



**Department
of Health**

**Office of
Health Insurance
Programs**

MAPP Health Home Tracking System Best Practices and Quality Assurance Webinar Series: *Managing Assignments*

Using The Assignment File and Assignment Screens to Manage Provider Assignments

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Downloading and Formatting a .csv file

- Please follow the link below for step by step instructions describing how to download a .csv file from the MAPP HHTS, how to save it as an excel workbook, and how to apply basic formatting to the file.

[Downloading and Formatting a File](#)

MCP Assignment File

Quick introduction to important fields and then examples of how an MCP worker should review and act on assignments in this file.

MCP Assignment File – Managed Care Plan Assignment Status

Look at the ‘Managed Care Plan Assignment Status’ field (Column BX). Possible values are:

- **Pending** – The member is new to your MCP or new to the HH program. This could be a member that has recently been referred in **OR** a member known to the HH program that does not have a segment that moved from a different MCP/FFS to your MCP.
- **Active** –As the MCP you have accepted the member but the member does not have a current segment. This could be a member that recently moved from pending to active with your MCP or a member that had a segment or HH assignment that recently ended.
- **Pended** – As the Managed Care Plan you have determined that the member isn’t appropriate for HHs at a certain point in time. When placing a member into a pended MCP assignment status, please remember that the pended status will prohibit an HH from creating a segment for the member.

A	B	C	D	H	I	J	K	L	M	BT	BW	BX
Member I	First Nam	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	MCP Assig	HARP Flag	Managed
AA12345A	Sara	Regan	01022011		00313979	MCP A				01012017	N	Active
BB12345B	Jodi	Munson	10151980		00313979	MCP A	11111111	161996945	HH A	08032018	N	Pending
CC12345V	Laura	Moretti	06192015		00313979	MCP A	22222222	161996945	HH B	08162018	N	Pended
DD12345D	Kristen	Mody	04071962		00313979	MCP A	22222222	19324721C	HH B	11012018	N	Active
EE12345E	Erin	Eisenhard	08121947		00313979	MCP A	33333333	161996945	HH C	02202019	N	Active
FF12345E	Maria	Payne	12061978		00313979	MCP A	44444444	19324721C	HH D	01152019	N	Active

MCP Assignment File – Health Home Assignment Status

Look at the ‘Health Home Assignment Status’ field (Column BY). Possible values are:

- **Pending** – As the Managed Care Plan you have assigned the member to a HH, but the HH has not yet accepted it.
- **Active** – As the Managed Care Plan you have assigned the member to a HH and the HH has accepted the assignment, but no segment exists. This could be because the HH hasn’t yet assigned to a CMA/created a segment **OR** this could be because the member has an end segment and the HH chose to keep the member’s assignment.
- **Ended** – A HH had an assignment with a member and either the HH or the MCP ended it (see *CT HH Assignment End Reason Code Description*).
- **Rejected** – As the MCP you assigned the member to the HH but the HH rejected the pending assignment for some reason (see *CW HH Assignment Rejection Reason Code Description*).
- **Blank** – No HH has been assigned.

A	B	C	D	H	I	J	K	L	M	BT	BW	BX	BY
Member ID	First Name	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	MCP Assig	HARP Flag	Managed	Health Ho Re
AA12345A	Sara	Regan	01022011		00313979	MCP A				01012017	N	Active	
BB12345B	Jodi	Munson	10151980		00313979	MCP A	11111111	161996945	HH A	08032018	N	Pending	
CC12345V	Laura	Moretti	06192015		00313979	MCP A	22222222	161996945	HH B	08162018	N	Active	Pending
DD12345D	Kristen	Mody	04071962		00313979	MCP A	22222222	193247210	HH B	11012018	N	Active	Active
EE12345E	Erin	Eisenhard	08121947		00313979	MCP A	33333333	161996945	HH C	02202019	N	Active	Ended

MCP Assignment File – CMA Assignment Status

Look at the ‘CMA Assignment Status’ field (Column CC). Possible values are:

- **Pending** – The HH has assigned the member to a CMA, but the CMA has not yet accepted the assignment.
- **Active** – The HH has assigned the member to a CMA. The CMA has accepted the assignment but has not yet created a segment.
- **Ended** – A CMA had an assignment with a member and either the CMA or the HH ended it (see *CN CMA Assignment End Reason Code Description*).
- **Rejected** – The HH has assigned the member to a CMA, but the CMA rejected the pending assignment for some reason (see *CQ CMA Assignment Rejection Reason Code Description*).
- **Blank** – No CMA has been assigned.

	A	B	C	D	H	I	J	K	L	M	BT	BW	BX	BY	BZ	CA	CB	CC
1	Member I	First Nam	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	MCP Assig	HARP Flag	Managed	Health Ho	Rejected	Care Man	Care Man	CMA Assig
2	AA12345A	Sara	Regan	01022011		00313979	MCP A				01012017	N	Active					
3	BB12345B	Jodi	Munson	10151980		00313979	MCP A	11111111	161996945	HH A	08032018	N	Pending					
4	CC12345V	Laura	Moretti	06192015		00313979	MCP A	22222222	161996945	HH B	08162018	N	Active	Pending				
5	DD12345D	Kristen	Mody	04071962		00313979	MCP A	22222222	193247210	HH B	11012018	N	Active	Active				
6	EE12345E	Erin	Eisenhard	08121947		00313979	MCP A	33333333	161996945	HH C	02202019	N	Active	Active		AAAAAAA	CMA A	Pending
7	FF12345E	Maria	Payne	12061978		00313979	MCP A	44444444	193247210	HH D	01152019	N	Active	Active		BBBBBBB	CMA B	Active

MCP Assignment File – Other Assignment Status Fields

- Other fields on the Assignment File will help you understand the various statuses:
 - If the HH or CMA has a status in BY or CC, fields K-M will contain HH name information and fields CA-CC will contain CMA name information.
 - Fields CM-CN and CP-CQ contain information as to why a CMA assignment may have been ended or rejected.
 - Fields CS-CT and CV-CW contain information as to why a HH assignment may have been ended or rejected.

Health Home Assignment Status	BY	CA	CB	CC	CM	CN	CP	CQ	CR	CS	CT	CV	CW
		Care Management	Care Management	CMA Assignment Status	CMA Assignment End Reason	CMA Assignment End Reason Code Desc	CMA Assignment Rejection	CMA Assignment Rejection Reason Code Desc	HH Assignment End D	HH Assignment End Reason	HH Assignment End Reason Code Desc	HH Assignment Rejection Reason	HH Assignment Rejection Reason Code Desc
Rejected									04192019	01	Created in Error		12 Member's address outside of service area
Ended													
Active													
Active		AAAAAAA/ CMA A		Ended	09	Member does not meet HH criteria							
Active		BBBBBBE CMA B		Rejected			10	At capacity					

MCP Assignment File – Other fields that paint the member’s ‘story’

- Other fields on the Assignment File will help you understand when and why things have happened
 - Create dates tell you when a member was assigned. For example the **HH Assignment Created Date** (Column H) is the date the HH assignment was sent to the HH, creating a pending HH assignment. The **MCP Assignment Created Date** (Column BT) is the date the member first had a pending assignment with your MCP.
 - Start dates tell you when an assignment moved to the active status. For example, the **HH Assignment Start Date** (column CX) is the date that the HH accepted the member’s pending assignment.
 - Fields DI-DP give information about the member’s most recent segment. These fields should be reviewed to determine the member’s ‘story’ and if and how the member should be served.
 - When reviewing the most recent segment information, remember to look to the segment end date to determine if the end date reason code is recent enough to be helpful.

A	B	C	DI	DJ	DK	DL	DM	DN	DO	DP	E
Member I	First Name	Last Name	Outreach/	Health Ho	Health Ho	Segment I	Segment I	Segment I	Eligible fo	No of out	Chil
AA12345A	Sara	Regan	E	11111111	HH A	03312019			Y		
BB12345B	Jodi	Munson	O	00473038	HUDSON F	03312019	Active to Closed		N	2	
CC12345V	Laura	Moretti	O	00473038	HUDSON F	11302018	Inability to contact/I		N	2	
DD12345D	Kristen	Mody	O	03457054	NORTH SH	11302018	Provider c	Provider C	N	4	

MCP Assignment File – fields that may be populated when assigning a member

- When a provider refers a member into the system they may provide helpful information to help the MCP make an informed decision.
 - If the provider indicated a suggested CMA and HH this will be reflected in Columns DR-DU.
 - If a referring provider indicates that a child is part of an HCBS waiver program this will be indicated in column DQ.
 - Field DV indicates if your managed care plan has worked with a member as part of the engagement optimization plan.
 - Additional information collected through the Children's Referral Portal (CRP) is available in the *Child Referral Download* file for members on this assignment file that were submitted through the CRP.

Working through the MCP Assignment File

Working through the MCP Assignment File

The next few slides suggests how and in what order an MCP should review their assignments and then the following slides walk through use cases. For all of the situations outlined below, be sure to review the **DOB** (D) field to determine a member's age. If a member is under 21, download the CRP Download file for additional information about this child.

1) Members recently assigned to your MCP without Health Home program history

- Filter **Managed Care Plan Assignment Status** to *pending* **OR** MCP assignment status to *active* and HH status to (*Blanks*); **Outreach/Enrollment Code** to (*Blanks*)
the member has never had an O (outreach) or E (enrollment) segment
- Look to the **MCP Assignment Created Date** field to see when the assignment was created.
- **Actions:** pend **OR** assign to HH

Working through the MCP Assignment File

2) Members recently assigned to your MCP with Health Home program history

- Filter **Managed Care Plan Assignment Status** to *pending* **OR** MCP assignment status to *active* and HH status to *(Blanks)* **AND** Filter **Outreach/Enrollment Code** to *O* and *E*.
- Look at the **Segment End Date** column to see how recently the segment was ended and the **Segment End Date Reason Description & Segment End Date Reason Comments** fields for information regarding why the member's segment ended.
 - These fields show the member's most recent segment information. The more recently the segment was ended, the more informative the **Segment End Date Reason Description & Segment End Date Reason Comments** will be when determining what to do with the member. *(If segment was closed because 'individual is in inpatient facility', check to see if the member is still admitted before assigning the member to a HH)*
- Look at **No of outreach mos within 12 mos** and **Eligible for Outreach** to see how many months of outreach the member received in the last year and to see if the member is eligible for more outreach.
- **Actions:** pend or assign to HH

