NEW YORK STATE | **Department of Health** | **Medicaid Redesign Team**

MAPP HHTS Webinar—File Specifications Document version 2.3 & File Formats Document version 3.0

August 31, 2017

Agenda

- Review of Updates to the MAPP HHTS Files Effective 8/1/2017
- Contact Information

Updates to MAPP HHTS Files Effective 8/1/17

General updates include:

1. Updates to clarify confusing sections and to correct typos
2. Updates based on enhancements added in Release 2.1
3. Updates to descriptions to account for logic of added file fields populated with Release 2.1
4. Updates to file fields to be added at a later date

Note:

Fields highlighted in yellow were included in files effective 12/1/2016 and are populated 8/1/2017

Fields highlighted in red will be included in files effective 10/1/2017 and will be populated 10/1/2017

Fields highlighted in blue will be included in files effective 11/26/2017 and will be populated 11/26/2017

Managed Care Plan Assignment File—Added Fields & Field Logic

Fields #91 through #110 are now populated with data in the MCP Assignment download file:

91	CMA Assignment End Reason Code	1846	2	1847	Numeric
92	CMA Assignment End Reason Code Description	1848	40	1887	Alpha
93	CMA Assignment Record type	1888	10	1897	Alpha (Assignment, Referral, Transfer)
94	CMA Assignment Rejection Reason Code	1898	2	1899	Numeric
95	CMA Assignment Rejection Reason Code Description	1900	40	1939	Alpha
96	HH Assignment End Date	1940	8	1947	MMDDYYYY, Numeric
97	HH Assignment End Reason Code	1948	2	1949	Numeric
98	HH Assignment End Reason Code Description	1950	40	1989	Alpha
99	HH Assignment Record type	1990	10	1999	Alpha (Assignment, Referral, Transfer)
100	HH Assignment Rejection Reason Code	2000	2	2001	Numeric
101	HH Assignment Rejection Reason Code Description	2002	40	2041	Alpha
102	HH Assignment Start Date	2042	8	2049	MMDDYYYY, Numeric
103	MCP Assignment Record type	2050	10	2059	Alpha (Assignment, Referral, Transfer)
104	End reason Comment	2060	300	2359	Alphanumeric
105	Rejection reason Comment	2360	300	2659	Alphanumeric
106	Pend Reason Code	2660	2	2661	Numeric
107	Pend Reason Code Comment	2662	300	2961	Alphanumeric
108	CMA Assignment Created Date	2962	8	2969	MMDDYYYY, Numeric
109	CMA Assignment Start Date	2970	8	2977	MMDDYYYY, Numeric
110	CMA Assignment End Date	2978	8	2985	MMDDYYYY, Numeric

Managed Care Plan Assignment File—Added Fields & Field Logic

- Fields #91-95 include information regarding ended or rejected CMA assignments. These fields provide additional information as to why a CMA may have ended an *active* CMA assignment or rejected a *pending* CMA assignment.
  - For example if a MCP assigned Sally Sue to HH A and HH A assigned her to CMA B, but CMA B rejects the assignment for reason of "At capacity" (displayed in Field 94) the MCP knows to work with the HH to find another suitable CMA assignment. If CMA B ended an accepted assignment for reason of "Member moved out of state" (displayed in Field 91) the MCP would know that the member is no longer eligible for HH services.

Managed Care Plan Assignment File—Added Fields & Field Logic

- Fields #96-98 & #100-101 include information regarding ended/rejected HH assignments. These fields are only populated if the ended or rejected HH assignment overlaps for at least one day with the period of time that the member has an assignment with a downloading MCP.
    - For example if Paul Young was assigned to a HH by an MCP, the HH accepted the assignment on 5/1/17 but on 5/15/17 they find out Paul has moved to a county that they don't serve, the MCP will see a date of 5/15/17 in field 96, which allows the MCP to know how recently a change was made. In field 98 the MCP will see a reason of "Member moved out of service county". This information allows the MCP to make a more appropriate HH assignment.

Managed Care Plan Assignment File - Added Fields & Field Logic

- Field #99 provides the record type of the HH assignment and is populated in this file for any HH assignment (Pending, Active, or Ended) that overlaps with the MCP for at least 1 day. This field can be utilized by the MCP to identify the different types of HH assignments in the system.

- Field #103, MCP Assignment Record Type provides the record type of the MCP assignment
    - Assignment: the member was assigned to the HH by DOH or an MCP
    - Referral: the member's assignment resulted from a community referral
    - Transfer: the member's current HH is asking the receiving provider if they can accept the member as a Transfer

Managed Care Plan Assignment File—Added Fields & Field Logic

- Field #102 includes the start date of the HH assignment and should always be populated when field #77 (HH Assignment Status) has a value of *ended* or *active.*

  - This field is helpful when determining how long an assignment remained in an 'Active' status with a HH. For example if MCP A assigned Laurie Lou to HH B, they will see a status of 'Active' in Field 77 and a date in field 102. If today is 8/31/17 and they see a start date of 6/1/17 and no CMA information they know that Laurie has been with HH B for 2 months and was not assigned downstream. Based on this information the MCP may decide to reach out to HH B or reassign Laurie to a different HH.

Managed Care Plan Assignment File—Added Fields & Field Logic

- Fields #104-105 include the end/reject reason comments. These fields will only be populated with a comment associated with the rejected/ended CMA assignment if the member's HH assignment that overlaps with the CMA assignment, is either Active or Null. If there is a rejected/ended HH assignment which overlaps with the MCP assignment, the HH rejection reason comment will be populated. If no rejection/end reason comments were entered by the rejecting provider this field will be blank.
  - For example, on slide 6 the CMA rejected the assignment since the member no longer resides in the CMA's service county. The CMA rejected the assignment on 8/1/17 and the CMA wrote a comment of "Member resides in Fulton Co". On 8/5/17 the HH ended their assignment with Paul and wrote a comment of "Member doesn't reside in Albany".
  - On 8/2/17 the MCP downloads the MCP assignment file and sees "Member resides in Fulton Co" in the rejection reason comments because the HH still has an active assignment with the member.
  - On 8/7/17 the MCP downloads the MCP assignment file again and sees "Member doesn't reside in Albany" in the end reason comments because the HH assignment has been ended.

Managed Care Plan Assignment File - Added Fields & Field Logic

- If an MCP assignment has been pended, fields #106-107 would include the pend reason code and its associated comment as indicated by the MCP who would've pended the assignment.

  - The pend reason code comment is manually entered by the MCP provider to further describe the reason why an assignment was pended. This field is required if the pend reason code is "Other".

  - This information will allow the MCP to better track and act on pended assignments

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Managed Care Plan Assignment File—Added Fields & Field Logic

- Field #108 includes the date that a member's CMA assignment (most recent) began in the *pending* status with a specific CMA
- Field #109 includes the date that a member's CMA assignment (most recent) began in the *active* status with a specific CMA
- Field #110 includes the date the CMA ended a *pending* or *active* CMA assignment
  - These fields can be used by the MCP to better inform them of the timeline and trajectory of a member's assignment record in the system. It also allows them to see what steps the HH has or has not taken in assigning a CMA. For example:
    - If Field 108 has a date in it, but field 109 does not the MCP knows the HH assigned to a CMA, but the CMA has not accepted it yet.
    - If Field 109 has a date, and 110 does not but the member is still on the file, the MCP knows the CMA hasn't created a segment yet.
    - Based on the amount of time that has passed the MCP may determine that they need to take action.

Managed Care Plan Assignment File—Added Fields & Field Logic

As of release 2.2 (October 1, 2017):

- Field #**111**, Referral Suggested Health Home Assignment, will be populated with the MMIS ID of the Health Home that DOH has identified as a suggestion for the record's assignment. This is based on the HH loyalty analysis of the member's Medicaid claims and managed care encounters.

111	Referral Suggested Health Home Assignment	2986	8	2993	Numeric
112	MCP Assignment Start Date	2994	9	3001	MMDDYYYY, Numeric

As of release 2.3 (November 26th, 2017):

- Field #112, MCP Assignment Start Date, will be added to the MCP Assignment File download as well as populated with data. This field will include the date that a member's MCP assignment record began in the *active* status with the downloading provider.

Health Home Assignment File—Added Fields & Field Logic

As of release 2.1 (effective 8/1/17):

Fields #88 through #101 are now populated with data in the HH Assignment download file:

88	CMA Assignment End Reason	1790	2	1791	C	CMA	Numeric
89	CMA Assignment End Reason Code Description	1792	40	1831	C	Gen	Alpha
90	CMA Assignment Record type	1832	10	1841	C	Gen	Alpha (Assignment, Referral, Transfer)
91	CMA Assignment Rejection Reason Code	1842	2	1843	C	CMA	Numeric
92	CMA Assignment Rejection Reason Code Description	1844	40	1883	C	Gen	Alpha
93	HH Assignment Record type	1884	10	1893	C	Gen	Alpha (Assignment, Referral, Transfer)
94	HH Assignment Start Date	1894	8	1901	C	Gen	MMDDYYYY, Numeric
95	MCP Assignment Record type	1902	10	1911	C	Gen	Alpha (Assignment, Referral, Transfer)
96	MCP Type	1912	40	1951	C	Gen	Alpha
97	End reason Comment	1952	300	2251	C	CMA	Alphanumeric
98	Rejection reason Comment	2252	300	2551	C	CMA	Alphanumeric
99	CMA Assignment Created Date	2552	8	2559	C	CMA	MMDDYYYY, Numeric
100	CMA Assignment Start Date	2560	8	2567	C	CMA	MMDDYYYY, Numeric
101	CMA Assignment End Date	2568	8	2575	C	CMA	MMDDYYYY, Numeric

Health Home Assignment File—Added Fields & Field Logic

- Fields #88-#89 & #91-#92 include information regarding ended or rejected CMA Assigments. These fields provide additional information as to why a CMA may have ended an *active* CMA assignment or rejected a *pending* CMA assignment

  - For example if HH A assigned Sally Sue to CMA B, but CMA B rejects the assignment for reason of "At capacity" (displayed in Field 92) the HH knows to find another suitable CMA assignment, but if CMA B ended an accepted assignment for reason of "Member moved out of state" (displayed in Field 89) the HH would know that the member is no longer eligible for HH services.

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Health Home Assignment File—Added Fields & Field Logic

- Field #90 provides the Record type of the CMA assignment and is populated in this file for any CMA assignment (Pending, Active, or Ended) that overlaps with the HH for at least 1 day. This field can be utilized by the HH to identify the different types of CMA assignments in the system.
- Field 93 provides the Record Type of the HH assignment.
- Field 95 provides the Record Type of the MCP Assignment.
  - Assignment: the member was assigned to the CMA by a HH
  - Referral: the member's assignment resulted from a community referral
  - Transfer, meaning the member's current HH is asking if the receiving provider (CMA) will accept the member as a transfer

Health Home Assignment File—Added Fields & Field Logic

- Utilizing field #94, a user can identify when a HH assignment began in the *active* status with a specific HH. This field will always be blank if the member has/had a *pending* HH assignment record with that HH.
  - A HH or CMA can compare this information to information in Fields #99-#101 to determine how long it took to assign the member to a CMA or how long it took for the CMA to act on an assignment.

Health Home Assignment File—Added Fields & Field Logic

- Just like field #95, field #96 is always populated if when a member has an *active* assignment with a MCP. The MCP type provides the provider's category type of the MCP associated with the member's MCP assignment. It is important to note that if the MCP has more than one category type, the field would be blank. This field is helpful in identifying whether the associated MCP is a HARP Plan, MLTC Plan, FIDA Plan, Mainstream Plan, etc. This information, along with other member details, can inform the level of need a member may have.

Health Home Assignment File—Added Fields & Field Logic

- Fields #97 and #98 include more information provided by providers regarding an ended or rejected assignment that help better inform the reassigning process
    - If the HH is the downloading provider, the information in these fields would be from an ended or rejected CMA assignment that overlapped for at least 1 day with the downloading HH's assignment.
    - If a **VFCA** CMA is the downloading provider, the fields would include comments provided by the HH user who ended/rejected the member's HH assignment that overlapped with the downloading provider's CMA assignment.
    - These fields would be blank if no comment is provided when the assignments were ended or if the downloading provider is a non-VFCA CMA.

Health Home Assignment File—Added Fields & Field Logic

- Field #99 includes the date that a member's CMA assignment (most recent) began in the *pending* status with a specific CMA.
- Field #100 includes the date that a member's CMA assignment (most recent) began in the *active* status with a specific CMA.
- Field #101 includes the date the CMA ended a *pending* or *active* CMA assignment
  - These fields can be used by the HH/CMA to better inform them of the timeline and trajectory of a member's assignment record in the system. It also allows them to see what steps the HH has or has not taken in assigning a HH. For example:
    - If Field #99 has a date in it, but field 100 does not the HH knows that they assigned to a CMA, but the CMA has not accepted it yet
    - If Field #100 has a date, and 101 does not but the member is still on the file the HH knows the CMA hasn't created a segment yet.
    - Based on the amount of time that has passed the HH may determine that they need to take action.

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Health Home Assignment File—Added Fields & Field Logic

As of release 2.2 (October 1, 2017):

- Field #102, Rejected Assignment Suggested Alt Assignment, which used to be the naming convention for field #42 on the My Members Download File (currently Suggested Alt Assignment) will change to Rejected Assignment Suggested Alt Assignment and be included in the HH Assignment File. Character count and format will remain the same.

Health Home Assignment File							
Field #	Field	Start Pos	Length	End Pos	Req'd	Source	Format
102	Rejected Assignment Suggested Alt Assignment	2576	8	2583	C	HH/CMA	Numeric
103	MCP Assignment Create Date	2584	8	2591	R	Gen	MMDDYYYY, Numeric
104	MCP Assignment Start Date	2592	8	2599	R	Gen	MMDDYYYY, Numeric

As of release 2.3 (November 26th, 2017):

- Fields #103-104, MCP Assignment Create and Start Date, will be added to the HH Assignment File download as well as populated with data. These fields will include the date that a member's MCP assignment record began in the *active* status with the MCP and the day it was ended.

Health Home CIN Search Download—Added Fields & Field Logic

As of release 2.1 (Effective 8/1/17):

Fields #97 and #98 are now populated with data in the HH CIN Search Download File to ease the identification of a member within this file

	CIN Search Download File						
Field #	**Field**	**Start Pos.**	**Length**	**End Pos.**	**Required (Y/N/C-conditional)**	**Format**	
92	Medicaid Recipient Exemption Description 4	1911	40	1950	C	Alpha	
93	Medicaid Recipient Exemption Code 5	1951	2	1952	C	Numeric	
94	Medicaid Recipient Exemption Description 5	1953	40	1992	C	Alpha	
95	Error Field	1993	40	2032	C	Alpha	
96	Member Age	2033	3	2035	Y	Numeric	
97	First Name	2036	30	2065	Y	Alpha	
98	Last Name	2066	30	2095	Y	Alpha	

Child Referral Download File

As of release 2.1 (Effective 8/1/17):

- Fields #1-#16 will be populated. Fields 17 and 18 will be added in Release 2.2 (October 1st 2017)
- This file is populated with individuals under 21 years of age that have a Pending, Pended (MCP only) or Active assignment with the downloading users organization
  - If the individual is in a segment, they will not appear on this file. For example, John Doe was referred into the MAPP HHTS by CMA A and was put directly into an enrollment segment with HH B. If HH B were to download this file, John Doe would not appear on it.

	Child Referral Download File				
Field #	Field	Start Pos	Length	End Pos	Format
1	Member ID	1	8	8	AA11111A, Alphanumeric
2	First Name	9	30	38	Alpha
3	Last Name	39	30	68	Alpha
4	DOB	69	8	76	MMDDYYYY, Numeric
5	Referrer First Name	77	30	106	Alpha
6	Referrer Last Name	107	30	136	Alpha
7	Referrer Organization name	137	30	166	Alpha
8	Referrer Organization ID	167	8	174	Numeric
9	Consenting Individual to Refer	175	95	269	Alpha
10	Consenter First Name	270	30	299	Alpha
11	Consenter Last Name	300	30	329	Alpha
12	Consenter Area Code	330	3	332	Numeric
13	Consenter Phone Number	333	7	339	Numeric
14	Consenter Preferred Communication	340	5	344	Alpha
15	Consenter Pref. Time of Day	345	9	353	Alpha
16	Consenter Email Address	354	40	393	Alpha
17	Additional info on Chronic Conditions	394	300	693	Alpha
18	Comments Related to Referral	694	300	993	Alpha

Child Referral Download File

Child Referral Download File

Field #	Field	Start Pos	Length	End Pos	Format
1	Member ID	1	8	8	AA11111A, Alphanumeric
2	First Name	9	30	38	Alpha
3	Last Name	39	30	68	Alpha
4	DOB	69	8	76	MMDDYYYY, Numeric
5	Referrer First Name	77	30	106	Alpha
6	Referrer Last Name	107	30	136	Alpha
7	Referrer Organization name	137	30	166	Alpha
8	Referrer Organization ID	167	8	174	Numeric
9	Consenting Individual to Refer	175	95	269	Alpha
10	Consenter First Name	270	30	299	Alpha
11	Consenter Last Name	300	30	329	Alpha
12	Consenter Area Code	330	3	332	Numeric
13	Consenter Phone Number	333	7	339	Numeric
14	Consenter Preferred Communication	340	5	344	Alpha
15	Consenter Pref. Time of Day	345	9	353	Alpha
16	Consenter Email Address	354	40	393	Alpha
17	Additional info on Chronic Conditions	394	300	693	Alpha
18	Comments Related to Referral	694	300	993	Alpha

Information regarding the user who submitted the referral, auto generated based on user's sign-in

Member Details from MDW

Information on Consenter based on most recent referral submitted via the CRP

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My Members Download File

As of release 2.1 (August 1st 2017):

- Three fields have been populated at the end of the My Members Download File.

  - **Assignment Start Date** (Field 44) – Displays the start date of the member's most recent active or pended reportable assignment.
    - Will only be populated if the record is an assignment record (not a segment record)
    - Is not populated if the assignment record is pending

  - **Downloading Provider Assignment Start Date** (Field 45) – Displays the start date of the member's most recent active or pended reportable assignment *with the downloading organization.*
    - Will only be populated if the record is an assignment record (not a segment record)
    - Is not populated if the assignment record is pending

  - **Downloading Provider Assignment Status** (Field 46) – Displays the status of the Download**ing** Provider Assignment Status (i.e. active, closed)
    - Will only be populated if the record is an assignment record (not a segment record)
    - Is not populated if the assignment record is pending

* Specific File Specifications found on Page 55 of Version 2.3 of the Medicaid Analytics Performance Portal Health Home Tracking System File Specifications Document

My Members Download File Example

- Susie Smith has a MCP A assignment that was accepted on 7/31/17. The MCP assigned Susie to HH B. HH B accepted Susie's assignment on 8/8/17 and assigned to CMA B. CMA B accepted Susie's assignment on 8/12/17, but has not created a segment yet.
    - If the MCP were to download the My Members File they would see:
        - Assignment Start Date: 08122017
        - Downloading Provider Assignment Start Date: 07312017
        - Downloading Provider Assignment Status: Active

My Members Download File Example Continued

- If the HH were to download the My Members File they would see:
  - Assignment Start Date: 08122017
  - Downloading Provider Assignment Start Date: 08082017
  - Downloading Provider Assignment Status: Active

- If the CMA were to download the My Members File they would see:
  - Assignment Start Date: 08122017
  - Downloading Provider Assignment Start Date: 08122017
  - Downloading Provider Assignment Status: Active

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Billing Support Download File—Added Fields & Field Logic

As of release 2.1 (effective 8/1/17):

Fields #71-#72 and #74 will now be populated with data to give providers more specific information regarding member billing instances

- Field #71 is populated with the date and time that the record was last modified, regardless of the billing instance status.
- Field #72 is now always populated with the date that the billing instance was first created.
- Field #74, Void Date now only displays on voided billing instances and will display the date the billing instance was voided.

Field #	Field	Start Pos	Length	End Pos	Req'd	Source	Format
	Billing Support Download File						
62	Denial Reason Code (2)	597	4	600	C	M'caid	Numeric
63	Denial Reason Code Description (2)	601	25	625	C	M'caid	Alphanumeric
64	Paid Claim Provider ID	626	8	633	C	M'caid	Numeric
65	Paid Claim Provider Name	634	40	673	C	M'caid	Alphanumeric
66	Paid Claim Rate Code	674	4	677	C	M'caid	Numeric
67	Paid Claim Provider ID equals MAPP Billed Entity MMIS ID	678	1	678	C	Gen	Alpha (Y/N)
68	Paid Claim Rate Code equals MAPP HML Rate Code	679	1	679	C	Gen	Alpha (Y/N)
69	Latest Transaction	680	1	680	Y	Gen	Alpha (Y/N)
70	Child in Foster Care	681	1	681	C	HH/CMA	Alpha (Y/N/Blank)
71	Last Transaction Date Time	682	16	697	Y	Gen	MMDDYYYYHH:MM:SS, Numeric
72	Insert Date	698	8	705	Y	Gen	MMDDYYYY, Numeric
73	CANS Completion Date	706	8	713	C	M'caid	MMDDYYYY, Numeric
74	Void Date	714	8	721	C	Gen	MMDDYYYY, Numeric
75	HUD1 Within Past	722	1	722	C	Alpha (Y/N)	HUD1 Within Past 6

