MAPP Health Home Tracking System Release 2.6 System Changes & Enhancements

August 8th, 2018

Agenda

- Review of Updates to the MAPP HHTS Effective Mid-August 2018

- Health Home Policy Impact

- Contact Information

Updates to MAPP HHTS Effective Mid-August

Release 2.6 will be deployed to the MAPP Health Home Tracking System in Mid-August. At this time, providers can expect the following system enhancements and fixes in the system:

1. Ability to Pend a Pended Segment
2. Addition of Two Segment Pend Reasons
3. My Members, My Assignments and Manage Assignments Screens Search Results Update
4. CANS-NY Assessment Acuity Transfer for New Member's CIN
5. Additional Fields Added to the Enrollment Download File

Ability to Pend a Pended Segment

- Users will be able to pend a segment that is already pended. This allows more seamless tracking of a member's status over time without adding to the user's workload.

- Therefore, should users need to move a member from a pended segment to another pended segment due to a change in the member's status, they can do so without needing to create new and unnecessary enrollment segments.

- For example, if a member is in Continued Search Efforts and then found, but in an excluded setting and expected to be discharged within 6 months, the user can now pend the originally pended segment for a new reason (excluded settings) and still see the pend history of the member.

Two Additional Segment Pend Reasons

The following Segment Pend Reasons have been added to the list of Pend Reason Codes:

- 05 – Pended due to Diligent Search Efforts
  - Only allowable on enrollment segments
  - Will create potential billing instances
  - Users will be able to complete an HML/Children's questionnaire and bill when the member is in this segment status

- 06 – Pended due to Continued Search Efforts
  - Only allowable on enrollment segments
  - Will not create potential billing instances
  - Users will **NOT** be able to complete an HML/children's questionnaire and bill when the member is in this segment status

Revisions to the Continuity of Care and Re-engagement for Enrolled Health Home Members policy #HH0006

- With the 2.6 enhancements in the **MAPP Health Home Tracking System**, minor revisions will be made to the *Continuity of Care and Re-engagement for Enrolled Health Home Members policy #HH0006* as follows:

DILIGENT SEARCH EFFORTS (DSE)	
Currently:	**Revision:**
Page 6: **A. Initiating Location and Re-engagement Activities (Diligent Search Efforts).** *4. Member Status.* The member's enrollment segment in MAPP will remain in 'active' status during the three consecutive months of *Diligent Search Efforts.*	Page 6: **A. Initiating Location and Re-engagement Activities (Diligent Search Efforts).** 4. *Member Status.* During the 3 months of Diligent Search Efforts, the member's enrollment segment in MAPP must be changed to "pend" with Segment Pend Reason of: **05-Diligent Search Efforts.**

- This will allow HHs and MMCPs to more easily identify when an enrolled members is under DSE in MAPP.

- Pending an enrollment segment for a member under DSE will not preclude CMA from billing for DSE activities conducted. Billing can occur **as long as** requirements for conducting DSE for adults and children/adolescents are followed, per policy #HH0006.

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Revisions to the Continuity of Care and Re-engagement for Enrolled Health Home Members policy #HH0006 (cont.)

- A revision in policy language for *Continued Search Efforts* (CSE) will be made, as follows:

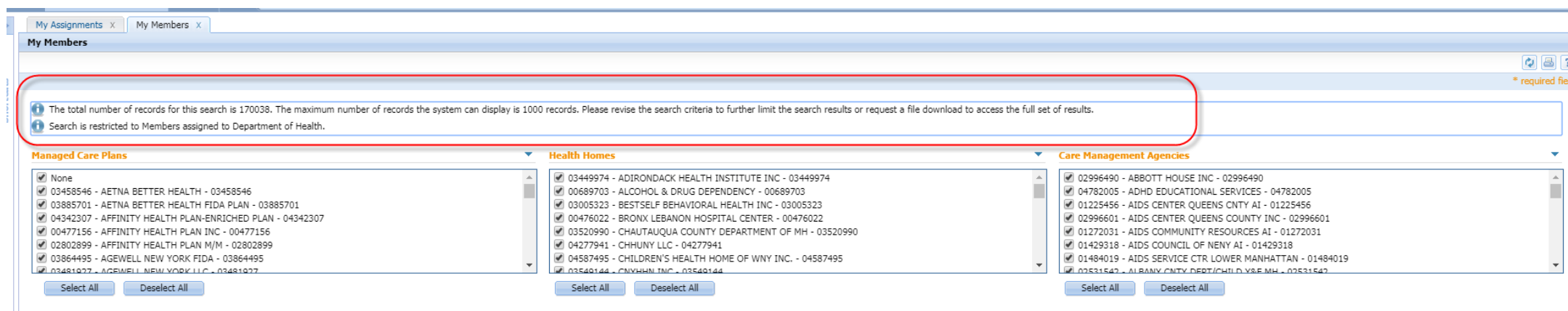| CONTINUED SEARCH EFFORTS (CSE)	
Currently:	**Revision:**

Page 7:
B. Continued Search Efforts.
    4. *Member status*. During this period of Continued Search Efforts, the CMA must assure the member's enrollment segment in MAPP is 'pended'. The end reason must be "Pended due to Other" with a comment of "Continued Search Efforts".
	Page 7:
	B. Continued Search Efforts.
	    4. *Member status*. During this period of Continued Search Efforts, the CMA must assure the member's enrollment segment in MAPP remains pended, with a new Segment Pend Reason of:
	        06 - Pended due to Continued Search Efforts

- **Reminder:** Billing is prohibited while the member's enrollment segment is 'pended' due to CSE.

Quality Monitoring

- Current HH systems may replicate and upload billing data needed to support MAPP HHTS billing support download.

- In addition to currently implemented Quality Monitoring practices, Health Homes must include measures to monitor additional systems and policy revisions associated with 2.6 to include (but not limited to):

  o Use of *pended* enrollment segments for members under DSE

  o Tracking member status in MAPP HHTS for all pended enrollment segments

  o Identifying and evaluating *potential billing instances* to assure proper protocols are followed

  o Use of Segment Pend Reasons 05 and 06 to identify members under DSE and CSE

- Quality Monitoring activities and outcomes must be made available upon request by DOH, SAPs, etc. for review and auditing purposes.

- Health Homes must work with their network Care Management Agencies to make any needed system updates to align with policy changes related to the release of 2.6

Updates to Searches Performed on Screen

- When performing searches on the My Members, My Assignments and Manage Assignments screens the screen will display an informational message informing the user to the true count of members that meet the search criteria.

- The screens will still be limited to displaying the first 1000 members, but this message informs the user if there are additional members that meet the search criteria, which can help a user determine if they need to narrow their search filters or download a file (on screens with download capabilities).

CANS-NY Assessment Acuity Transfer

- When working with a child who has CIN changes, the CANS-NY will be more easily transferred and displayed within the MAPP HHTS.

- Updates to CANS-NY Person Records made within the UAS will be reflected in the MAPP HHTS. When a new CIN is added to the person record all signed and finalized CANS-NY Assessments (that meet validations) will be transferred to the new CIN. The previous calculated acuity will be used to determine billing.

- CANS-NY acuities will no longer be voided from original/older CINs.

- If a CANS-NY Assessment Upon Enrollment is transferred, the Assessment Fee will only be tied to the original CIN, however, any new CINs will utilize the calculated acuity for billing.

CANS-NY Assessment Acuity Transfer Example

- Laura Lynn is enrolled with HH A and CMA A starting on 12/1/17. Laura Lynn's initial CANS-NY was completed on 12/16/17 and has a high acuity. On 3/10/18 Laura Lynn is adopted.
  - From 12/1/17 -3/10/18 Laura Lynn's CIN is AA12345A
  - From 3/11/18-current Laura Lynn's CIN is BB12345B

- Laura's Care manager is notified of Laura's new CIN on 3/25/18. HHCM enters the UAS and updates the person record to also include BB12345B. Laura's care manager waits until the 1st of the following month to create a new enrollment segment with the new CIN in MAPP HHTS. Laura Lynn now has:
  - A segment from 12/1/17-3/31/18 under CIN AA12345A
  - A segment from 4/1/18 – open under CIN BB12345B

- Within 15 minutes of creating the segment with CIN BB12345B the high acuity form the initial CANs appears under the CIN BB12345B and is used for BIs from 4/1/18 forward.

- Should the care manager still need to complete the BI from 3/1/18 under AA12345A they will get the high acuity.

- When HH A downloads the billing support download file they will see one Assessment Fee under CIN AA12345A.

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Additional fields added to the Enrollment Download

- Additional fields will be added to the Enrollment download file:
  - Current MCP Name – Displays the name of the MCP the member is associated with as of the date the file is downloaded, which may be different from the Managed Care Plan the member was associated with during the segment period. This field will be blank for members that are currently fee for service.

  - Current MCP MMIS ID – Displays the MMIS ID of the member's current MCP. This field will be blank for members that are currently fee for service.

  - Pend/End Reason Comments – will display any comments associated with a pended or end segment that the user provided when pending or ending the segment.

Additional fields added to the Enrollment Download

Field No.	Field Name	Start Pos.	Length	End Pos.	Required (Y/N/C)	Format
31	Current Managed Care Plan Name	358	40	397	Y	Alpha
32	Current Managed Care Plan MMIS ID	398	8	405	Y	Numeric
33	Pend Reason or Segment End Date Reason Comment	406	300	705	N	Alphanumeric

- The MAPP HHTS File Specifications and MAPP HHTS File Formats documents will be updated soon to reflect the discussed changes. Once updated they will be posted within the *Tracking System File Formats* subdivision of the *MAPP* section of the HH website. A HH listserv message will be sent to notify providers when new file specifications documents posted.

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

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