Working through the MCP Assignment File

3) Members assigned to a HH –waiting for HH action

- Filter **Health Home Assignment Status** to *Pending*. These are the members that you assigned to the HH. Look to the **HH Assignment Created Date** to see when you assigned the member to the HH.
- Filter **Health Home Assignment Status** to Active.
 - Most of these members have an ended segment in the system. When the HH ended the segment with the member, the HH decided to keep an assignment with the member.
 - Things to consider:
 - Check to see how long the assignment has been with the Health Home (whichever is most recent - **HH Assignment Created Date** or the **HH Assignment Start Date**).
 - Review the **Segment End Date**, **Segment End Date Reason Description**, and the **Segment End Date Reason Comments** fields. If the segment was recently end dated, the end date reason may help you decide what to do next.
- **Actions:** pend, contact HH to follow up on the assignment status, **OR** assign to different HH

Working through the MCP Assignment File

4) Members with Ended/Rejected HH Assignments–waiting for MCP action

- Filter **Health Home Assignment Status** to *Ended* (members had an active HH assignment that was ended by either the HH or by your MCP); **OR**
- Filter **Health Home Assignment Status** to *Rejected* (pending assignments that the HH rejected)
- Review the assignment end (CS,CT,CZ) /rejection (BZ,CU,CW,DA) fields.
- **HH Assignment End Date** (CR) will contain the date that an ended HH assignment was ended OR the date that a rejected HH assignment was rejected.
- For ended assignments look to the **HH Assignment Created Date** to see when you assigned the member to the HH. If the assignment was created a while ago, is the member still appropriate for the HH program?
- **Actions:** pend or assign to a different HH

Working through the MCP Assignment File

5) Review Pended Assignments

- Filter **Managed Care Plan Assignment Status** to *pending*
- These are members that your MCP placed in the *pending* status, meaning that the member was either not eligible for the HH program, not appropriate for the HH program or not yet ready to be assigned to a HH
- Review the pend code and the pend comment. Determine if the member's pend reason is still applicable.
- **Actions:** do not touch the assignment **OR** unpend the assignment (either assign member to a HH or submit the MCP Final Assignment File with just the CIN field populated)

MCP Assignment File Use Cases

MCP Assignment File – Sara’s Case

- Sara has a pending MCP Assignment (column BX), therefore she has no HH (column BY) or CMA assignments (Column CC)
 - As the provider I see that the pending MCP Assignment was created on 4/19/19 (column BT)
 - Sara’s DOB is 1/2/2011 (column D), therefore she is a child
 - Sara has no recent segment information (fields DI-DP)
 - Sara has an O in the Child HCBS Flag column (field DQ)
 - Sara has a Suggested HH Assignment (Column DR)
- Sara is a child that has been referred into the HH program through the CRP. She qualifies for the program as a HCBS waiver child and the referrer indicated that they thought HH A would be a good fit for Sara. This referral happened on 4/19/19. As the MCP I should determine if it is appropriate to assign Sara to HH A or to another HH.

	A	B	C	D	H	I	J	K	L	M	BT	BX	DI	DJ	DK	DL	DM	DN	DO	DP	DQ	DR	DS	DT	
	Membr	First N	Last N	DOB	HH Asi	Mana	Mana	Healt	Healt	Healt	MCP A	Managed Care Plan Ass	Outre	Healt	Health H	Segmen	Segment End Date	Reason D	Segme	Eligib	No of	Child HCBS F	Suggested Health Home Nar	Suggested Health Home MMIS	Sugge
1	AA12345	Sara	Regan	01022011							04192019	Pending													
2																						HH A	11111111		
8																									

MCP Assignment File – Jodi’s Case

- Jodi has an Active MCP assignment but no HH assignment
 - As a provider I see that Jodi has an Active MCP assignment (column BX), but no HH or CMA assignment (columns BY and CC).
 - Jodi’s MCP assignment started on 8/5/2018 (column DH).
 - Because her MCP assignment started so long ago I know that it is most likely that Jodi’s MCP assignment has not been recently accepted, I need more information.
 - Jodi has a recent segment that ended on 3/31/2019 (column DL).
 - This segment ended because ‘member has graduated from the HH program’ (column DM).
- Since Jodi recently graduated from the HH program I know it doesn’t make sense to assign her downstream. I may decide to pend her so that I know that I have reviewed her case the next time I download my assignment file.

B	C	BX	BY	CC	DH	DI	DJ	DK	DL	DM	DN	DO	DP	DQ
First Name	Last Name	Managed Care Plan Assignment	Health Home Assignment Status	CMA Assignment Status	MCP Assign	Outreach/	Health Ho	Health Home	Segment E	Segment E	Segment E	Eligible for	No of outr	Child HCBS Flag
Jodi	Munson	Active			08052018	E	HH A	11111111	03312019	Member has graduat	N		2	

MCP Assignment File – Kristen’s Case

- Kristen has an Active Assignment with my Managed Care Plan (Column BX) and a Pending Assignment with a HH (Column BY)
 - As a provider I see that Kristen has had a pending assignment since 12/1/2018 (Column CX)
- Since Kristen has had a pending assignment with the HH for a long period of time, I as the MCP can determine if I need to contact the HH to see what is going or if it makes sense to assign to a different HH in my network that is more responsive.
- If the HH had ended or rejected the assignment (in column BY) I would look at the end or rejection reasons to determine if I should reassign the member.

	B	C	BX	BY	CC	CX	CY	CZ	DA	DB	DC	DD	DE	DF	DG	DH
1	First Name	Last Name	Managed Care Plan Assignment	Health Home Assignment Status	CMA Assignment Status	HH Assignme	MCP Assig End Reaso	Rejection I	Pend Reas	Pend Reas	CMA Assig	CMA Assig	CMA Assig	Referral Su	MCP Assig Ou	
5	Kristen	Mody	Active	Pending		12012018	Assignment									11012018 O

MCP Assignment File – Erin’s Case

- Erin has an Active MCP Assignment (column BX) and an Active HH assignment (Column BY)
 - As a provider I see that Erin has had an Active HH assignment that started (Column CX) around the same time that her most recent segment ended (column DL).
 - I then compare the HH in the segment (column DJ) to the HH the member is currently assigned to (column K). The HH is the same.
- Since the current HH assignment and the HH in the most recent segment are the same and the end date of the segment is just before the start of the HH assignment I know that the HH ended this member’s segment but told the system that they would like to keep their HH assignment with the member. As the MCP I have the right to determine if the member should remain with this HH, go to a different HH or shouldn’t currently receive HH services.
- I should look at the segment end date reason and other information I have about this member to make a decision about what to do with this assignment.

	B	C	BX	BY	CC	CX	DH	DI	DJ	DK	DL	DM	DN	
1	First Name	Last Name	Managed Care Plan Assignment	Health Home Assignment Status	CMA Assignment Status	HH Assignme	MCP Assig	Outreach/	Health Ho	Health Home	Segment End	Segment End Date	Reason Descriptio	Segmen
6	Erin	MCP Assignment File – Jodi’s C...		Active		12012018	01052017	E	HH B	2222222	11302018		Member withdrew consent to enroll	

HH Assignment File

Quick introduction to important fields and then examples of how an HH worker should review and act on assignments in this file.

HH Assignment File

- The HH Assignment File is available for HHs and CMAs to download
- Today, we will focus on the HH perspective, as many HH's perform these actions for their CMAs. CMAs should check with their leads to determine what CMA assignment review actions are expected of them.
- Follow the link in slide steps on slide 3 to download and save your HH Assignment File

HH Assignment File – Managed Care Plan Status Fields

- The HH Assignment File displays the **MCP Assignment Status** in column BU. This will always be Active or blank. If the MCP Assignment is Active the **MCP name** (column J) and **MMIS ID** (column I) are displayed

H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	BT	BU	BV	
HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Medicaid	Medicare	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	Date Of P	Acuity Scc	Risk Score	Outpatien	DOH Com	HARP Flag	Managed	Health
	12345678	MCP A																			Active	

HH Assignment File – Health Home Status Fields

- The **Health Home Assignment Status** is listed in column BV, as a HH downloading this file you may see the following statuses:
 - Pending** – The MCP has assigned a member to you or the state has determined that your HH is the best fit for a FFS member
 - Active** – You have previously accepted the HH assignment **OR** you had a segment with the member in the past and chose to keep your assignment with the member after the segment ended.
- A CMA downloading this file would only see an Active status in this field (this excludes VFCA who may have CMA assignments without HH assignments). The HH associated with the Active Assignment will be listed in Column M

	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	BT	BU	BV	BW	BX	
1	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Medicaid	Medicare	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	Date Of P	Acuity Sc	Risk Score	Outpatier	DOH Com	HARP Flag	Managed	Health Ho	Suggestec	Care Man; Ca
2	02012019	12345678	MCP A	11111111		HH A															Active	Active			
3	02152019			11111111		HH A																Pendnig			
4	03012019			11111111		HH A																Active			
5	03152019	12345678	MCP A	11111111		HH A															Active	Pending			

HH Assignment File – CMA Status Fields

- The **CMA Assignment Status** is listed in column BZ. A HH downloading this file may see:
 - **Active** – CMA has accepted the assignment, no segment created
 - **Pending** – An assignment has been sent to the CMA but not yet accepted
 - **Ended** – CMA or HH ended an active CMA assignment
 - **Rejected** – CMA rejected the Pending Assignment
 - **Blank** – no CMA assignment
- A CMA would only see Active and Pending Assignments

	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	BT	BU	BV	BW	BX	BY	BZ		
1	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Medicaid	Medicare	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	MDW Mer	Date Of Pz	Acuity	Scg	Risk Score	Outpatient	DOH Com	HARP Flag	Managed	Health Ho	Suggested	Care Man	Care Man	CMA Assig
2	02012019	12345678	MCP A	11111111		HH A																Active	Active		5555555	CMA A	Active	
3	02152019			11111111		HH A																	Active		6666666	CMA B	Pending	
4	03012019			11111111		HH A																	Active		7777777	CMA C	Rejected	
5	03152019	12345678	MCP A	11111111		HH A																Active	Active		8888888	CMA D		
6																												
7																												

HH Assignment File – Other Assignment Status Fields

- Other fields on the Assignment File will help you understand the various statuses:
 - If the CMA has a status in BZ, fields BX-BY will contain CMA name information
 - Fields CJ-CK and CM-CN contain information as to why a CMA assignment may have been ended or rejected

BT	BU	BV	BW	BX	BY	BZ	CJ	CK	CL	CM	CN
HARP Flag	Managed	Health Ho	Suggested	Care Man	Care Man	CMA Assig	CMA Assig	CMA Assignment End Reason Code	CMA Assig	CMA Assig	CMA Assignment Rejection Reason Code Descript
	Active	Active		55555555	CMA A	Active					
		Active		66666666	CMA B	Pending					
		Active		77777777	CMA C	Rejected					12 Member's address outside of service area
	Active	Active		88888888	CMA D	Ended	01	created in error			

HH Assignment File – Other fields that paint the member’s ‘story’

- Other fields on the Assignment File will help you understand when and why things have happened
 - Create dates tell you when a member was assigned. For example the **HH Assignment Created Date** (Column H) is the date the HH assignment was sent to the HH, creating a pending HH assignment. The **CMA Assignment Created Date** (Column CU) is the date the member first had a pending assignment with the CMA.
 - Start dates tell you when an assignment was accepted by an organization/moved into the active status. For example, the **HH Assignment Start Date** (column CP) is the date that the HH accepted the member’s assignment.
 - Fields DA-DH give information about the member’s most recent segment. These fields should be reviewed to determine the member’s ‘story’ and if and how the member should be served.
 - When reviewing the most recent segment information, remember to look to the segment end date to determine if the end date reason code is recent enough to be helpful.

DA	DB	DC	DD	DE	DF	DG	DH
ssig Outreach/	Health Ho	Health Ho	Segment	Segment End Date R	Segment	Eligible fo	No of outr
E	11111111	HH A	03012019	Member deceased		Y	1

HH Assignment File – fields that may be populated when assigning a member

- When a provider refers a member into the system they may provide helpful information to help the MCP make an informed decision
 - If the provider indicated a suggested CMA and/or HH this will be reflected in Columns DJ-DM
 - If a referring provider indicates that a child is part of an HCBS waiver program this will be indicated in column DI
 - Field DN indicates if the managed care plan has worked with a member as part of the engagement optimization plan

Working through the HH Assignment File

Working through the HH Assignment File

The next few slides suggests how and in what order an HH should review their assignments and then the following slides walk through use cases. For all of the situations outlined below, be sure to review the **DOB** (D) field to determine a member's age. If a member is under 21, download the CRP Download file for additional information about this child.

1) Members recently assigned to your HH without Health Home program history

- Filter **Health Home Assignment Status** to *pending*; filter **Outreach/Enrollment Code** to (*Blanks*) *the member has never had an O (outreach) or E (enrollment) segment*
- Look to the **HH Assignment Created Date** field to see when the assignment was created.
- **Actions:** if you're interested in working with the member, accept the pending HH assignment/assign the member to a CMA. If you are not interested in working with the member, reject the pending assignment.

Working through the HH Assignment File

2) Members recently assigned to your HH with Health Home program history

- Filter **Health Home Assignment Status** to *pending*; **Outreach/Enrollment Code** to *O* and *E*.
- Look at the **Segment End Date** column to see how recently the segment was ended and the **Segment End Date Reason Description & Segment End Date Reason Comments** fields for information regarding why the member's segment ended.
 - These fields show the member's most recent segment information. The more recently the segment was ended, the more informative the **Segment End Date Reason Description & Segment End Date Reason Comments** will be when determining what to do with the member. *(If segment was closed because 'Individual deceased', confirm in eMedNY that the member is deceased and end/reject the assignment as appropriate)*
- Look at **No of outreach mos within 12 mos** and **Eligible for Outreach** to see how many months of outreach the member received in the last year and to see if the member is eligible for more outreach.
- **Actions:** if you're interested in working with the member, accept the pending HH assignment/assign the member to a CMA. If you are not interested in working with the member, reject the pending assignment.

Working through the HH Assignment File

3) Assignments sitting with your Health Home

- Filter **Health Home Assignment Status** to *active*. These are either assignments that you accepted or members that you decided to stay connected to when you ended your segment with the member.
- Look at the **HH Assignment Start Date (CX)** to see how long you've had the assignment.
- Look at the **Segment End Date** column to see how recently the segment was ended and the **Segment End Date Reason Description & Segment End Date Reason Comments** fields for information regarding why the member's segment ended.
- If you need more information about the member, look them up in the Member CIN Search to see their full Health Home program history.
- Look at **No of outreach mos within 12 mos** and **Eligible for Outreach** to see how many months of outreach the member received in the last year and to see if the member is eligible for more outreach.
- **Actions:** if you anticipate working with the member, keep the HH assignment active and work with the member to enroll them in the program. If you are not interested in working with the member, end the assignment.

Working through the HH Assignment File

4) Pending Transfers

- If a member is currently enrolled in another HH and wants to become enrolled in your HH, the members current HH will initiate a transfer to your HH.
- These proposed transfers are included in your assignment file. To find them, filter **Health Home Assignment Status** (BV) to *pending* and **HH Assignment Record Type** (CO) to *transfer*
- Sign into the MAPP HHTS, navigate to the *Manage Assignments*, enter the member's CIN in the **CIN#** text box, and click **Search**. The screen will then display the effective date of the transfer.
- **Actions:** click the box next to the member's name. If you want the system to create a segment with your HH and the member as of the Transfer Effective Date on the screen, click **Accept**. If you do not want the member to transfer to your HH (or if you want the a different Transfer Effective Date), click **Reject**. If you clicked reject because you want the Transfer Effective Date to be different, contact the provider to initiate a new transfer with the desired Transfer Effective Date.

