![New York State Department of Health logo]

# Ensuring Health Home Match in the UAS-NY and MAPP HHTS
# Quick Reference Guide

When the Health Home does not match in UAS-NY and the MAPP HHTS, or there are issues related to the segments in MAPP, the assessor cannot sign and finalize the CANS-NY assessment. Therefore, the assessor must make the necessary changes in the UAS-NY or MAPP HHTS.  Please see the below steps to view a member's Health Home in MAPP HHTS and how to correct this information, **if needed**.

1. **Log into MAPP HHTS**

   - For more information on how to log into the MAPP HHTS, please reference the Administrative Maintenance Operations PowerPoint:
   https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/docs/mapp_hhts_webseries_administrative_maintenance_operations.pdf
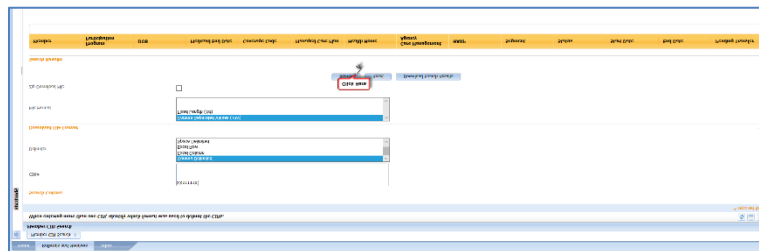
2. **Navigate to the Member CIN Search**
   - From the Quick Links Select "Member CIN Search…"
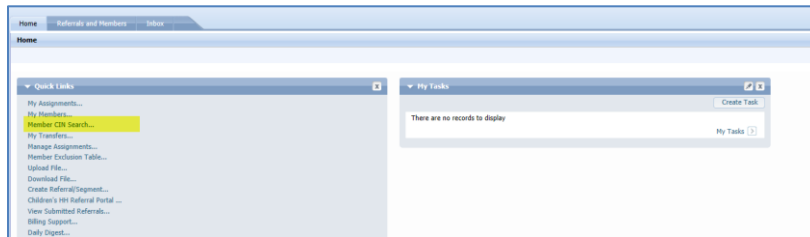


3. **Search for the Member**
   - Enter the Member's CIN in the 'CIN#' Search Criteria and click on 'Search'



4. **Review Member Information**
   - The member's information will appear under 'Search Results'
   - The member must have an ACTIVE ENROLLMENT segment with the Health Home selected in the UAS-NY

5. **There are <u>three</u> possible ERROR messages that a user might encounter when trying to sign/finalize the assessment**
   a. **Unable to Sign and Finalize Due to Multiple Enrollments in MAPP**
      ▪ At the sign and finalize node the assessor is unable to sign because there are multiple enrollment segments found in MAPP. The assessor is presented with the error message shown in the image below.
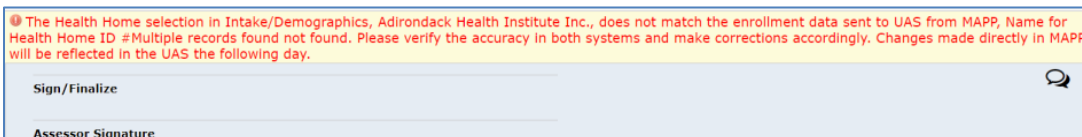


1. Open MAPP and locate the child's record.
2. Check if the child has two CINs.
3. Check if each CIN has a qualified enrollment.
4. Make the correction to one of the enrollments.
5. Wait one day and try to sign and finalize in the UAS-NY.

   b. **The Health Home selection in MAPP HHTS does not match the Health Home selection in the UAS-NY**
      1. If the information in MAPP HHTS does not match UAS-NY, review both systems and determine what information is incorrect.
      2. If the Health Home you selected in UAS-NY is not the same Health Home listed in the MAPP HHTS, go into the UAS-NY and update the Health Home in the "Intake/Demographics" node. You should then be able to sign and finalize your CANS-NY.

Error Message Examples:
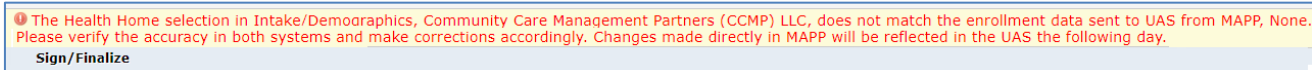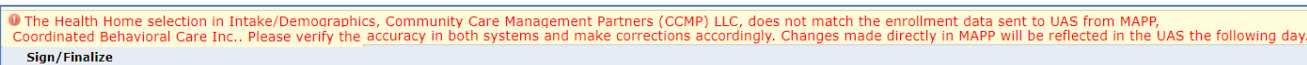




3. If needed to be corrected in MAPP HHTS instead of the UAS-NY - information in MAPP HHTS is incorrect, work with your lead Health Home to correct the information. The MAPP HHTS must have an ACTIVE ENROLLMENT segment with the Health Home you select when completing the CANS-NY in the UAS-NY for the CANS-NY to be signed and finalized.
   ▪ Once the information is correct in MAPP HHTS it will take until the next morning for the feed received by UAS-NY to be updated, allowing the signing and finalizing of the CANS-NY Assessment (remember to work with your Health Home if you are updating information within their EHR system. They must update the information in MAPP HHTS).

6.  **Important Information Related to Corrections Transmitted from MAPP to the UAS-NY**
    - **Data is transmitted from MAPP to the UAS-NY only once per day**.
        o   If a change must be made in MAPP HHTS to update the Health Home for the child, **this change will not be reflected in the UAS-NY until the next day**.
    - **Data is never transmitted to the UAS-NY on a Saturday**.
        o   Therefore, if the assessor changes the child's Health Home in MAPP HHTS on a Friday, this revised information will not be transmitted to the UAS-NY until Sunday.
    - **Do NOT wait until the end of the month to conduct/sign and finalize a CANS-NY assessment.**
        o   If changes need to be made in MAPP HHTS, these changes may not be reflected in the UAS-NY in time to send sign/finalize the assessment for the end of the month.
    - **Do NOT wait to conduct/sign and finalize a CANS-NY assessment when the last day of the month falls on a Saturday.  In 2019 these dates are:**
        o   August 31, 2019 – assessments MUST be signed/finalized by Thursday 8/29/2019.
        o   November 30, 2019 – assessments MUST be signed/finalized by Thursday 8/29/2019.

if you have any questions or require additional information, please contact the HHSC team at 518-473-5569 or via email at hhsc@health.ny.gov