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MAPP Health Home Tracking System Release 3.0 System Changes & Enhancements

March, 5 2019

Updates to MAPP HHTS Effective 4/18/2019

Release 3.0 will be deployed to the MAPP Health Home Tracking System on April 18th 2019 and include the following changes:

1. Change HH+/AOT Questions on the Adult HML (effective 5/1/19)
2. Add Engagement Optimization file for MCPs to indicate engagement optimization and display it on Assignment Download files
3. Clean up Assignments
4. Allow Opt-out information to be collected through new files and displayed in MAPP HHTS
5. Display Opt-out information on CIN search screen and CIN search download

Change HH+/AOT Questions

The verbiage that appears on screen for AOT and HH+ population questions will be updated to include asking if the caseload ratios were met. No changes will be made to these fields in the Billing Support Upload (BSU) File.

The questions will now read:

i. "Were the minimum required AOT services provided and the caseload requirement met?"

ii. "Were the minimum required HH+ services provided and the caseload requirement met?"

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Change HH+/AOT Questions

- The question "Is the member in the expanded HH+ population?" will be updated to include additional responses.

- These responses are effective for DOS on or after 5/1/19 and are indicated by a single alphabetical character on the BSU file. Select the value that best describes why the member is HH+ eligible.

- DOH previously instructed providers to hold April billing submissions until after release 3.0 implementation. **However, release 3.0 HML changes are not effective until 5/1/19 dates of service, so providers DO NOT need to hold their April billing instances.**

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Change HH+/AOT Questions

"Is the member in the expanded HH+ population?" responses include:

- A - No
- B - Yes. HH+ HIV- Virally Unsuppressed
- C - Yes. HH+ HIV- SMI and 3+ in-patient hospitalizations in the last year
- D - Yes. HH+ HIV- SMI and 4+ ED visits in the last year
- E - Yes. HH+ HIV- SMI and homelessness (HUD 1 definition)
- F - Yes. HH+ HIV- Injection Drug use and 3+ in-patient hospitalizations inthe last year
- G - Yes. HH+ HIV- Injection Drug Use and 4+ ED visits within the last 12months
- H - Yes. HH+ HIV- Injection Drug use and homelessness
- I - Yes. HH+ HIV- Clinical Discretion MCP
- J - Yes. HH+ HIV Clinical Discretion Medical Providers
- K - Yes. HH+ SMI- ACT step down
- L - Yes. HH+ SMI- Enhanced Service Package/Voluntary Agreement
- M - Yes. HH+ SMI- Expired AOT order within past year
- N - Yes. HH+ SMI- Homelessness (HUD 1 definition)
- O - Yes. HH+ SMI- Criminal justice involvement
- P - Yes. HH+ SMI- Discharged from State PC
- Q - Yes. HH+ SMI- CNYPC Release
- R - Yes. HH+ SMI- Ineffectively engaged in care (no outpatient w/ 2+ psychiatric hospitalizations)
- S - Yes. HH+SMI – Ineffectively engaged in care (no outpatient w/ 3+ psychiatric ED visits)
- T - Yes. HH+ SMI – 3+ psychiatric inpatient hospitalizations in past year
- U - Yes. HH+ SMI – 4+ psychiatric ED visits in past year
- V - Yes. HH+ SMI – 3+ medical inpatient hospitalizations in past year w/ dx of Schizophrenia or Bipolar
- W - Yes. HH+ SMI- Clinical Discretion SPOA
- X - Yes. HH+ SMI- Clinical Discretion MCO

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Add Engagement Optimization Field to the MCP Final Assignment File

- If a managed care plan obtains either: 1. obtains consent to join the Health Home program from a member or 2. conducts a warm hand-off with a HH, the MCP can now indicate this to the member's assigned HH using the MCP Final Assignment File.

- The MCP Final Assignment File will allow a MCP worker to add or delete an engagement optimization flag (Possible upload values are Y or D).

- Engagement Optimization will display for the MCP and the associated downstream providers on either the MCP Assignment file or the HH/CMA Assignment file (Possible values displayed are Y or blank).

- A value of 'Y' indicates that the MCP obtained member consent to enroll the member into the Health Home program or conducted a warm hand-off to the HH.

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New File: Program Participation Files
(upload, error, download)

- **Program Participation Upload** file will be available for MCPs, HHs and CMAs to upload to indicate that they have a signed 5059 form indicating an individual has opted out of the HH program.

- **Program Participation Error** file will message to the provider records that are not accepted.

- **Program Participation Download** For MCPs, this file will contain opt-out information when the member's plan enrolled overlap with the opt-out signature/end date. For HH/CMAs, the file will contain members with opt-out dates that overlap with the provider's assignment with the member AND member opt-outs submitted by the provider.

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New File: Program Participation Files Continued

- Users will be able to create, end, or delete opt out information for an individual.

- The file will collect the opt-out signature date, the opt-out end date, and the opt-out reason.

- An opt-out record will end an individual's current assignments.

- Individuals with a current opt-out can be referred back into the program directly into an enrollment segment only (cannot create an assignment, referral, or outreach for an individual that has signed an opt-out form).

- Opt-out information will be available on the Member CIN Search screen, the member CIN Search Download, and the Program Participation Download file.

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Assignment File Clean-Up

The system will purge members from the assignment file that have had no recent activity with new end date reason code *Assignment Purged Due to Inactivity*.

- For adults (21 & older), assignments that have had no new activity in the past 180 days will end dated.
- For children (under 21), assignments that have had no new activity in the past 365 days will end dated.
- The system will run this batch each night to ensure that old untouched assignments do not remain on assignment files.
- End dated assignments will be included on the Past Assignments Download file.

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System Defects Corrected in 3.0

1. When a member is in the AH population they should be able to create a segment in MAPP HHTS even if the member has an NH or AL, currently the system is only allowing this via file.

2. The Assessment Download File has the incorrect number of spaces in the final field.

3. The MFA has a spacing issue due the MDW phone number that is being pulled in.

4. Potential Billing Instances are currently being created for members that are pended with a reason of other, which should not occur.

5. The system will ensure that providers are unable to both pend and end a segment in one record on the tracking file as it creates data issues.

6. The system will no longer allow a provider to upload both a tracking file and a billing file at the same time as this creates voided BIs with no potential billing instances re-created.

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System Defects Corrected in 3.0 (continued)

7. Currently the system does not recognize records that have already been processed previously in the same tracking file when attempting to pend a record.

8. In certain instances, when a member is both AOT and ACT, the billing instance errors out instead of displaying the ACT rate code.

9. A VFCA CMA should be able to enter a member into a referral segment via the CRP, but currently if the member has both a MCP and HH assignment the VFCA CMA is prevented from doing so.

10. Currently, the BSU is not always validating records in the same way it is processing records, resulting in more records erroring in validation then processing.

11. In certain instances the AH population question is populated with Yes on the BSD file when it shouldn't be.

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Updated File Specification Information

- Information relating to the new fields and files can be found on the MAPP HHTS portion of the Health Home website under Tracking System File Formats and is entitled 'MAPP HHTS File Specifications v7.0'
  - https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm
- The full file specifications document will be updated in the near future

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2019 MAPP HHTS Release Schedule

- DOH is planning two additional MAPP HHTS releases in 2019.

- The next release (3.1) should occur in June.

- A detailed DRAFT schedule of releases is posted to the website and has been distributed to the Health Home listserv.

- This schedule includes dates when the following items will be released:
  - Broad outline of proposed changes
  - Webinar to discuss release
  - Updated MAPP HHTS Specifications Document

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Health Home Contact Information

- For Questions regarding billing of transitioning Children's HCBS services contact the children's team at HHSC@health.ny.gov

- 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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