HH Assignment File Use Cases

HH Assignment File – Sara’s Case

- Sara was a new HCBS Waiver child that was referred into the HH program. Her MCP assigned her to HH A and she now has a pending HH referral
 - As a HH provider I review Sara’s information on my HH Assignment File. I see that she has a pending HH assignment (column BV) and that the assignment was created on 4/22/19 (column H). I see that our HH was suggested for her (Column DJ) and that she is a waiver child (column DI).
- I determine that it is appropriate to work with Sara and determine the correct CMA to work with the member. I use the tracking file to create the correct segments/assignments.

	B	C	D	H	I	J	K	L	M	BU	BV	BW	BX	BY	DA	DB	DC	DD	DE	DF	DG	DH	DI	DJ	DK	DL					
1	First Name	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Managed	Health Ho	Suggestec	Care Man	Care Man	Outreach	Health Ho	Health Ho	Segment	Segment	End Date	Reason	Descriptor	Segment	Eligible fo	No of out	Child HCB	Suggestec	Suggestec	Sug		
2	Sara	Regan	01022011	04222019	00313973	MCP A	11111111		HH A	Active	Pending												Y	0	O	HH A	11111111				
7																															

HH Assignment File – Jodi’s Case

- Jodi was in the HH program and her segment ended because she graduated from the program. We will pretend that her MCP didn’t review their file well and assigned the member to our HH.
 - As a HH provider I review Jodi’s information on my HH Assignment File. I see that she has a pending HH assignment (column BV) and that the assignment was created on 4/15/19 (column H). I also see that she graduated from the HH program on 3/31/19
- I determine that it is not appropriate to work with Jodi as she is managing her conditions appropriately on her own. I decide to reject her HH assignment.

	B	C	D	H	I	J	K	L	M	BU	BV	BW	BX	BY	DA	DB	DC	DD	DE	DF	DG	DH	DI
1	First Name	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Managed	Health Ho	Suggestec	Care Man	Care Man	Outreach	Health Ho	Health Ho	Segment I	Segment End Date R	Segment I	Eligible fo	No of outr	Child HCB
3	Jodi	Munson		04152019			11111111		HH A		Pending				E	HH A	11111111	03312019	Member has graduat	N		2	

HH Assignment File – Kristen’s Case

- Kristen sat in a pending status with another HH for a long period of time before the MCP reassigned Kristen to my HH.
 - As a HH provider I review Kristen’s information on my HH Assignment File. I see that she had one previous month of Outreach that ended because another HH could not reach her. This lets me know that it may be difficult to get in touch with her, especially as I have no new information about her.
- I determine that I need to assign a CMA that excels in outreach to this case and I need to make sure they can provide very comprehensive outreach as the member is only eligible for 1 additional month of outreach. I create the segment, but also call the CMA to discuss the specific case with them.

B	C	D	H	I	J	K	L	M	BU	BV	BW	BX	BY	DA	DB	DC	DD	DE	DF	DG	DH	DI
First Name	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Managed	Health Ho	Suggestec	Care Man	Care Man	Outreach/	Health Ho	Health Ho	Segment I	Segment End Date R	Segment I	Eligible fo	No of outr	Child H
Kristen	Mody		04152019			11111111		HH A	Active	Pending				O	HH Y	7777777	8312018	Inability to Contact o	Y	1		

HH Assignment File – Erin’s Case

- Erin had a segment with my HH, it ended because she rescinded consent.
 - As a HH provider I review Erin’s information on my HH Assignment File. I see that she had a previous Enrollment segment that ended because she withdrew consent to enroll (DE). The segment ended on 11/30/2018. I review my EHR and see that Erin was very adamant about not wanting to continue in the HH program.
- I determine that Erin’s assignment should have been ended when the segment ended. I upload an assignment tracking file to end Erin’s segment. I use the reason of ‘other’ and include a comment to express this to the MCP.

	B	C	D	H	I	J	K	L	M	BU	BV	BW	BX	BY	DA	DB	DC	DD	DE			
	First Name	Last Name	DOB	HH Assign	Managed	Managed	Health Ho	Health Ho	Health Ho	Managed	Health Ho	Suggested	Care Man	Care Man	Outreach/	Health Ho	Health Ho	Segment E	Segment End Date	Reason	Descriptor	S
3	Erin	Eisenhardt	04152019				11111111		HH A	Active	Active				E	HH A	1111111	11302018	Member	Withdrew	Consent to enroll	Y

Assignment Screens

Using the Screens within MAPP HHTS to Manage Assignments

- The Manage Assignment Screen
 - Displays members associated with your organization that require action from your organization.
- The My Assignment Screen
 - Displays members assigned to your organization whether or not they require action. It does not display members in current segments.

Action	Manage Assignment Screen	My Assignments Screen
HH Receives a pending assignment	Member displays for HH	Member displays for HH and MCP
HH Assigns the member to a CMA	Member displays for CMA	Member displays for HH, MCP and CMA
MCP pends a member	Member does display for MCP	Member displays for MCP
HH receives a pending assignment and creates an enrollment segment	Member does not display HH or CMA	Member does not display for HH or CMA
HH ends a segment and decides to keep the member in an active assignment	Member does not display HH	Member displays for HH

Manage Assignments Screen – Search Criteria

You can use the search filters to search for assignments in a pending or pended status that met certain criteria. Once you have entered the desired search criteria click the blue search button

Manage Assignments

Manage Assignments

Min and Max created dates can be used to search for new assignments that have been created since the last time you reviewed assignments. This is the date the assignment became pending with your organization

Member population or age can be used to search for children or adult assignments only

Created by allows you to search for members sent to you by a certain MCP/HH

Program allows you to search for ACT, AOT, HARP enrolled, HARP eligible or Adult Home members

You can also search by member name or CIN. If searching for multiple CINs be sure to check the correct Delimiter

County and Zip let you search by members associated to a certain location

Search Results (Number of Items: 27)

The screenshot shows a web interface for managing assignments. It features a search criteria section with various filters: First Name, Last Name, Member Population, Created By, Min. Created Date, Max. Created Date, Record Type, Zip, Min. Age, Max. Age, County, DOH Recommended HH, Program, Language, Status, CIN#, and Delimiter. Below the filters are sections for 'Download File Format' and 'File Format'. At the bottom, there are buttons for Search, Reset, Accept, Accept All, Accept DOH Recommended HH, Pend, Reject, and Download Search Results. A search results summary at the bottom left indicates 27 items.

Manage Assignments– Bulk Actions

Once you have search results displayed on the page you can perform bulk actions, such as accepting all assignments (for MCPs, HH and CMAs), rejecting all assignments (for HH and CMAs) or pending all assignments (for MCPs)

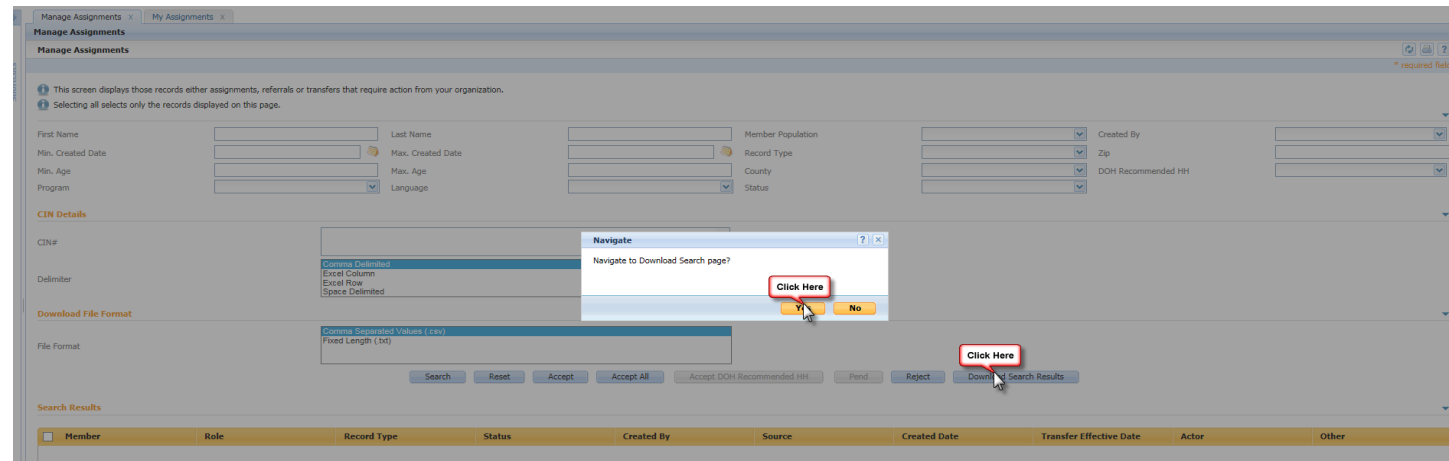
- This is done by selecting the box next to each member's name that you would like to perform bulk actions on. You can also select the box next to the Member column to select all members on the page.
- Once your desired members are selected click on the blue action button to perform the bulk action.
- The screen will refresh once the action is performed.

The screenshot shows the 'Manage Assignments' interface. At the top, there are search filters for First Name, Last Name, Member Population, Created By, Min. Created Date, Max. Created Date, Record Type, Zip, Min. Age, Max. Age, County, DOH Recommended HH, Program, Language, and Status. Below the filters are sections for 'CIN Details' and 'Download File Format'. The 'Download File Format' section has a 'File Format' dropdown set to 'Comma Separated Values (.csv)' and a 'Click Here' button. Below this is a table of assignments with columns: Member, Role, Record Type, Status, Created By, Source, Created Date, Transfer Effective Date, Actor, and Other. The table contains two rows: Laura Moretti and Erin Eisenhardt. Annotations include a red box around the 'Click Here' button and a red arrow pointing to the 'Member' column header. Two callout boxes are present: one pointing to the 'Member' column header with the text 'Click here to select all records on the page' and another pointing to the 'Click Here' button with the text 'Click here to select individual records'.