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Billing Support Download File Example

- For example John Jones has a potential billing instance for July. On 8/1/17 at 12:23 the CMA competes the HML assessment. On 8/1/17 the BSD file has the following dates:
  - Last Transaction Date Time 08012017122317
  - Insert Date: 07012017
  - Void Date: Blank
- On 8/15 the CMA releases that they made a mistake and voids the HML at 10:55. On 8/15/17 the BSD file has the following dates:
  - Last Transaction Date Time 08152017105532
  - Insert Date: 07012017
  - Void Date 08152017
- On 9/1/17 the CMA corrects the BSD. On 9/1/2017 at 11:14 the BSD file has the following dates:
  - Last Transaction Date Time 09012017 111412
  - Insert Date: 07012017
  - Void Date: 08152017

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Billing Support Download File—Added Fields & Field Logic

As of release 2.1 the system will:

- Require users to select either the service date or latest transaction date in order to download their Billing Support Download File. The service date and latest transaction dates are restricted to a **maximum** six month date range.

- Add the Billing Instances for Health Home members with RE code 95. After August 1, 2017, billing instances for members with RE code 95 will appear in the system so that providers may upload the HML information into the system.

- Include a new version of the Billing questionnaire for service dates on or after August 1, 2017.

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Billing Support Download File—Added Fields & Field Logic

As of release 2.1 the system will:

- Display the "What is/are the member's chronic condition(s) that determined the member's eligibility for the Health Home program?" question in the Child Questionnaire and Adult HML for each month of an enrollment segment, not just the first month. Providers that upload the Billing Support Upload File (BSUF) to add the information will receive an error message if the BSUF does not list a response to the Chronic Conditions question (field 5 and if applicable, field 6) for children's and adult enrollment segment billing instances.

- Allow MCP users to upload Health Home assignments for members with RE code 95

- Place a member in the HML High Tier in each of the six months following the member's discharge from the ACT program

- Correctly display "Current HARP Status" as the field 31 field name on the Billing Support Download File

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Billing Support Download File—Added Fields & Field Logic

As of release 2.2 (10/01/2017):
- Field #80, Provided Service Indicator, will be added to BSD and include whether the billing instance is associated with a Child or Adult member
- Providers will be able to filter Billing Instances to Child or Adult Members

69	Latest Transaction	680	1	680	Y	Gen	Alpha (Y/N)
70	Child in Foster Care	681	1	681	C	HH/CMA	Alpha (Y/N/Blank)
71	Last Transaction Date Time	682	16	697	Y	Gen	MMDDYYYYHH:MM:SS, Numeric
72	Insert Date	698	8	705	Y	Gen	MMDDYYYY, Numeric
73	CANS Completion Date	706	8	713	C	M'caid	MMDDYYYY, Numeric
74	Void Date	714	8	721	C	Gen	MMDDYYYY, Numeric
75	HUD1 Within Past 6 Months	722	1	722	C	Alpha (Y/N)	HUD1 Within Past 6 Months
76	Member Housed	723	1	723	C	Alpha (Y/N)	Member Housed
77	Date Member Housed	724	8	731	C	MMDDYYYY, Numeric	Date Member Housed
78	Expanded HH+ population	732	1	732	C	HH/CMA	Alpha (Y/N)
79	HH+ minimum service provided	733	1	733	C	HH/CMA	Alpha (Y/N)
80	Provided Service Indicator	734	1	735	Y	HH/CMA	Alpha (A/C)

File Specifications Links for Further Information

Full File Specifications Document:
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/mapp_hhts_file_specifications_v2.3.pdf

Shortened Field Information:
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm - click on MAPP HHTS File Specifications v3.0

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: 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