



**Department  
of Health**

**Medicaid  
Redesign Team**

# **MAPP HHTS**

## ***Weekly Webinar***

**January 24, 2017**

# Agenda

- Training Newsletters posted on the MAPP HHTS Website
- REMINDER: Outreach rules
- Member CIN Search Bug
- MCPs MUST be responsive to HH requests for member assignments
- MCPs/HHs with contracts MUST have contacts to facilitate communication!

# Training Newsletters post of the MAPP HHTS Website

Department of Health      Individuals/Families      Providers/Professionals      Health Facilities      Search

**Medicaid Health Homes**      You are Here: [Home Page](#) > [Medicaid Health Homes](#) > Medicaid Analytics Performance Portal (MAPP)

Medicaid Health Homes Page      **Medicaid Analytics Performance Portal (MAPP)**

Medicaid Home      The Medicaid Analytics Performance Portal (MAPP) Health Home Tracking System (HHTS) is a performance management system that will provide tools to the Health Reform Incentive Payment (DSRIP) program performance management technology needs.

Assessment and Quality Metrics - HH-CMART      **MAPP HHTS**

- [MAPP HHTS Training Updates Communication Newsletter Issue 6 - December 2016](#) (PDF)
- [MAPP HHTS Training Updates Communication Newsletter Issue 5 - October 2016](#) (PDF)
- [MAPP HHTS Training Updates Communication Newsletter Issue 4 - September 2016](#) (PDF)
- [MAPP HHTS Training Updates Communication Newsletter Issue 3 - July 2016](#) (PDF)
- [MAPP HHTS Training Updates Communication Newsletter Issue 2 - June 2016](#) (PDF)
- [MAPP HHTS Training Updates Communication Newsletter Issue 1 - May 2016](#) (PDF)

Contact information and Network Partner Lists for Designated Health Homes

Email NYS Health Homes Program

Forms & Templates

Health Homes Serving Children

Health Homes and the Criminal Justice Population

Health Home Funding Opportunities

Health Home Medicaid Updates, Policy and Provider Manual

Health Home Work Groups, Learning Collaborative and Webinars

Health Information Technology (HIT)

Housing and Health Homes

Managed Care

Medicaid Analytics Performance Portal (MAPP)

Administrative Requirements for Health Homes

Member Assignment, Tracking System, Billing and Rates

New York State Health Home Requirements

**Tracking System File Formats**

- [MAPP HHTS File Specifications Document version 2.2](#) (PDF)
- [MAPP HHTS File Specifications Document version 2.1](#) (PDF)
- [MAPP HHTS File Specifications Document version 2.0](#) (PDF)
- [MAPP HHTS File Specifications Document version 1.2](#) (PDF)
- [MAPP HHTS File Specifications v2.0](#) (XLS)

**Registration for MAPP Webinars**

- [MAPP HHTS Webinar Schedule](#) (XLSX)
- [Participating in the MAPP HHTS Weekly Webinars using a Mac](#) (PDF)

**MAPP HHTS Archive**

- [View MAPP HHTS Archive](#)

- DOH usually releases a MAPP HHTS Training Update Newsletter on a monthly basis
- These newsletters are posted to the MAPP section of the Health Home website:

[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/hh\\_mapp.htm](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm)

## REMINDER: Outreach rules

- Members cannot exceed 3 months of outreach in a 6 month period.
- When a provider submits an outreach segment without an end date, the system calculates the member's end date to ensure that the member does not exceed 3 months of outreach in a 6 month period. Once that segment is ended, the system moves it into the closed status and creates a new three month hiatus outreach segment.
- When a provider submits an outreach segment with an end date, the system will move the outreach segment into the closed status after the submitted end date, but **WILL NOT** create a hiatus outreach segment.
- Providers should submit outreach segments **WITHOUT AN END DATE** unless there is a very serious business reason to do so.

## REMINDER: Outreach rules

- **DO NOT modify the hiatus outreach segment EVER.**
  - If the member has a hiatus outreach segment with HH1 starting on 10/1/16 and needs an enrollment segment with HH 1 starting 11/1/16, then submit the enrollment segment, which will end date the hiatus outreach segment.
  - If the member has a hiatus outreach segment with HH1 starting on 10/1/16 and needs an enrollment segment with HH2 starting 11/1/16, then HH1 **must delete the hiatus outreach segment ASAP** so HH2 can submit their enrollment segment.
- Unless another provider needs to create an enrollment segment **DO NOT delete the hiatus outreach segment.**

# Member CIN Search Bug

- In some instances the Member CIN Search is pulling in the incorrect date under the Medicaid End Date on the Search Results.
  - If the Member is Medicaid eligible per ePACES it is okay to work with the Member
  - You must still confirm that the member has compatible R/E, PP, and Coverage codes
  - You will not receive Medicaid eligibility warning messages for these members when creating segments or billing instances

The screenshot shows the 'Member CIN Search' interface. The search criteria section includes a dropdown for 'CIN#', a dropdown for 'Delimiter' (with options: Excel Column, Excel Row, Space Delimited, Tab Delimited), and a dropdown for 'Download File Format' (with options: Comma Separated Values (.csv), Fixed Length (.txt)). Below these are 'Search', 'Reset', and 'Download Search Results' buttons. The search results table has columns: Member, DOB, Medicaid End Date, Coverage Code, Managed Care Plan, Health Home, Care Management Agency, HARP, Segment, Status, Start Date, and End Date. A callout box points to the 'Medicaid End Date' column, stating: 'Medicaid End Date Appears although Member is currently Medicaid eligible'. The table shows a single row with 'Member CIN' in the Member column, 'Member DOB' in the DOB column, and '11/30/2016' in the Medicaid End Date column. The HARP column contains 'No'.

Member	DOB	Medicaid End Date	Coverage Code	Managed Care Plan	Health Home	Care Management Agency	HARP	Segment	Status	Start Date	End Date
Member CIN	Member DOB	11/30/2016					No				

# MCPs MUST be responsive to HH requests for member assignments

- There are some situations in the system where a HH/CMA that is already working with a member under 21 cannot create a segment for the member because the member already has an assignment with the MCP.
- In these types of situations, the HH will contact the MCP to request that the member under 21 be assigned to the HH. DOH expects that MCPs will assign these members to the HH ASAP, in order to prevent consequent system issues.

# MCPs/HHs with contracts MUST have contacts to facilitate communication!

- Each MCP/HH that has a contract needs to communicate outside of the MAPP HHTS regarding assignments, billing, and other Health Home issues.
- Each MCP/HH MUST have a contact (name/number/email address) at the other organization. Each MCP/HH MUST have an organizational contact list that all of your employees can access so you know who to contact at other agencies when an issue arises.
- If your organization does not have this type of contact information, begin compiling this information for your organization immediately. The HH website lists MCP/HH main contact information. Call the contacts listed for the organizations that you have relationships with and document whom you should contact for assignment, billing, and general Health Home program questions.



## Health Home Contact Information

- For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email [MAPP-CustomerCareCenter@cma.com](mailto:MAPP-CustomerCareCenter@cma.com)
- For HH policy questions, contact the DOH Health Home Provider Line (518) 473-5569 or submit an email using the HH email web form: [https://apps.health.ny.gov/pubdoh/health\\_care/medicaid/program/medicaid\\_health\\_homes/emailHealthHome.action](https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action)
- For MAPP HHTS Training Newsletters or MAPP HHTS presentations: [http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/hh\\_mapp.htm](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm)