

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 Providers/Professionals Medicaid Health Homes Medicaid Analytics Performance Portal (MAPP) Medicaid Health Homes Page 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 Partner Lists for Designated Health MAPP HHTS Training Updates Communication Newsletter Issue 5 - October 2016 (PDF) Email NYS Health Homes Program MAPP HHTS Training Updates Communication Newsletter Issue 4 - September 2016 (PDF) Forms & Templates MAPP HHTS Training Updates Communication Newsletter Issue 3 - July 2016 (PDF Health Homes Serving Children MAPP HHTS Training Updates Communication Newsletter Issue 2 - June 2016 (PDF Health Homes and the Criminal MAPP HHTS Training Updates Communication Newsletter Issue 1 - May 2016 (PDF) Complete List of MAPP HHTS System Issues (XLS) Health Home Funding . MAPP Gatekeeper Add or Remove Form (DOCX) Health Home Medicaid Updates MAPP HHTS Frequently Asked Questions Policy and Provider Manual **Tracking System File Formats** Health Home Work Groups, Learning Collaborative and MAPP HHTS File Specifications Document version 2.2 (PDF) MAPP HHTS File Specifications Document version 2.1 (PDF) Health Information Technology MAPP HHTS File Specifications Document version 2.0 (PDF) Housing and Health Homes MAPP HHTS File Specifications Document version 1.2 (PDF) Managed Care MAPP HHTS File Specifications v2.0 (XLS) Medicaid Analytics Performance Registration for MAPP Webinars Portal (MAPP) · MAPP HHTS Webinar Schedule (XLSX) Health Homes · Participating in the MAPP HHTS Weekly Webinars using a Mac (PDF) Member Assignment, Tracking System, Billing and Rates **MAPP HHTS Archive** New York State Health Home 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.ht_m



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 <u>WILL NOT</u> create a hiatus outreach segment.
- Providers should submit outreach segments <u>WITHOUT AN END DATE</u> unless there is a very serious business reason to do so.



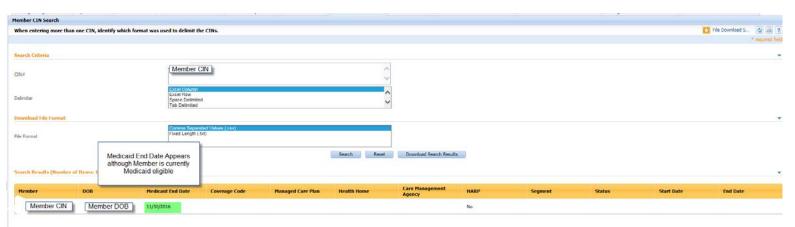
REMINDER: Outreach rules

- 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 <u>must</u> delete the hiatus outreach segment ASAP so HH2 can submit their enrollment segment.
- Unless another provider needs to create an enrollment segment <u>DO</u>
 <u>NOT</u> 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





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
- For HH policy questions, contact the DOH Health Home Provider Line
 (518) 473-5569 or submit an email using the HH email web form:

 <u>https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid/health_homes/emailHealthHome.action</u>
- For MAPP HHTS Training Newsletters or MAPP HHTS presentations: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm

