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# New York State Department of Health

# Health Homes CMART

## Care Management Annual Reporting Tool

# Users Manual

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### Installation

For those entities using the Health Homes Care Management Annual Reporting Tool (HH CMART) for two or more discrete health homes, make a copy of the HH CMART Tool to use for each of the health homes separately prior to entering any data. You should not use the same HH CMART Tool for entering more than one health home's data.

- 1) Create a folder on your computer hard drive entitled "HH CMART".
- 2) Download the attachment containing the database and store it in the folder.
- 3) To open the file, double click on the file "HH CMART.mdb".

Note that since the database was developed with Microsoft Access<sup>®</sup>, your computer should have Microsoft Access<sup>®</sup>, version 2000 or later to use this tool.

This tool contains a total of 8 screens. Some of the screens pertain to data entry into the tool, some screens allow for previewing or printing data, and one screen is for exporting data. Data entry can be accomplished by either entering data directly into the tool or importing data from an external Excel file. Below is a description of each screen, with screen shots displayed.

### Screen 1: Main Menu Health Homes Registration Screen

Double clicking on the file "**HH CMART.mdb**" will bring you to the first screen that requests your health home's name. After selecting your health home's name from the drop down box, the health home registration screen appears (see below). On the left side of this screen, enter the name and address information of the contact person for your health home's data submission. The key on the right side of the screen was added to help guide you through the sections that are explained in this user manual.

The Main Menu has 2 buttons for data entry, 3 buttons for generating reports, and 1 button for exporting data.

The Data Entry Errors feature will be performed after the health home enters data or imports data to identify problems with member-level data before submission of the HH CMART. The

Frequencies feature displays all of the response options for the text fields and the count fields, and whether a date was entered for the date fields.

All users should first run the Data Entry Errors function to identify errors and after cleaning errors, users can run the Frequency Report to determine if the values match what they would expect.

**Main Menu** | **Health Homes Care Management Assessment Reporting Tool** | **Exit**

**Health Home 1**

Enter the # for your Health Home and press ENTER:

**Print Submission Cover Sheet**

**Enter Health Home's Registration Information:**

Enter the name and address information of the contact person for your health home's submission.

First Name:   
Last Name:   
Address1:   
Address2:   
City:   
State:   
Zip Code:   
Email Address:   
Work Phone:   
GeneralFax:

**Data Entry**

- Manual Data Entry → Screens 2 & 3
- Import Data → Screen 4

**Reports: Print / Preview**

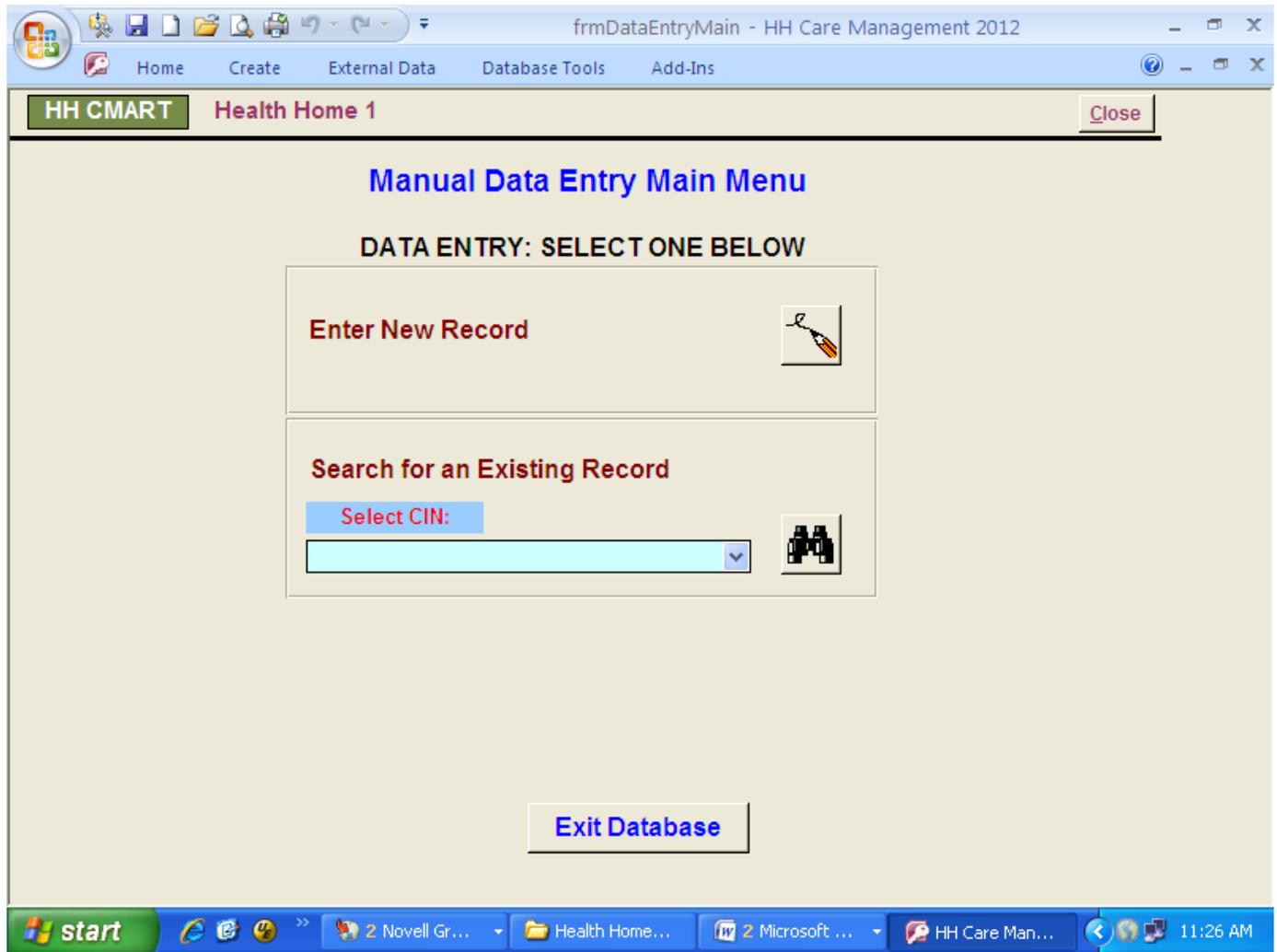
- Data Entry Errors → Screen 5
- Frequencies → Screen 6
- Member-Level Data → Screen 7

