MAPP Health Home Tracking System Best Practices and Quality Assurance Webinar Series: *Managing the My Members Download File*

Using My Members to Compare the MAPP HHTS to your Organization's EHR Platform

April 11, 2019

Managing the My Members Download File Agenda

- Overview of the **MAPP Health Home Tracking System Best Practices and Quality Assurance** Webinar Series

- Who can access My Members

- What is contained in a My Members Download File

- Where is the My Members Page

- What is contained in the My Members screen

- How you get this information from the My Member's screen

- What to look for on the My Members Download File

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MAPP Health Home Tracking System Best Practices and Quality Assurance Webinar Series

- GOAL:

  - Review MAPP HHTS screens and files

  - Best practices to ensure that MAPP HHTS is correct and up-to-date

  - Discuss upcoming system changes.

- Each webinar will focus on a specific topic that will be announced prior to the meeting and will include a Q&A session for any MAPP HHTS questions.

- Bi-weekly in April and May. May move to monthly after that depending on need and attendance.

- Please send suggestions for topics to MAPP CCC (mapp-customercarecenter@cma.com).

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Who can access My Members?

- Managed Care Plans

- Health Homes

- Care Management Agencies

Anyone in the Organizations above with Read-Only or Worker Roles have access to utilize the My Members screen filters and download a My Members file

What is contained in a My Members File?

There is a lot of information on a My Members File. Topics covered in today's webinar include:

- Managed Care Plan Name

- Segment Status

- Segment Begin and End Dates

- End Date Reason

- County of Fiscal Responsibility Description

- Medicaid Eligibility End Date

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Where is the My Members Page?

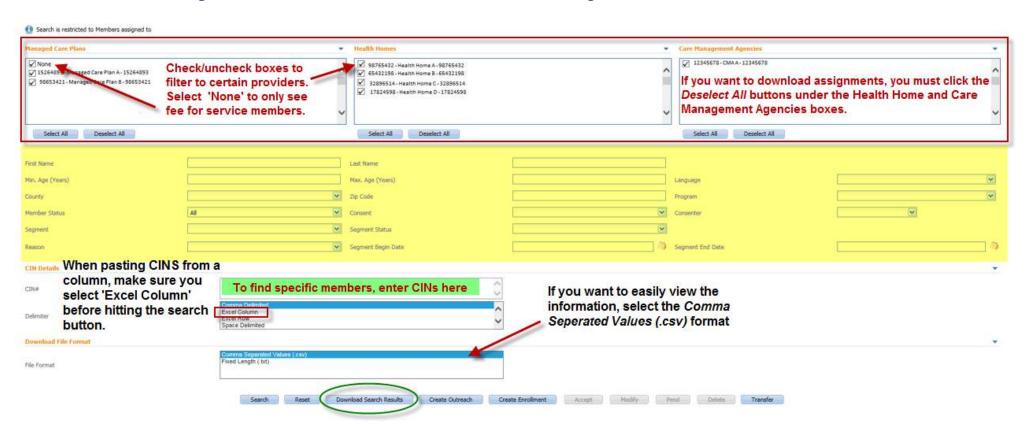From the MAPP HHTS homepage, click on the *My Members* link

What is contained in the My Members screen?

- Contains all segments associated with your organization in the following statuses: *active, closed, pended, pending active, pending canceled, pending closed, pending pended*

- In addition, you can also pull down all open assignments associated with your organization by clicking **Deselect All** underneath the Health Home and the Care Management Agencies boxes.

- Use the filters to limit the types of segments/members included in the file download (filter **Segment Status** to *pending active* to isolate the segments that a HH needs to approve; use the min/max age boxes to locate members 18-21)

- This screen allows for some "Bulk" actions (must first filter **Member Status** to 'Current')

  - If filtered to assignment, you can use **Create Outreach** to create outreach segments with the same begin date for all checked members

  - Filter **Segment Status** to *pending active* and select all members to approve and move segments to the active status

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How you filter from the My Members screen

Search is restricted to Members assigned to

Check/uncheck boxes to filter to certain providers. Select 'None' to only see fee for service members.

If you want to download assignments, you must click the *Deselect All* buttons under the Health Home and Care Management Agencies boxes.