Member	Role	Record Type	Status	Created By	Source	Created Date	Transfer Effective Date	Actor	Other
<input checked="" type="checkbox"/> Laura Moretti	Health Home	Assignment	Pending	MCP 1	Manual	03/19/2019		HH A	
<input type="checkbox"/> Erin Eisenhardt	Health Home	Assignment	Pending	MCP 1	Manual	04/04/2019		HH A	

Manage Assignments – Downloading Search Results

- You can also download a .csv file from the Manage Assignments page. This is helpful if you have a large number of assignments to review, or would like to perform different actions using file uploads.
 - After entering in your search criteria, click download search results
 - Click yes in the Navigate popup that appears
 - This will navigate you to the Search File Downloads screen where you should see your file (you may need to refresh).
 - Once the file has processed, use the green action button to download search results



Search Results

File ID	File Name	File Type	Requested By	Generated On	File Status
1330824	MAD_1330824_03785206_042219_1303.csv	Manage Assignments Download	HH03785206worker	4/22/2019 01:03 PM	Processed

Download File Content

My Assignments Screen - Search Criteria

The My Assignments Page also has search criteria. The MCP, HH and CMA agency boxes allow you to search for members associated with your organization (in the below example I am acting as a worker from QCCP so all members I search has some association with QCCP) that have associations with other organizations you select. Think of this as an “AND” statement between boxes and an “OR” statement as you move within the boxes:

- If as a HH provider all CMA boxes are checked, the members you see in the search results have an assignment with my HH and an association with a CMA
- If as a HH provider, all CMA boxes are unchecked the members you see in the search results may or may not have an association with a CMA
- If as a HH provider, you select only 1 CMA the members you see in the search results will have an association with that CMA
- Since the MCP box has all the MCPs and a ‘none’ selection it includes both FFS and MCP members when everything is checked

The screenshot shows the 'My Assignments' interface with the following search criteria sections:

- Managed Care Plans:** Includes a 'None' option and several Aetna and Affinity health plans. A green arrow labeled 'OR' points to the 'None' option.
- Health Homes:** Includes '03785206 - QUEENS COORDINATED CARE PARTNERS LL'. A red arrow labeled 'AND' points to this section.
- Care Management Agencies:** Includes several agencies like 'ABBOTT HOUSE INC' and 'ADHD EDUCATIONAL SERVICES'. A green arrow labeled 'OR' points to this section.

At the bottom of each section are 'Select All' and 'Deselect All' buttons. A callout box with a blue arrow pointing to the 'Deselect All' button in the Health Homes section contains the text: "Can use the deselect or select or buttons or select/deselect".

My Assignments Screen - Search Criteria continued

This screen has many of the same search criteria filters as the Manage Assignments Screen. In addition, on this screen one can search by assignment status at each provider level (MCP, HH or CMA). This makes it possible to find members with an active assignment with your MCP and a pending assignment with a HH etc.

- One should use the various search criteria to find members that fit into the same 'buckets'. Members that need to be reviewed by your organization, members that need to be assigned downstream, members that need to be enrolled etc.

Member Information

First Name Last Name Gender

Min. Age (Years) Max. Age (Years)

County Zip Code Program Language

Assignment Information

MCP Assignment Status Assignment Source Created By

HH Assignment Status Min Created Date Suggested Alt HH Assignment

CMA Assignment Status Max Created Date

CIN Details

CIN#

Delimiter

Active
Pended
Pending Assignment
Pending Assignment or Referral
Pending Referral
Unassigned

Comma Delimited
Excel Column
Excel Row
Space Delimited

Search Reset Assign HH Assign CMA Recommend HH End

My Assignments Screen – Bulk Actions

- Once you have search results displayed on the page you can perform bulk actions, such as assigning HHs (for MCPs) or Assigning CMAs (for HHs)
 - This is done by selecting the box next to each member’s name that you would like to perform bulk actions on. You can also select the box next to the Member column to select all members on the page.
 - Once your desired members are selected click on the blue action button to perform the bulk action.
 - The screen will refresh once the action is performed.

CIN Details

CIN#

Delimiter

- Comma Delimited
- Excel Column
- Excel Row
- Space Delimited

Search Results (Number of Items: 1000)

<input type="checkbox"/> Member	HARP	County	Managed Care Plan	Health Home	Care Management Agency	Record Type	Status	Created Date	Pending Referral
<input checked="" type="checkbox"/> <u>Laura Moretti</u>	No	NEW YORK CITY	HEALTH FIRST PHSP INC - 01479670	QUEENS COORDINATED CARE PARTNERS LL - 03785206		Assignment	Active	4/11/2019	No
<input checked="" type="checkbox"/> <u>Erin Eisenhardt</u>	No	NEW YORK CITY		QUEENS COORDINATED CARE PARTNERS LL - 03785206		Assignment	Active	3/1/2019	No

Nightly Assignment Purge

Nightly Assignment Purge

- Each night (effective 4/18/19) the system will purge members from the assignment file that have had no recent activity with end date reason code 'Assignment Purged Due to Inactivity'.
- For adults (21 & older), assignments that have had no new activity in the past 180 days will end dated.
- For children (under 21), assignments that have had no new activity in the past 365 days will end dated.
- End dated assignments will be included on the Past Assignments Download file with an end date reason (column H) of **purged due to inactivity**.

Health Home Contact Information

- For Questions regarding billing of transitioning Children's HCBS services contact the children's team at HHSC@health.ny.gov
- For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email MAPP-CustomerCareCenter@cma.com
- For HH policy questions, contact the DOH Health Home Provider Line (518) 473-5569 or submit an email using the HH email web form:
https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action
- For MAPP HHTS Training Newsletters or MAPP HHTS presentations:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_map_p.htm
- MAPP HHTS Specifications Document (Tracking System File Formats) can be found at the following link (expand **Tracking System File Formats**):
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm