MAPP Health Home Tracking System Release 4.2 System Changes & Enhancements

System changes are scheduled to be implemented 3/26/23

March 1, 2023

MAPP HHTS Release 4.2 Webinar Agenda
System changes scheduled to be implemented 3/26/23

Plan of Care Files
- Add new files and reports to exchange Plan of Care (POC) information in MAPP HHTS.
  - Upload, download, error files
  - Ability to download a member's POC into a printable PDF
- HH/MCO <u>required </u>POC interaction first two weeks of implementation

Other File Changes
- Remove End Consent Type 04 (Adult Consent Required), throughout HHTS
- Add new functionality for Enrollment Download File to add additional filters for dates and remove obsolete fields from the file
- Add new fields to the Provider Summary File download

Screen and System Changes
- Add new fields to the provider's profile called "provider notes"
- Add new filters on the My Members Screen
- Add new Home & Community Based Services (HCBS) Capacity Management functionality

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Health Home Team Mailbox and LISTSERV

Health Home **policy** questions should be directed to the DOH Health Home Provider Line (518) 473-5569 or be submitted via the HH Team mailbox using the HH email web form: https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

Contact Us

E-mail the Health Home Program
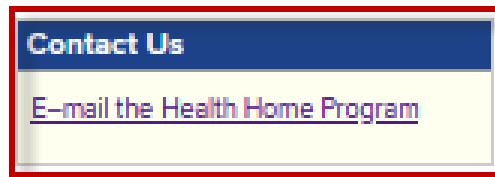
Contact the DOH Policy team mailbox for Health Home policy related questions

Health Home policy updates and program announcements are distributed through the Health Home LISTSERV. Sign up as shown below, to receive these notifications.

Click on the link on the HH website and follow the instructions on screen.

Health Home LISTSERV

Sign up now to receive Health Home e-mail updates

Medicaid Health Homes LISTSERV

The purpose of the Health Home Listserv (HHomes-L) is to notify interested parties that new information has been posted on the Health Home website. The notices will alert subscribers to new information available on the Health Home website which will include: webinar announcements and materials, updated timelines, program updates, press releases and any other information of interest.
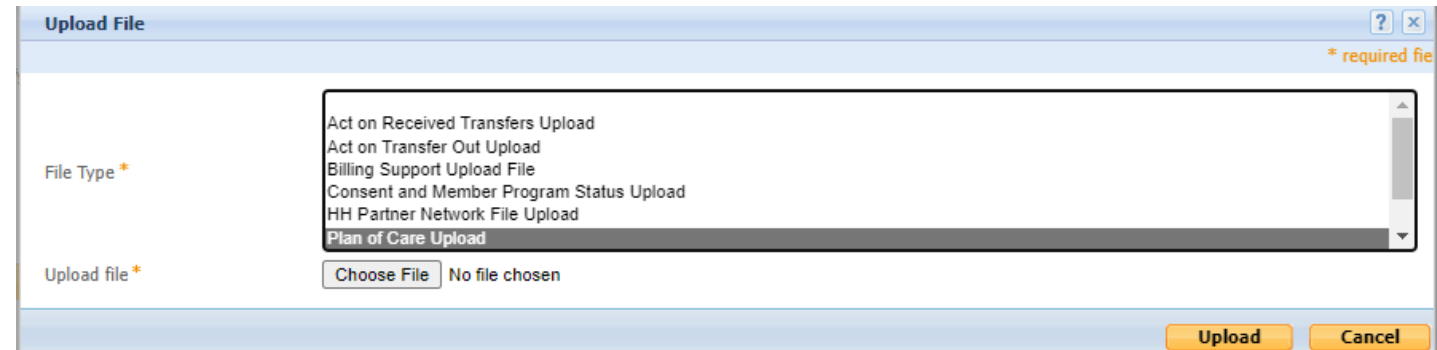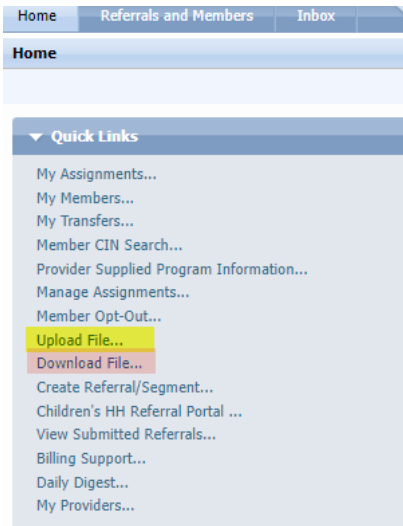
Subscribe

To subscribe send an email addressed to listserv@listserv.health.state.ny.us. In the body of the message, type:

    SUBSCRIBE HHOMES-L YourFirstName YourLastName
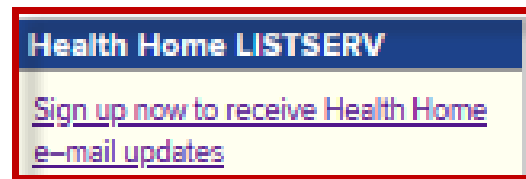
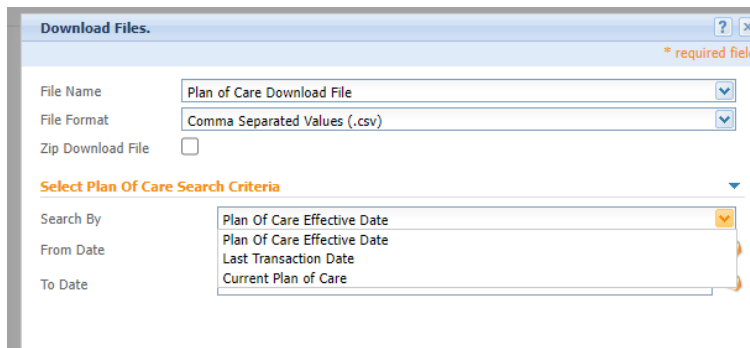# Uploading and Downloading Plan of Care Files

➢ Upload the Plan of Care file by clicking on the *Upload File* link. <u>If USING .CSV, you must remove all commas from within a field.</u>

➢To download the Plan of Care file (.csv/.txt/zip), click on *Download File* from the Home page, and select <u>Plan of Care Download</u> (see next slide).
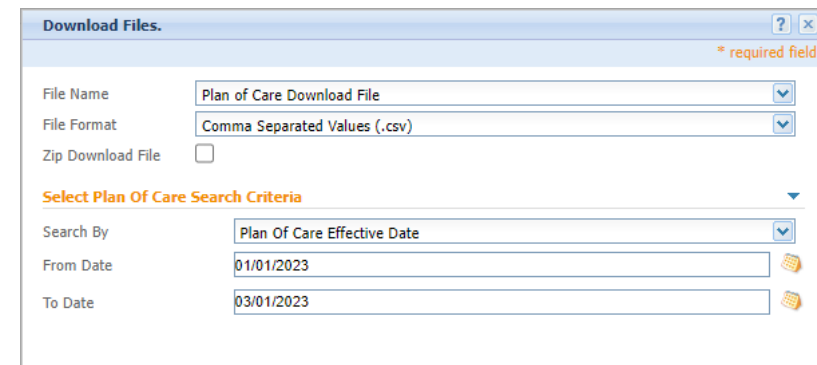
Downloading Plan of Care File .csv/.txt

➢ You then select what the POC Download file will contain:

    ➢ **Current Plan of Care**: current Plans of Care in the system for organization's actively enrolled members. No *from/to dates required for this file selection*

    ➢ **Last Transaction Date**: enter from/to date for transaction period you're interested in (you want to see the POC submitted/modified within the last week)

    ➢ **Plan of Care Effective Date**: enter from/to for POC start dates (you want to see the POC with a signature date in 2023)
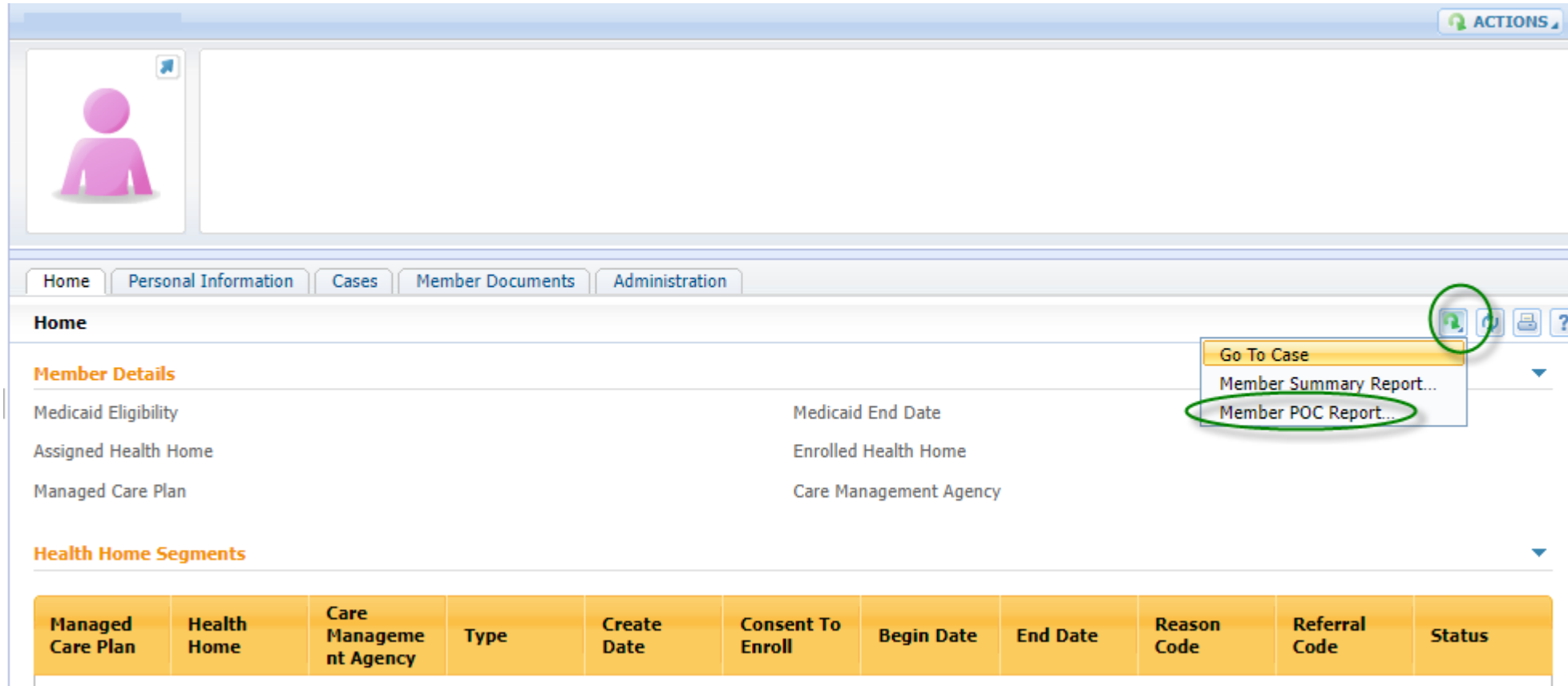
Downloading Plan of Care File PDF

➤ The POC PDF contains the entire Plan of Care for one member. Enter member CIN in *My Members* screen, click on member's name.

➤ From the member page, click on the action button below and select *Member POC Report.* The system will redirect you to the file download page while the PDF is processed.

Downloading Plan of Care File PDF

Plan of Care in MAPP HHTS Timeline Status

Proposed Timeline

- Jan - June 2023 *(March Release 4.2) Use and Learn*

  - *HHs: Manually Populate Files –* *10 sample files submitted*
  - *HH Community: Submit File Suggestions/Policy Questions –* *received fantastic feedback and new file spec v6 will reflect suggestions*
  - *HHs & MCOs: Interact with 4.2 System Changes –* HH & MCO HOMEWORK *first week of implementation*

- July - Oct 2023 *(Summer Release 4.3) Begin Implementation*

- Nov – Dec *(Fall Release 4.4) Finalize Implementation*

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Plan of Care in MAPP HHTS Version 5

➢ In 2022, **version 5** of the POC File Specifications were shared with the Health Home community. This is the file format that will be implemented in March 4.2 system release.

➢ POC file format **version 6** is in the works and will incorporate suggested changes submitted to DOH. Once DOH has completed an internal review, POC File Specs v6 will be released to the HH community. Providers will be asked once again to review and submit suggestions/comments/ concerns to MAPP CCC.

➢ The purpose of **this webinar** is to review everything that will be included in the 4.2 release, which is **POC File Spec v5**. *We will not be discussing the POC in MAPP HHTS policy or upcoming file updates during this webinar.*

New Files: Plan of Care (POC) Information in MAPP HHTS

- MAPP HHTS Release 4.2 will include the POC files below based on the **version 5** Plan of Care file specs that were first shared with the Health Home community in late 2022:

  - Plan of Care Upload File
  - Plan of Care Download File
  - Plan of Care Error File
  - Plan of Care PDF

- As we know these files will change significantly in the next release, the formats are excluded in the excel file specifications document on the website. The version 6 specs will be included in the MAPP HHTS File Specifications word document for Release 4.3 (Summer 2023).

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POC Use and Learn Homework 3/1 – 3/31 START NOW

➤ **HHs** are REQUIRED to submit at least one Plans of Care Upload file to the tracking system using POC file spec *v5* **immediately upon implementation and NO LATER THAN 3/30. On 3/31, HH liaisons will reach out to HHs that have not submitted a POC Upload file.** Start creating your file **NOW.**

➤ DOH suggests HHs create files manually and wait to make system updates until around 4/15, when the updated POC file specs for the summer release will be finalized.

➤ The Submitted POC file **must contain at least one member** from each of the following member populations, if applicable to the specific Health Home program:
   ➤ At least one record for each MCO the HH has a relationship with
   ➤ Adult
   ➤ Child
   ➤ HH+
   ➤ AOT
   ➤ Children's HCBS
   ➤ Adult HCBS
   ➤ Adult Home

POC Use and Learn Homework 4/1 – 4/7

➢ MCO files will be blank until HHs complete POC files to the system for the MCOs members. By 3/30 HHs should have at least one plan of care submitted for each MCO they have a relationship with. Reach out **NOW** to the HHs you work with if you'd like them to notify you when they've completed their POC submission.

➢ MCOs can start downloading the POC file & PDF on 3/31 (or earlier if they know POC for their members have been uploaded) and **must** download a POC file & POC PDFs **by 4/3 – 4/5**.

➢ Suggestions from HH/MCO regarding POC in the tracking system must be submitted to MAPP CCC by **April 7, 2023 at the latest** to be considered in the Summer Release 4.3. Below are a few things to consider while compiling comments to MAPP CCC:

  ➢ Suggestions/questions about fields that are required/optional
  ➢ Situations where MCOs/HHs would like email alerts
  ➢ Additional indicators that would be helpful on the file

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Remove End Consent Type 04 (Adult Consent Required), throughout HHTS

In Release 4.2, we created a data fix to close the '*Adult Date Consent Required*' consents (type 04) that were ready to be closed.

This includes any '*Adult Date Consent Required*' consents associated with a closed segment or any '*Adult Date Consent Required*' consents associated with an open segment that were replaced by a 'Consent to Enroll' consent that would cover the entire segment.

Any '*Adult Date Consent Required*' consents that remain open cannot be closed until there is a 'Consent to Enroll' consent that fully covers the open enrollment segment.

We will continue to run this data fix to close additional '*Adult Date Consent Required*' consents periodically in the future.

Changes to the Enrollment Download File

Changes to the Enrollment Download File include:
- Remove obsolete fields from the file
- New functionality to add additional filters for dates when downloading

Changes to the Provider Summary PDF

The following *new* fields have been added to the Provider Summary PDF:

- Care Management Platform/EHR information
- Plan of Care submitted in past 364 days
  - count of members
  - % of active enrollment segments
- HH/MCO Relationships
- Provider Notes section to capture notes that have been added to the provider's profile

General Information

Name:		Provider Category:	Health Home
Begin Date:	1/1/2012	End Date:	
Provider MMIS ID:		Provider Types:	HHSA	HHSC
CM Platform / EHR:	**WebSmart**		

Enrollment Breakdown	Count of Members	% of Active Enrollment Segments
POC submitted within last 364 days	6	0.2%

Provider Notes

Note Type	Provider Notes	Last Updated
Other	Old Name West End Hospital	2/2/2023
Estimated Closure Date	5/31/2023	2/2/2023

Note Type	Provider Notes	Last Updated
Acquisition or Merger	Merger planned with ABC Health Home 6/1/2023	2/2/2023
Other	Old MMIS ID - 01234567	2/2/2023
Other	aka Health Home of West End	2/2/2023

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Add New Fields to the Provider's Profile -"Provider Notes"

We have created an area within the HHTS to capture various helpful historical/upcoming changes:

- Historical MMIS Provider ID
- Historical names
- Name changes that are upcoming
- Past or upcoming mergers
- expected organization closures
- expected MMIS Provider ID changes/closures
- EHR Platform

We will be taking a few weeks to add notes into the HHTS after Release 4.2 is live. These fields **do not** have logic built in and are for our information purposes only. For example, if there is an "expected closure date of 3/31/23" listed in the notes, nothing will happen in HHTS on 3/31/23. We will still be completing our work in the system in the same way we do now. If you see any notes that are of concern, or anything we should have noted that is missing, please feel free to send an email to MAPP CCC.

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Provider Notes Continued

An example of a note that DOH may add to an organization's profile:

The added note will then be on the Provider Summary (PDF) report. Only DOH has access to add, edit, and delete provider notes but an organization can see their notes.

Add New Filters on the My Members Screen

We have added the ability to filter the members on the My Members Screen and download file, based on changes to the records with the following options:
- Record changed in past week
- Record changed in past 30 Days
- Record changed in past 90 Days

Additionally, a column was added to the My Members download file that indicates the date of the most recent record change.

Defect Resolution

1. The following Billing Support Upload file issues will be fixed as part of this Release:
   a. There will no longer be an error when trying to complete a billing instance for a member who has been recently disenrolled from ACT. Providers will be able to submit BIs for these members normally.
   b. When listing "One or more DD Conditions" as a qualifying condition, the error "HH Qual Condition Description required" will no longer appear and you will not need to have anything listed in the "HH Qual Condition Description" field if it is not appropriate.

2. A provider will be able to modify a pend reason via the tracking file.

3. The Consent and Member Program Status Program Error File will no longer show blanks for the 'W' (withdraw) consents that error out.

DOH Health Home Team Contact Information

- MAPP HHTS resources and past presentations can be found here: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm

- MAPP HHTS issues and questions should be directed to MAPP Customer Care Center at (518) 649-4335 or MAPP-CustomerCareCenter@cma.com

- Health Home **policy questions** and **Notification of Change (NOC) forms** should be submitted to the DOH Health Home team mailbox found here: https://apps.health.ny.gov/pubpal/builder/email-health-homes

- Questions relating to the billing of transitioning Children's HCBS services should be submitted to the HHSC team at HHSC@health.ny.gov