**Export Data** → Screen 8

Windows Taskbar: start | Novell Group... | Health Home... | HH SMART M... | HH Care Man... | 10:44 AM

## Screen 2: Manual Data Entry - Main Form

If you click on the Manual Data Entry button from the Main Menu, a new screen appears which offers the option of entering a new record or searching for an existing record that the user has already entered in order to edit the record. Click on the corresponding box to select either option. If you choose to search for an existing record, you must first enter the CIN in the light blue box. Once you click one of the 2 boxes, a new screen will appear where data entry or editing takes place.



The screenshot shows a web browser window titled "frmDataEntryMain - HH Care Management 2012". The browser's address bar and menu bar are visible. The main content area of the browser displays a form titled "Manual Data Entry Main Menu". The form has a header "HH CMART Health Home 1" and a "Close" button. Below the header, the text "Manual Data Entry Main Menu" is displayed in blue. Underneath, the instruction "DATA ENTRY: SELECT ONE BELOW" is shown. There are two main options: "Enter New Record" with a pencil icon, and "Search for an Existing Record" with a magnifying glass icon. The "Search for an Existing Record" option includes a text input field labeled "Select CIN:" which is currently empty and highlighted in light blue. At the bottom of the form, there is an "Exit Database" button. The Windows taskbar at the bottom shows the start button, several open applications, and the system clock displaying 11:26 AM.

### **Screen 3: Data Entry / Data Editing**

If you manually enter the data, the Health Home ID number is always autopopulated with the value corresponding to the health home name you selected when you first entered the database. If you choose an existing record, all of the data which currently exists in the database for the member will appear.

To avoid any missing data, we recommend that you enter all of the information at once for each member. Otherwise, you will need to go back to each member at a later time to finalize entry.

The data entry form includes drop down menus with response options to select for the following items: 1, 9, 10, 13, 14, 16, 17, 20, 24, and 27. Simply select one of the choices. Dates corresponding to items 7, 11, and 15 have prepopulated slashes to separate months, days, and years, and the user will enter MMDDYYYY. This screen contains edit checks to minimize data entry errors. If an invalid entry occurs, a warning message will prompt the user to go back to correct the mistake. The CIN is a required data element in order to save data entry for the record. Upon entering certain items, note that some items that are not applicable will gray out if they should be skipped. Also, some items (such as 5, 6, and 8) are permanently grayed out because they will be filled in by the state, and do not have to be entered by the user.

On the right side of the data entry form are buttons to return to the Main Menu (screen 1), return to the previous screen (screen 2), or to add a new record (which applies if you entered this screen by going to the Enter New Record button).

To account for data that the health home does not know, use the following flags:

- Missing for Text fields
- 09/09/9999 for Date fields
- 999 for Numeric fields

Appendix 1 contains the valid data entry values for each field of the first module.

Appendix 2 contains the list of plan names and their corresponding PlanID numbers for item 1.

frmDataEntry - HH Care Management 2012

Home Create External Data Database Tools Add-Ins

**HH CMART Health Home 1**

1	Plan ID#	1050178
2	Health Home ID#	12345
3	Report Date Q/YYYY	4/2012
4	Medicaid Client Identification Number	AA99999A
5	Member Last Name	
6	Member First Name	
7	Member Date of Birth	5/15/1997
8	Trigger Date	
9	Program Type	HH Chronic Adult
10	Able to Contact Flag	Yes
11	Contact Date	2/2/2012
12	Outreach Effort Count	5
13	Determined to be Appropriate for HH	Yes
14	Assessed	Yes
15	Initial Assessment Completed Date	2/16/2012
16	OptOut Flag	Did Not Opt Out
17	Engaged CM	Yes
18	Engaged in CM Date	
19	Consent Date	
20	Level of Intensity	Medium
21	Mail Interventions Count	3
22	Phone Interventions Count	6
23	In-Person Interventions Count	1
24	CaseClosed	Closed
25	ClosureDate	
26	Reason for Closure	

Go to Main Menu

Go to Previous Screen

Add a New Record

Print This Record

start Novell GroupWise - M... Health Homes CMART HH CMART MANUAL ... HH Care Managemen... 10:36 AM

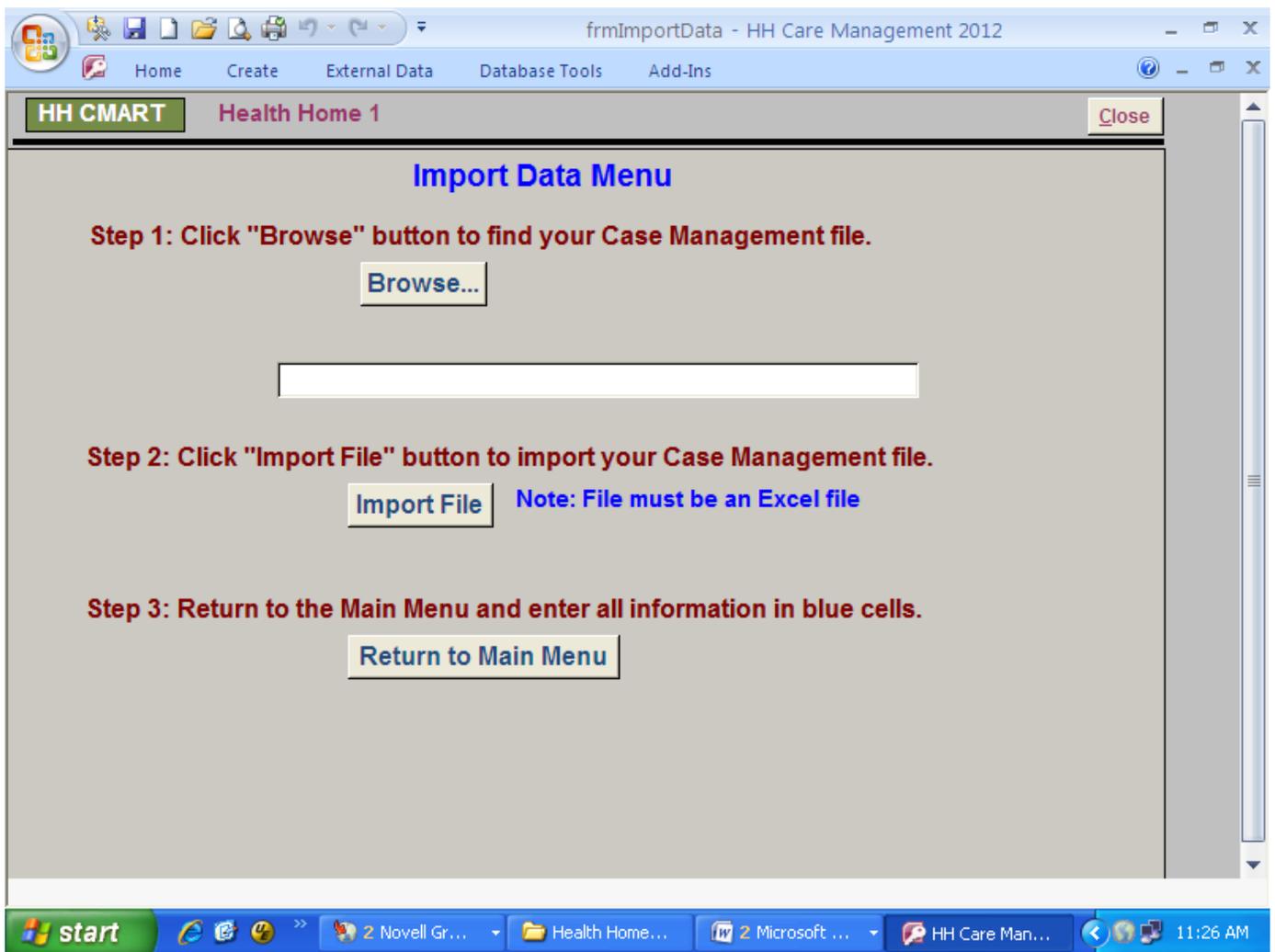
## **Screen 4: Import Data Menu**

If you choose to import the data rather than enter the data manually, click on the button "Import Data" from the Main Menu (screen 1). A new screen will appear denoting 3 steps. The first step is to click on the "Browse" button to find your Care Management Excel file. The default location for the file search is "C:\My Documents". Once you select the file, the file name will appear in the box between step 1 and step 2. The second step is to click the "Import File" button to import your Care Management file. If successful, a message will appear that notifies you that the import worked. If no message appears, contact Lisa Balistreri (see last page for contact information), after confirming that all field names match the specifications, as defined below.

The import feature will only work by importing an Excel file (version 2000 or later). This Excel file must adhere to the field names listed in Table 1 on the next page. These field names will appear as the first row in the file, and each row under the header row will comprise the data for members. Each member should only appear once in the file, i.e., one row per member.

Ideally, you should import a file with complete data for each member. However, if you would like to import the data for some of the fields, and then manually enter data for the remaining fields,

you can do so. If you use the import feature more than once, any member-level data that had been imported previously will be deleted prior to importing. Therefore, the Excel file should include all of the members' data, not just new records.



**Important:** The Excel file that is imported should only contain the fields listed below, as well as the fields for the second and third modules, with a total of 41 fields. (Note that 8 fields are excluded because they will be filled in by the state as per the Technical Specifications.) Appendix 1 contains the valid data entry values for each field below. Appendix 2 contains the list of plan names and their corresponding PlanID numbers for the first item.

To account for data that the health home does not know, use the following flags:

- Missing for Text fields
- 09/09/9999 for Date fields
- 999 for Numeric fields

**Table 1. Field Names and Data Types for Excel file**

Excel file Column	Field name	Data type
A	PlanID	Numeric
B	HHID	Numeric
C	ReportDate	Numeric (Q/YYYY)
D	CIN	Text
E	DOB	Date (MM/DD/YYYY)
F	ProgramType	Text
G	AbleContact	Text
H	ContactDate	Date (MM/DD/YYYY)
I	OutreachEffort	Numeric
J	AppropriateCM	Text
K	AssessedCM	Text
L	AssessDate	Date (MM/DD/YYYY)
M	OptOut	Text
N	EngagedCM	Text
O	Intensity	Text
P	CountMail	Numeric
Q	CountPhone	Numeric
R	CountPerson	Numeric
S	CaseClosed	Text
T	CaseReopened	Text

## Screen 5: Report Generation – Data Entry Errors

Ideally, the user should review all data prior to entering or importing data into the HH CMART to minimize the need to clean data after it is incorporated into the tool. Appendix 3 contains a list of 16 edit checks that are contained in the tool and that you can use to check your raw data.

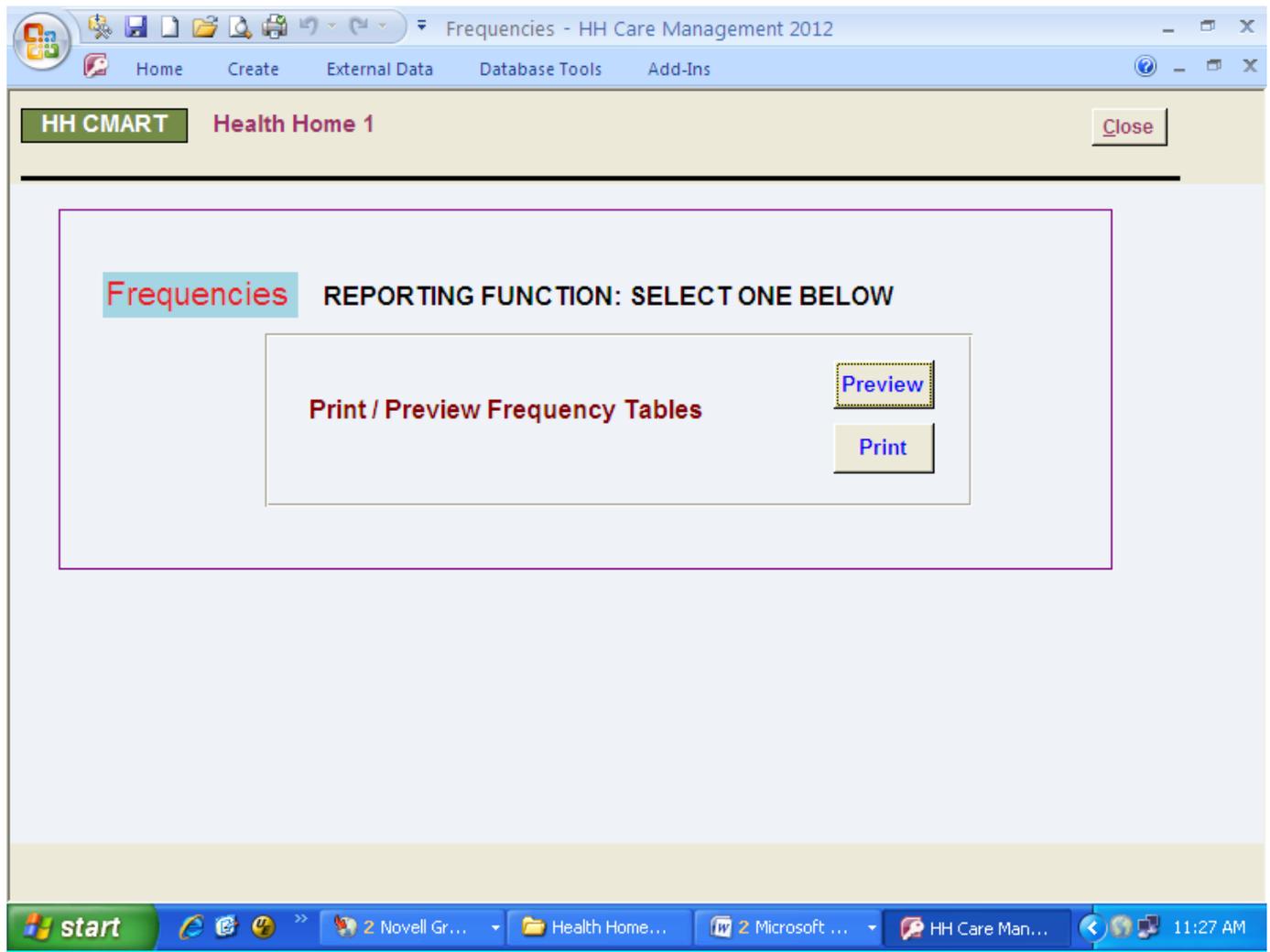
After the member-level data are entered or imported, the user can check for any erroneous data using the Data Entry Errors button on the Main Menu (screen 1). This function allows for previewing or printing reports of records that contain erroneous data. Once you click on the button a new screen appears, which provides choices to preview or print (see the top part of the screen below). The first report on the screen is a summary of the count of errors per edit check. Each count should be 0. Non-zero values are highlighted in red font. The second button “All Error Reports” will print or preview all 16 reports displaying erroneous data. Below this button, each individual report is listed, allowing the user to print specific reports based on the results displayed in the first summary report, instead of printing all 16 reports.

If you find errors, return to the data to correct the errors. If manual data entry was used, correct the records in the HH CMART using screens 2 and 3. If the data were imported, correct the data in the original Excel file that was imported and then import the clean data. Once all errors are corrected, the next step is to print or preview the Frequency reports to assess whether they correspond to what you would expect.

To Preview or Print, Click on a Button: Preview Print	
	<b>Summary of Number of Errors per Edit Check</b>
	<b>All Error Reports</b>
Duplicate CINs	Each member should appear only once in the file
Missing Data	Required fields Items 1, 2, and 4: PlanID, HHID, CIN
Inconsistent Responses	If AbleContact (#10) = Yes, ContactDate (#11) should be entered If AbleContact (#10) = No, ContactDate (#11) should be blank
	If AssessedCM (#14) = Yes, AssessDate (#15) should be entered If AssessedCM (#14) = No, AssessDate (#15) should be blank
	OptOut (#16) and EngagedCM (#17) have inconsistent responses
	If EngagedCM (#17) = No, all remaining items should be blank
Format	CIN numbers (#4) are not Valid
Response Options: Values do not match response options of project	ProgramType (#9)
	AbleContact (#10)
	AppropriateCM (#13)
	AssessedCM (#14)
	OptOut (#16)
	EngagedCM (#17)
	Intensity (#20)

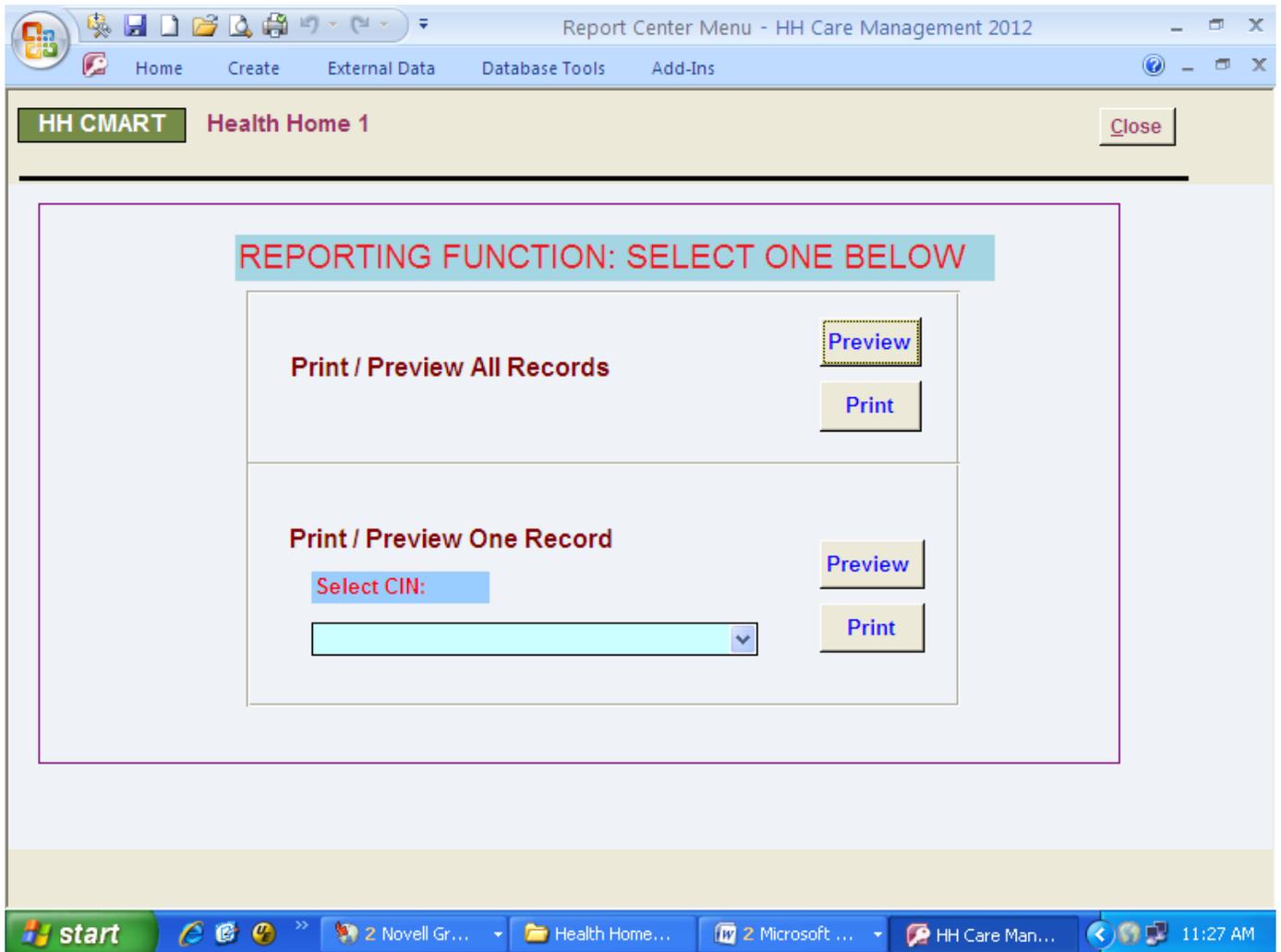
## **Screen 6: Report Generation – Frequencies**

The Frequencies button on the Main Menu allows for previewing or printing a report that displays the frequencies of each of the member-level data fields (from the first module) that were entered or imported. Once you click on the button, a new screen appears (see below), which provides choices to preview or print. All of the fields are included in this report, with the exception of CIN, last name, and first name. For date fields, “Date entered” appears instead of the actual dates to minimize the length of this report. Each frequency distribution is programmed to display all valid response options first, followed by “Missing” data, followed by responses that are not valid. Note that an asterisk appears for any response that is not considered a valid data entry.



## Screen 7: Report Generation – Member-Level Data

The Member-Level Data button on the Main Menu allows for previewing or printing reports that contain the data entries for records that have been entered. Once you click on the button a new screen appears (see below), which provides 4 choices: Print all records, Preview all records, Print one record, or Preview one record. To print or preview one record, you must first select the CIN number in the light blue box.



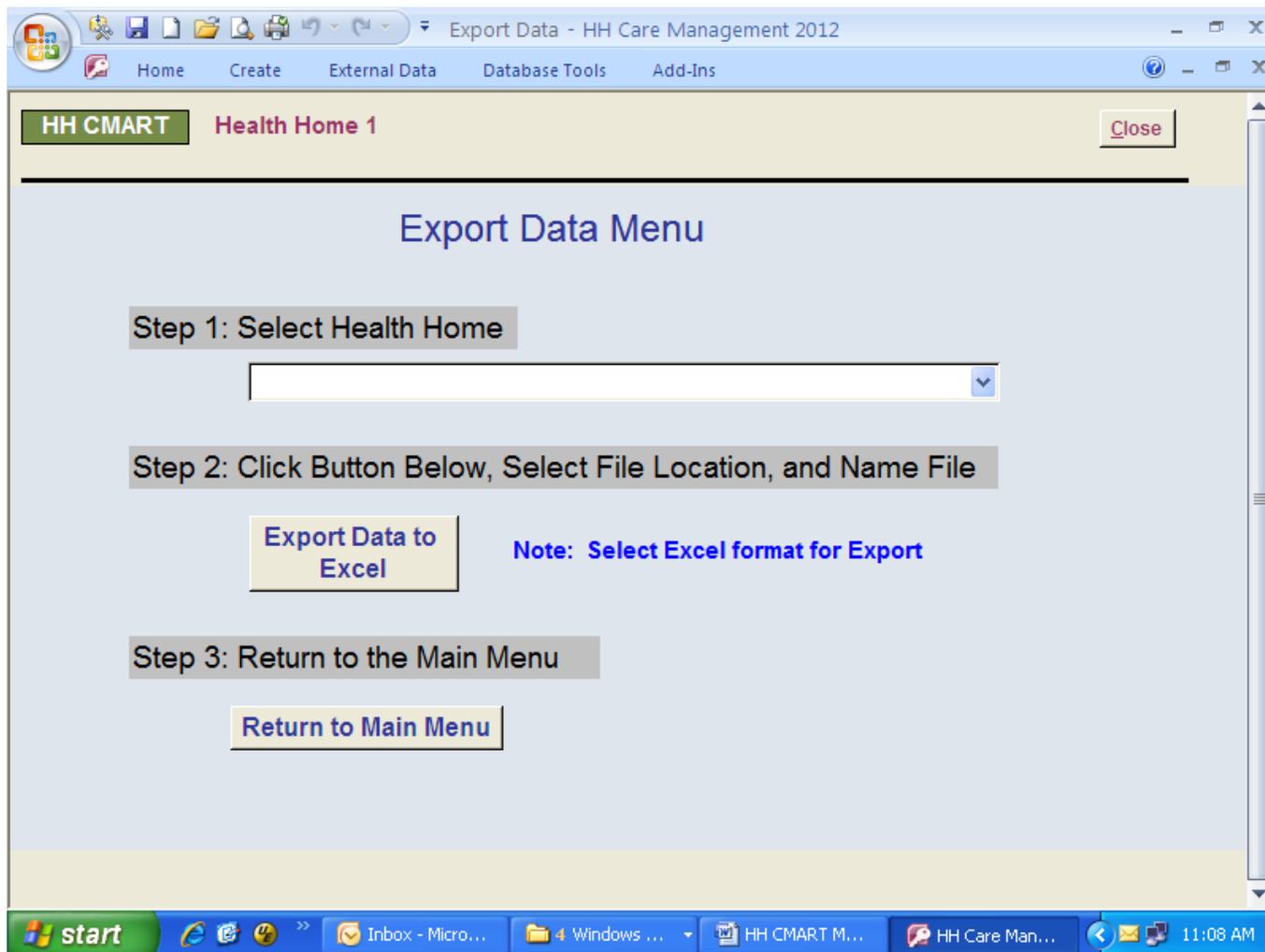
## **Screen 8: Export Data Menu**

If you would like to export the data for a particular health home, click on the button “Export Data” from the Main Menu (screen 1). A new screen will appear denoting 3 steps. The first step is to select a health home from the drop down box.

The second step is to click on the button “Export Data to Excel”. A pop up message will appear asking you to choose between 2 options. Click YES if you want to automatically export the file into the folder “My Documents” in your C drive with a predefined filename, beginning with the specific Health Home ID you chose, and followed by “HH CMART”. Click NO if you want to choose a specific folder and name the exported file yourself.

If you choose NO, a pop up window will appear for you to select the output format. Simply select one of the Excel choices (although Excel version 5 should not be used for large datasets). Then, select the file location and name the exported file in the browser window that appears. The default location for the file is “C:\My Documents”, and the default filename is “HHID HH CMART.xls”.

After the export, a message will appear to alert you to review the file for accuracy. The Excel file will include only members that are in the health home you selected, and will include each of the 49 fields that comprise the 3 modules.



## **Data Submission**

Once the HH CMART data is complete for the reporting period, the database will be submitted to NYS DOH. You should rename your file with your health home name inserted before the HH CMART.mdb (i.e., Health Home Name HH CMART.mdb). The file is now ready to be submitted.

To submit the file, a secure file transfer must be used as the file contains member level data. The Health Home CMART data submission tool must be submitted to the Department via the secure file transfer system on the Health Commerce System (HCS). This requires a user ID and password; all Health Homes have access to the HCS. After you login to the HCS, select 'Secure File Transfer Application' from the Applications tab. The secure file transfer is necessary due to the content of the files. Files sent via email (whether it is encrypted or not) will not be accepted. The file name should include the managed care plan or Health Home name. Select the recipient of the file as 'Laura Morris'.

## **Who to Call for Help**

For Measure Specific questions, Data Element definitions, or Submitting Files via the HCS:

Contact: **HH2011@health.state.ny.us**

For Setup or Data Entry questions:

Contact: **Lisa Balistreri, IPRO, (516) 209-5357**

**Paul Henfield, IPRO, (516) 209-5670**

## Appendix 1: HH CMART Valid Data Entry Values

Field name	Valid Entries		Missing Response
PlanID	7-digit Plan OMC ID	Required	
HHID		Required	
ReportDate	1/YYYY, 2/YYYY, 3/YYYY, 4/YYYY		
CIN	Medicaid CIN number	Required	
LastName			
FirstName			
DOB	< Trigger Date		09/09/9999
TriggerDate			09/09/9999
ProgramType	<ul style="list-style-type: none"> <li>• HH Behavioral Health</li> <li>• HH Chronic Adult</li> <li>• HH Children</li> <li>• HH Dev Disabled</li> <li>• HH Long Term Care</li> </ul>		Missing
AbleContact	Yes, No, Yes Hiatus Period, No Hiatus Period		
ContactDate	>= TriggerDate	Blank = Not Contacted	09/09/9999
OutreachEffort	Numeric		999
AppropriateCM	Yes, No, Not Able to Contact		
AssessedCM	Yes, No, Not Able to Contact		
AssessDate	>= TriggerDate	Blank = Not Assessed	09/09/9999
OptOut	Opted Out, Did Not Opt Out, Not Appropriate HH		
EngagedCM	Yes, No		
EngageCMDate			
ConsentDate			
Intensity	High, Medium, Low	Blank = Not Engaged	Missing
CountMail	Numeric	Blank = Not Engaged	999
CountPhone	Numeric	Blank = Not Engaged	999
CountPerson	Numeric	Blank = Not Engaged	999
CaseClosed	Closed, Open	Blank = Not Engaged	
ClosureDate			
ReasonClosure			
CaseReopened	Reopened, Not reopened, Not closed	Blank = Not Engaged	Missing
DateReopened			

## Appendix 2: List of Plan Names and Plan ID Numbers

Plan Name	Plan ID
Affinity Health Plan	2010186
Americhoice / UnitedHealthCare	1260187
AmidaCare	S99B001
CDPHP	1090384
ElderPlan	3173113
Excellus Blue Cross Blue Shield	1390598
FFS (Fee-for-Service)	8888888
Fidelis Care New York	2060193
GHI	2591073
GHI HMO	1410199
Guildnet	2942923
HealthFirst PHSP, Inc.	2090194
HealthNow	1140685
HealthPlus (Amerigroup)	2180196
HIP	1050178
Hudson Health Plan	2040287
Independent Health	1070680
Liberty Health Advantage	2660144
Managed Health	2594847
MetroPlus	1130185
MVP	1080383
Neighborhood Health Providers	2150195
Senior Whole Health	2932896
Total Care	2020487
Touchstone/Prestige	2902761
VNS Choice Plus	2914056
VNSNY Choice	S99B999
Univera Community Health	2190696
WellCare	1240287

### Appendix 3: List of Edit Checks

No Duplicates	Each member should appear only once in the file
Missing Data	Required fields are PlanID, HHID, and CIN
Inconsistent Responses	If AbleContact = Yes, ContactDate should be entered If AbleContact = No, ContactDate should be blank
	If AssessedCM = Yes, AssessDate should be entered If AssessedCM = No, AssessDate should be blank
	OptOut and EngagedCM have inconsistent responses
	If EngagedCM = No, all remaining items should be blank
Format	CIN numbers should have a valid format (AA#####A)
Response options should match response options of the project	ProgramType
	AbleContact
	AppropriateCM
	AssessedCM
	OptOut
	EngagedCM
	Intensity
	CaseClosed
CaseReopened	