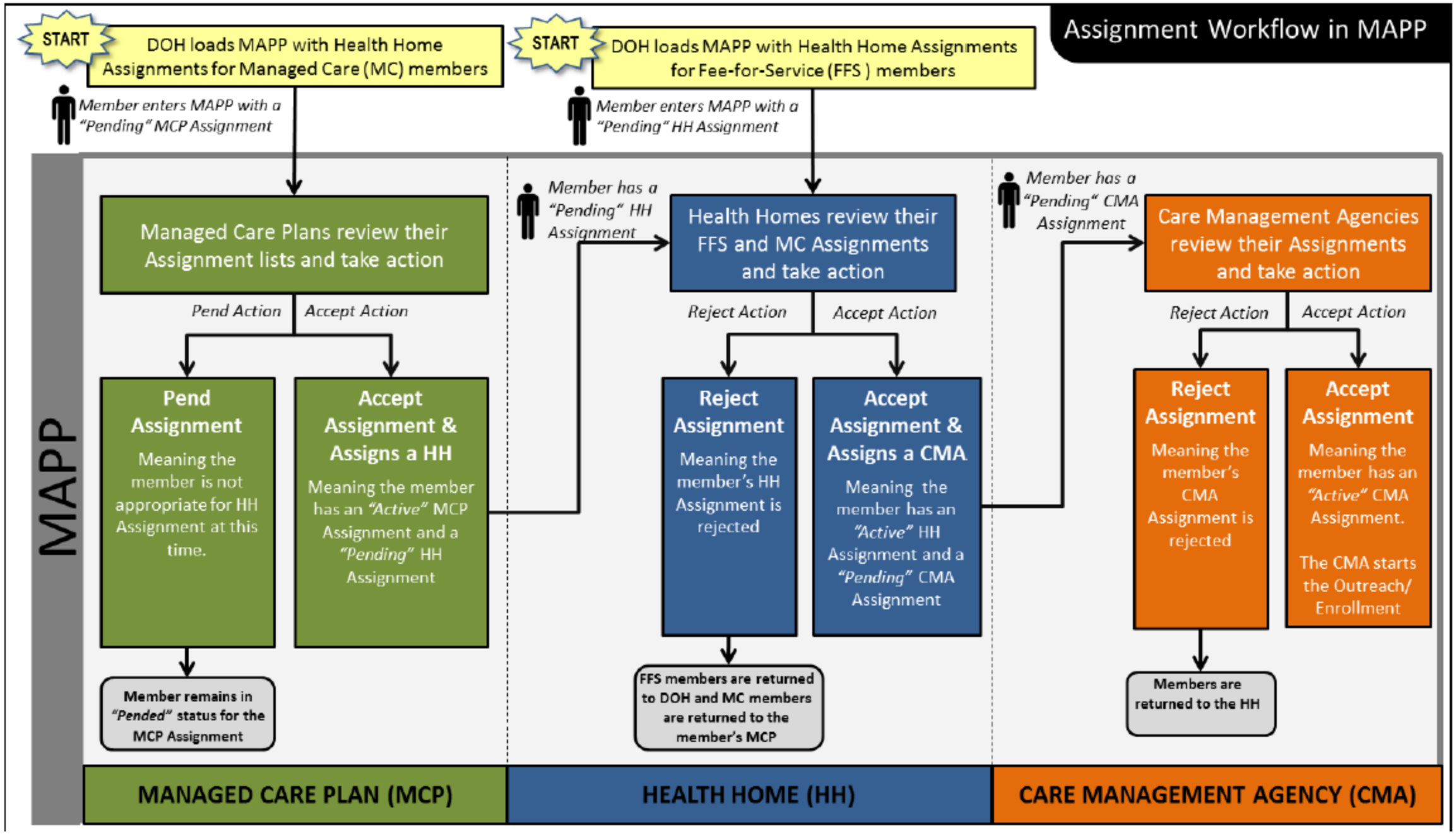
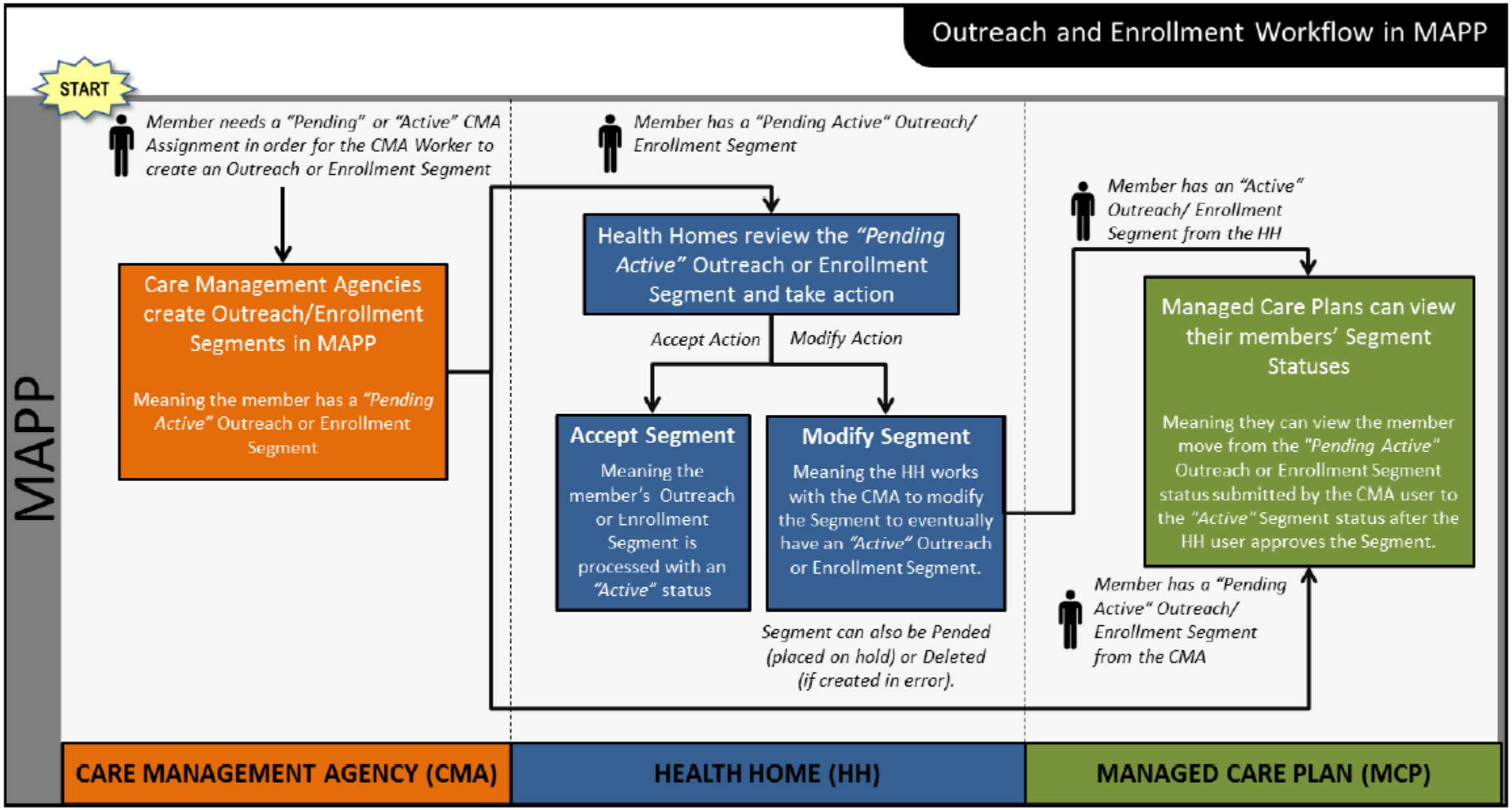

Assignment Workflow in MAPP
START
DOH loads MAPP with Health Home Assignments for Managed Care (MC) members
Member enters MAPP with a "Pending" MCP Assignment
START
DOH loads MAPP with Health Home Assignments for Fee-for-Service (FFS) members
Member enters MAPP with a "Pending" HH Assignment
MAPP
Managed Care Plans review their Assignment lists and take action
Pend Action
Accept Action
Pend Assignment
Meaning the member is not appropriate for HH Assignment at this time.
Accept Assignment & Assigns a HH
Meaning the member has an "Active" MCP Assignment and a "Pending" HH Assignment
Member remains in "Pended" status for the MCP Assignment
Member has a "Pending" HH Assignment
Health Homes review their FFS and MC Assignments and take action
Reject Action
Accept Action
Reject Assignment
Meaning the member's HH Assignment is rejected
Accept Assignment & Assigns a CMA
Meaning the member has an "Active" HH Assignment and a "Pending" CMA Assignment
FFS members are returned to DOH and MC members are returned to the member's MCP
Member has a "Pending" CMA Assignment
Care Management Agencies review their Assignments and take action
Reject Action
Accept Action
Reject Assignment
Meaning the member's CMA Assignment is rejected
Accept Assignment
Meaning the member has an "Active" CMA Assignment.
The CMA starts the Outreach/ Enrollment
Members are returned to the HH
MANAGED CARE PLAN (MCP)
HEALTH HOME (HH)
CARE MANAGEMENT AGENCY (CMA)


Outreach and Enrollment Workflow in MAPP
START
MAPP
Member needs a "Pending" or "Active" CMA Assignment in order for the CMA Worker to create an Outreach or Enrollment Segment
Care Management Agencies create Outreach/Enrollment Segments in MAPP
Meaning the member has a "Pending Active" Outreach or Enrollment Segment
Member has a "Pending Active" Outreach/ Enrollment Segment
Health Homes review the "Pending Active" Outreach or Enrollment Segment and take action
Accept Action
Modify Action
Accept Segment
Meaning the member's Outreach or Enrollment Segment is processed with an "Active" status
Modify Segment
Meaning the HH works with the CMA to modify the Segment to eventually have an "Active" Outreach or Enrollment Segment.
Segment can also be Pended (placed on hold) or Deleted (if created in error).
Member has an "Active" Outreach/ Enrollment Segment from the HH
Managed Care Plans can view their members' Segment Statuses
Meaning they can view the member move from the "Pending Active" Outreach or Enrollment Segment status submitted by the CMA user to the "Active" Segment status after the HH user approves the Segment.
Member has a "Pending Active" Outreach/ Enrollment Segment from the CMA
CARE MANAGEMENT AGENCY (CMA)
HEALTH HOME (HH)
MANAGED CARE PLAN (MCP)