

Health Home Contact Updates/MAPP HHTS

December 2024

Updating Organization Contacts (Provider Members)

Login to MAPP HHTS using the MAPP Gatekeeper role and click on the “My Providers” quick link.



A screenshot of the MAPP HHTS 'My Providers' page. The page has a 'Home' and 'Administration' navigation bar. Below the navigation bar, there is a 'My Providers' section. A table is displayed with the following columns: Reference, Name, Primary Category, and Address. The first row of data contains the reference number 01234567, the name HEALTH PLAN, INC, and the category Managed Care Plan. An orange arrow points to the reference number.

Reference	Name	Primary Category	Address
01234567	HEALTH PLAN, INC	Managed Care Plan	

*MAPP Gatekeeper updates are completed by the organization submitting a completed MAPP Gatekeeper form to MAPP CCC. MAPP Gatekeeper forms can be found at the following link:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/docs/mapp_gatekeeper_add_remove_form.docx

Updating Organization Contacts (Provider Members)

The **Provider Members** (an organization's designated contacts) will be listed in the relationships tab, under the Provider Members inner tab as shown.

To add a new "Provider Member" (contact from your organization), click on "New" and enter the individual's information in the required fields



The screenshot shows a web application interface with a navigation menu on the left and a main content area. The navigation menu includes 'Home', 'Identity', 'Credentials', 'Relationships', 'Contact', and 'Provider Notes'. The 'Relationships' tab is selected and circled in red. Below the navigation menu, the 'Provider Members' sub-tab is selected and highlighted in orange. The main content area displays a table with the following columns: Name, From, To, Role, Position, and Status. A 'New...' button is located in the top right corner of the main content area, circled in red, with an arrow pointing to it. The table is currently empty.

Name	From	To	Role	Position	Status
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Adding a New Provider Member (Organization Contact)

1. In the pop-up box, add the information for the staff person and assign the appropriate role and position(s).
2. Add the begin date that the position is effective.
3. Select the position(s) on the left side of the screen and click the arrow to assign the position to a staff member.
4. Click "Save".

The screenshot shows a 'New Member' form with the following fields and values:


- Name: Joe Testing
- Street 1: [Empty]
- Street 2: [Empty]
- State: New York
- Country Code: 1
- Phone Number: 5555555
- Area Code: 555
- Role: MCP
- From: 9/1/2023
- Title: HH Program Manager
- Extension: [Empty]
- Email Address: [Empty]
- Fax Number: [Empty]
- Apt/Suite: [Empty]
- City: [Empty]
- Zip: [Empty]

Below the form is a 'Position Type' section with a list of roles: MAPP/HH TRACKING, HCS Contact, Fair Hearing Contact, Primary Contact, and Alternate Contact. The 'Primary Contact' role is selected and highlighted in yellow. A red arrow points from the 'Primary Contact' role to the right-hand list of roles. At the bottom right, there are 'Save' and 'Cancel' buttons, with a red arrow pointing to the 'Save' button.

Editing Provider Member Information

If any edits need to be made to an existing *Provider Member*, click on the green action arrow and select **Edit** from the drop-down menu. Make any needed edits and click on save. If you have added a *Provider Member* in error, select delete to cancel.

The screenshot shows a web application interface for managing provider members. At the top, there is a header for "HEALTH PLAN, INC" with a logo on the left, the ID "01234567" on the right, and a status of "Approved". Below the header, there are two "Not Recorded" indicators. A navigation bar includes tabs for Home, Identity, Credentials, Relationships, Contact, and Provider Notes. A sidebar on the left lists navigation options: Provider Members (selected), Provider Org Unit, Provider Relationships, and Provider Merged History. The main content area is titled "Provider Members" and features a table with the following data:

Name	From	To	Role	Position	Status	Action
Jane Doe	7/11/2023		MCP	MAPP/HH TRACKING	Active	 Edit... Delete...

Buttons for "New...", "Refresh", "Print", and "Help" are located in the top right of the table area. A red arrow points to the green arrow icon in the action column.

Updating the Health Home Website

- Anytime there is an update to Contact information in MAPP HHTS, the Health Home must also review what is posted on the Health Home website.
- If changes impact current website Contact information, the Health Home must submit a request to the Department to ensure information is updated, as follows:
 - Copy and paste current website posting into a word document.
 - Within this document, changes are made showing the information being removed (crossed out) and information being added (**highlighted**).
 - Include changes for HHSA and HHSC, if serving both populations and changes impact both.
 - Submit the document via the Department's Health Home BML at:
healthhomes@health.ny.gov - subject: *Organizational Changes*

Updating the Health Home Website

EXAMPLE

HEALTH HOME NAME

The contact information is the most current information submitted to the Department by individual Health Homes. Updates to this contact information will occur as the Department is notified by the individual Health Home.

Health Home Serving Adults			
	Name	Phone Number	Email Address
Primary Contact:	<i>Staff's name</i> <i>New staff's name</i>	Staff's phone number and Extension <i>New Staff's phone number and Extension</i>	<i>staff's email address</i> <i>New staff's email address</i>
Alternate Contact:	<i>Staff's name</i>	Staff's phone number and Extension	<i>staff's email address</i>
Referral Contact:	<i>Staff's name</i>	Staff's phone number and Extension	<i>staff's email address</i>
Member Referral Line:		<i>Referral Line number</i> <i>New referral Line number</i>	<i>Referral Line email</i>
Website:	<i>Health Home's website address</i>		
Counties Serving Adults:	List of approved counties		