Managed Care Plans

☑ None
☑ 15264893 - Managed Care Plan A - 15264893
☑ 98653421 - Managed Care Plan B - 98653421

Health Homes

☑ 98765432 - Health Home A - 98765432
☑ 65432198 - Health Home B - 65432198
☑ 32896514 - Health Home C - 32896514
☑ 17824598 - Health Home D - 17824598

Care Management Agencies

☑ 12345678 - CMA A - 12345678

Select All   Deselect All

Select All   Deselect All

Select All   Deselect All

First Name | Last Name
Min. Age (Years) | Max. Age (Years) | Language
County | Zip Code | Program
Member Status | All | Consent | Consenter
Segment | Segment Status
Reason | Segment Begin Date | Segment End Date

When pasting CINS from a column, make sure you select 'Excel Column' before hitting the search button.

CIN Details

CIN#

To find specific members, enter CINs here

Delimiter

Comma Delimited
Excel Column
Excel Row
Space Delimited

If you want to easily view the information, select the *Comma Separated Values (.csv)* format

Download File Format

File Format

Comma Separated Values (.csv)
Fixed Length (.txt)

Search   Reset   Download Search Results   Create Outreach   Create Enrollment   Accept   Modify   Pend   Delete   Transfer

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Download Search Results Page

What do I do next?

- Left click on the Button to the far right of the line and select "Download File Content"

- You will be asked if you want to open or save XXX file. Your options are Open, Save, or Cancel

- Select Open

- This will open a CSV file in excel
  - If you would like to save this file to your desktop you must go to "File", select "Save As", Select the destination to save the file. You can rename the file and change the format to excel.

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The file

- The My Members file has 47 columns in total, from A to AU.
- Columns F, Q, R, S, T, U, AG, and AJ are important to look at and are explained in the following slides.

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Column F contains Managed Care Plan Name

The Managed Care Plan Name is important to verify what Plan a member is in. If a member is enrolled in a FIDA, PACE, or FIDA-IDD they are NOT eligible for outreach, to enroll, or to continue enrollment in the Health Home Program.

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Columns Q-U contains information about the segment

- Column Q – Segment status distinguishes if the segment is Active, Pended, or Closed. This is important to check as a member may have been disenrolled in your EHR but still appears as Active in the tracking system. A correction to the tracking system will need to be made. If a segment is a Pending status (Active, Closed, Pended, or Cancelled), then it means a CMA without auto approval created a segment in the tracking system and that the HH needs to approve the segment.

- Columns R and S – house the segment Begin and End dates. This is important to check to make sure your EHR and the MAPP HHTS have the same dates.

- Column T – Contains the segment End Date Reason. Reasons for ending a segment in MAPP HHTS should be the same reason as your EHR. DOH may conduct random audits for End Date Reasons and ask your organization to provide proof of what has been entered into the tracking system doesn't flow correctly. *(i.e. An Enrollment segment is ended with a reason "Individual deceased". A new Outreach segment is opened the next month with the same HH and the same or different CMA. DOH will ask the HH why Outreach is being attempted for a member that is deceased?)*

▸ ☐ Member Name - CIN	Member DOB		Health Home Name - 12345678	Care Management Agency Name - 98765432	Enrollment	8/1/2016	1/31/2019	Closed	Individual deceased
▸ ☐ Member Name - CIN	Member DOB		Health Home Name - 12345678	Care Management Agency Name - 98765432	Outreach	2/1/2019	3/31/2019	Active	

- Column U – This field is no longer used. Please disregard any data in this field and look to the Consent download file to access consent information for your organization's members.

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Columns AG and AJ – County of Fiscal Responsibility and Medicaid Eligibility End Date

- These two columns should be checked at the same time. If there is a County listed in AG but AJ is blank this indicates the member's Medicaid end date is 12/31/9999.

- If there is a County listed in AG and there is a date in AJ this date is when the member's Medicaid will end. Care Managers should be aware of this date 3 months prior to help members recertify their Medicaid.

- If there is not a County listed and instead the column read "Not Medicaid Eligible" this means the member is no longer eligible for the HH program.

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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 Section of the Health Home website: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm