays once the Member Search Report is opened.



Group by CIN and Action when uploading the Tracking File



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: MCP, HH, and CMA Workers

When creating a file to upload, the rows should be grouped by the CIN and then by the file action (this is in the event that there are multiple actions taken on the same CIN in the same file). In this event, be sure to pay particular attention to the order of operation for these actions, as the correct order dictates your desired action. For example, a Segment cannot be modified if it has not yet been created or accepted. Also note that the process that validates the records is performed exclusively for each row in the Tracking File. Following the example below, if the record is a "C" (Create), this may pass the validation, but the following "M" (Modify) record may appear to fail the validation. However, this will not be the case during the actual processing of the file. During the processing, both the "C" and "M" records will process correctly. When using Microsoft Excel to upload a .csv file and the file contains multiple file actions, the Tracking File may not contain the "Delete File" action in in addition to another action. If there are multiple actions, and "Delete" is one of those actions, then the Delete rows must be partitioned to a separate file. The reason for this is because when using Microsoft Excel to create .csv files, it auto-populates additional (and unnecessary) commas that cause an exception within the MAPP HHTS. This is not the case for a .txt file or when uploading .csv files without using Microsoft Excel.

K	ile Hor		Page Layout	Formulas	Data R	leview V	iew Developer	Ado	Track	ting File Uplo	ad_Sample	.csv - Micros	oft Excel
ľ	Cut	Cali				_ »	Wrap Text	Auc	General	•			Norma
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	А	В	с	D	E	F	G		Н			J	
	Record						Outreach/	He	alth Home	Care Mana	gement	Direct Bille	er
1	Туре	Member ID	Date of Birth	Gender	Begin Date	End Date	Enrollment Code	MN	AIS ID	Agency M	-	Indicator	
2	A	IX02300X	10261967	М	12012015		E		11146209		11146405		
3	Α	IX02301X	5091984	F	7012012		E		11146209)	11146405		
4	А	IX02302X	7151967	F	2012014		E		11146209)	11146405		
5	A	IX02303X	11241982	М	12012015		0		11146209		11146405		
6	м	IX02303X	1241982	м	12012015		0		11146209)	11146405		
7	М	IX02304X	101015								11146405		
8	Р	IX02305X	5151974	M	These tw	vo Segme	nt action records	are	grouped b	'Y	11146405		
9	Р	IX02306X	3201977	м	CIN, with	the "A" a	action first, since	the	HH wants	to	11146405		
0	Р	IX02307X	7191978	F	accept t	the Segme	ent, followed by t	:he '	"M", which	l 🛛	11146405		
1	Р	IX02308X	7211947	F		will m	nodify that Segme	ent.			11146405		
2	Р	IX02309X	2181959	м	1012010	3312010	0		11146209		11146405		
13	А	IX02310X	5151968	F	1012016		E		11146209		11146405		
14	А	IX07408X	12221954	М	7012012	12312015	E		11146209)	11146405		
15	Р	IX07408X	1. 21954	М	12012015		E		11146209		11146405		
16	Р	IX10706X	706190-			_			_		11146405		
17	Р	IX10506X	10121974	F		0	ent action record		0 1		11146405		
18	Α	IX10906X	2061955	F	· ·		action first, since				11146405		
19					accept	0	nent, followed by		e "P", whic	h			
~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~		~~~~~	l	will	pend that Segme	ent.		~~~			~~~~~

Note: Here is a table of the Record Types and the actions they perform in the MAPP HHTS as they are validated and processed through the Tracking File Upload.

Record Type	Action
А	Accept
с	Create
М	Modify
Р	Pend
D	Delete (*Note: must be in a separate File Upload when using Microsoft Excel to create .csv files)

Helpful Link to Navigate from the Health Home Program Page Back to the Member Home Page



Helpful Tip: 04/20/2016 (Go-live)

Roles Impacted: All MAPP HHTS users (except those with a Screener or Gatekeeper role)

If you only have the member's Health Home Program (HHP) Page open and need to navigate to the Member Home Page to view the Personal Information tab or the member's CIN for example, use the member's **Name** link within the Context Panel to quickly navigate to the Member Home Page. This link saves time in navigating back to the search results within the My Members tab in order to click the member's hyperlink within the Member column.

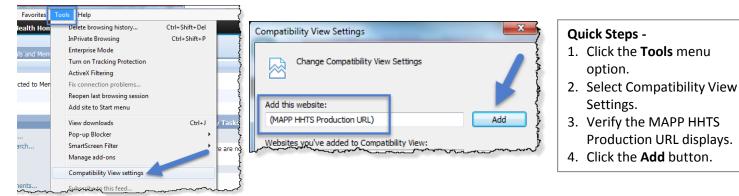


Compatibility Settings for Internet Explorer



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: All MAPP HHTS users

When using the MAPP HHTS in Internet Explorer (IE), it is important to verify that the Production website (URL) is added to the Compatibility View Settings so that all screens and pop-ups display correctly. Follow the instructions below.



Note: Recommended browsers for the MAPP HHTS are Firefox, Google Chrome, and Internet Explorer (version 11 or higher). Do not use other browsers such as Safari.

Using the Print Icon



Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: All MAPP HHTS Users

When printing information within the MAPP HHTS, specifically pages that include the Context Panel such as the Member Home Page and the Health Home Program Page, the Internet browser being

used can determine the Print options for the page. Depending on the amount of information that needs to be printed, there may be multiple Print pop-ups that display. The end-user should click each Print button until the pop-ups disappear to make sure all information prints. The example below displays the Print functionality for the Member Home Page in Internet Explorer.

New York State Health Homes Health Home Worker	Welcome Karen Lily 🔰 Preferences 👘 Log out 👘 🕤 🚽 🔂
Home Referrals and Members Inbox Performance Dashboard	Q ACTIONS ▼
100 Train Street, Albany, New York, 12201 Female Born 5/1/1945, Age 70 S 18 555100 ON Not Recorded	Print Member Home Page PUX General Optiona Select Printer Print Icon Print Icon Print Icon Snagit 12 Print Icon Snagit 12
Home Member Details Medicaid Eliqibility No	Status: Ready Print to file Preferences Location: Comment: Ind Printer
Assigned Health Home Managed Care Plan Healthmore Manage Health Home Segments	Selection Current Page Pages: 1 Enter ether a sincle page number or a sincle 123
Managed Care Plan Health Home Care Agency Type	Page range. For example, 5-12 Print Cancel Apply Print Cancel Ap

Location of Performance Dashboards

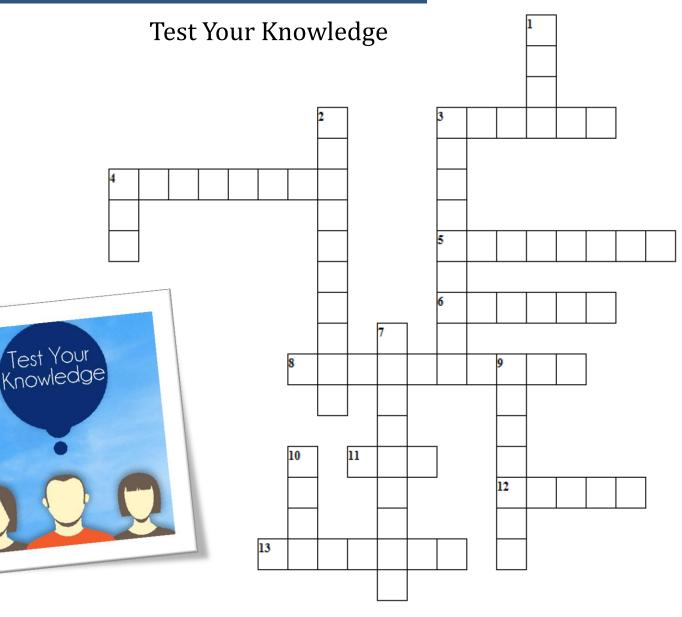


Helpful Tip: 04/20/2016 (Go-live) Roles Impacted: All MAPP HHTS Users

In the Phase I Training Materials, which includes all ILT Guides and Web-based Trainings, you will notice a tab at the top of the Health Home Tracking System called Performance Dashboards. In the Production Environment, this tab is

removed and all Health Home Dashboards will be accessible from the MAPP Portal Landing Page instead.





Across

3. Type of role that can accept an Assignment

- 4. Status of an Outreach that was deleted
- 5. Name of tab where Outreach and Enrollments are located
- 6. Status for an Assignment that has been accepted by the Provider
- 8. Person responsible to create new users in the MAPP HHTS
- 11. Assessment that uses clinical/functional questions to determine billing tier with Service Date 10/1/2015 and beyond
- 12. The tab where Work Queues are located
- 13. The My _____ tab is used search for members with Outreach/Enrollments

Down

- 1. The Manage Members tab allows users to accept members in _____
- 2. Refers to the method used to navigate to a specific members HHP Page
- 3. Main screen where quick links to functions are located
- 4. Item needed to create a Referral
- 7. Used when pasting multiple CINs in a Member CIN Search
- 9. Status for an Assignment awaiting acceptance by the Provider
- 10. Filter option that allows you to view FFS members when searching

Across 3. Worker 4. Canceled 5. Segments 6. Active 8. Gatekeeper 11. HML 12. Inbox 13. Members Down 1. Bulk 2. Individual 3. Workspace 4. CIN 7. Delimiter 9. Pending 10. None