
New York State Department of Health

Health Homes CMART V2.2

Care Management Annual Reporting Tool

Users Manual

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) Unzip the file.
- 4) To open the unzipped file, double click on the file "HH CMART.mdb".

Note that since the database was developed with Microsoft Access®, your computer should have Microsoft Access®, 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.

Note: If you receive a pop up message when you open the CMART that refers to 64-bit systems, you will need a different version of the CMART. Some new computers are recently being equipped with a 64-bit version of the Microsoft application, which is not compatible with the 32-bit version. A 64-bit version of the CMART is also on the Health Homes website at:

http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/assessment_quality_measures/index.htm

Screen 1: Main Menu Health Homes Registration Screen

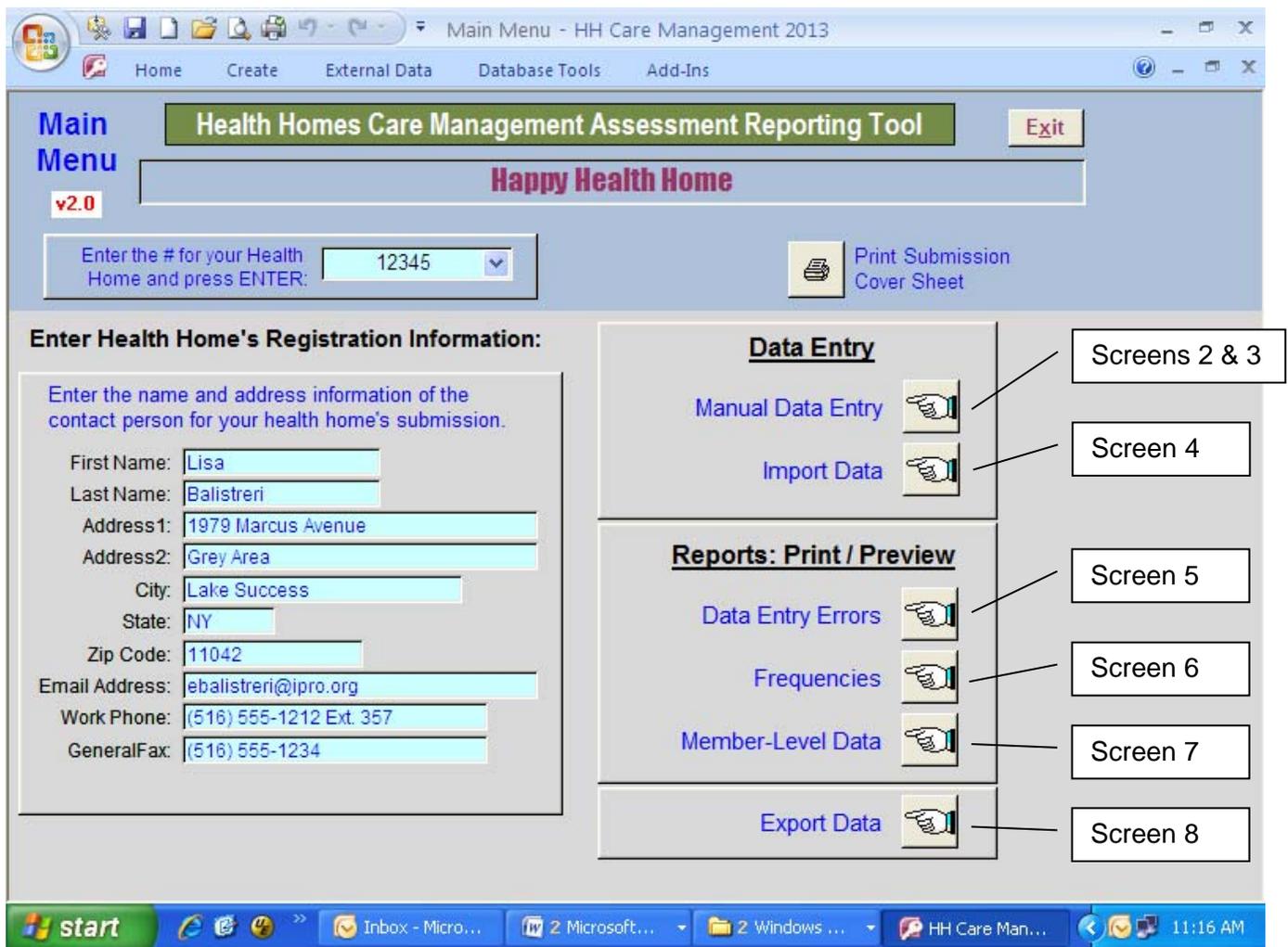
Double clicking on the file "HH CMART.mdb" will bring you to the first screen that requests your health home's name. After selecting your health home's name from the drop down box, the health home registration screen appears (see below). On the left side of this screen, enter

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.

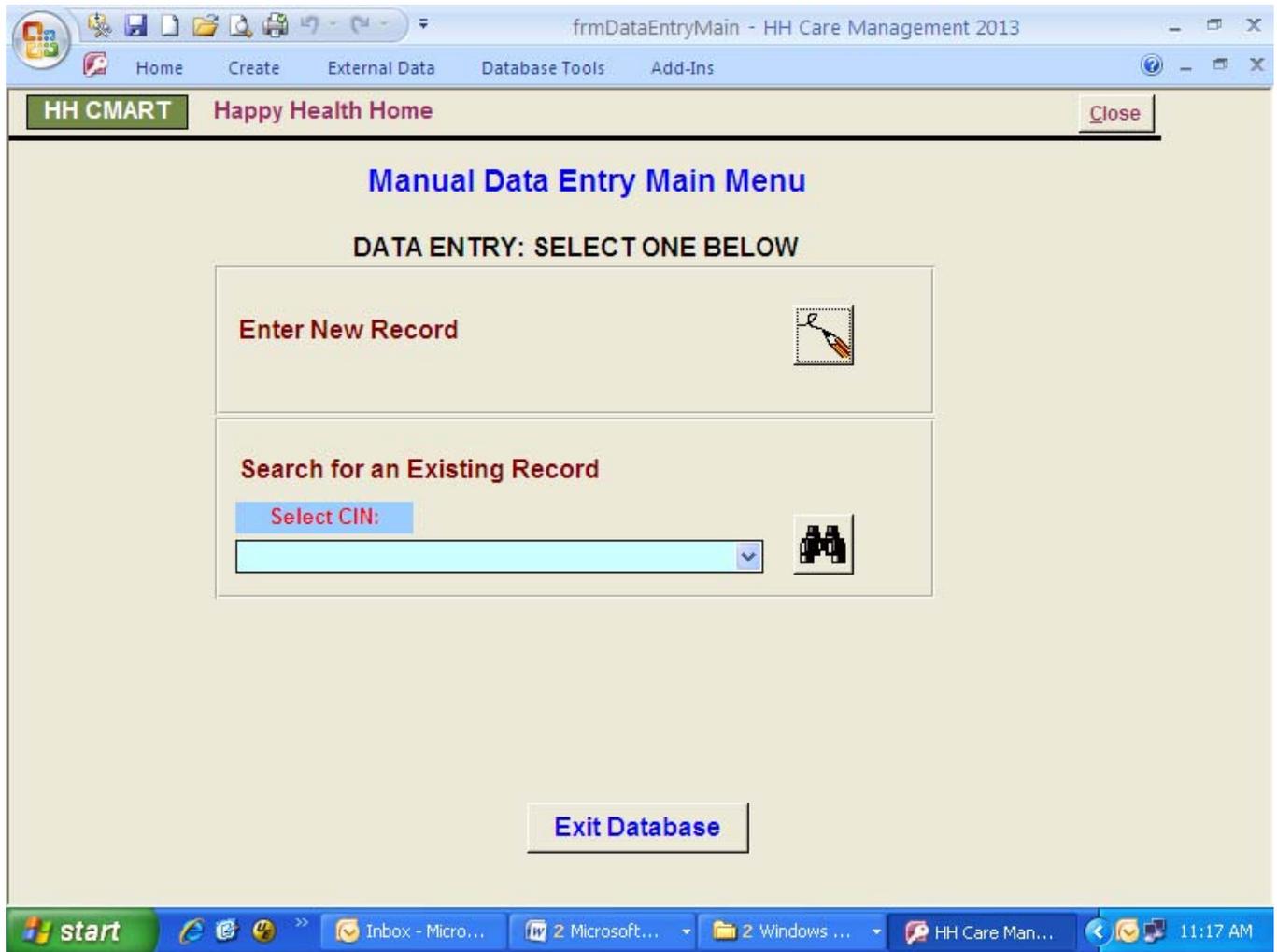
The Data Entry Errors feature will be performed after the health home enters data or imports data to identify problems with member-level data before submission of the HH CMART. The Frequencies feature displays all of the response options for the text fields and the count fields, and whether a date was 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.



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. This box displays CIN, ProgramType, and ContactDate. If a CIN appears more than once, select the CIN with the correct program type and contact date. Once you click one of the 2 boxes on this screen, a new screen will appear where data entry or editing takes place.



Screen 3: Data Entry / Data Editing

If you manually enter the data, the Health Home ID number is always auto-populated 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, 27, 29, and 36. Simply select one of the choices. Dates corresponding to items 7, 11, 15, and 35 have pre-populated 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 and Plan ID # are required data elements 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 NYS DOH, 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. The HH CMART Technical Specifications Version 2 contains the list of plan names and their corresponding PlanID numbers for item 1.

Screen 4: Import Data Menu

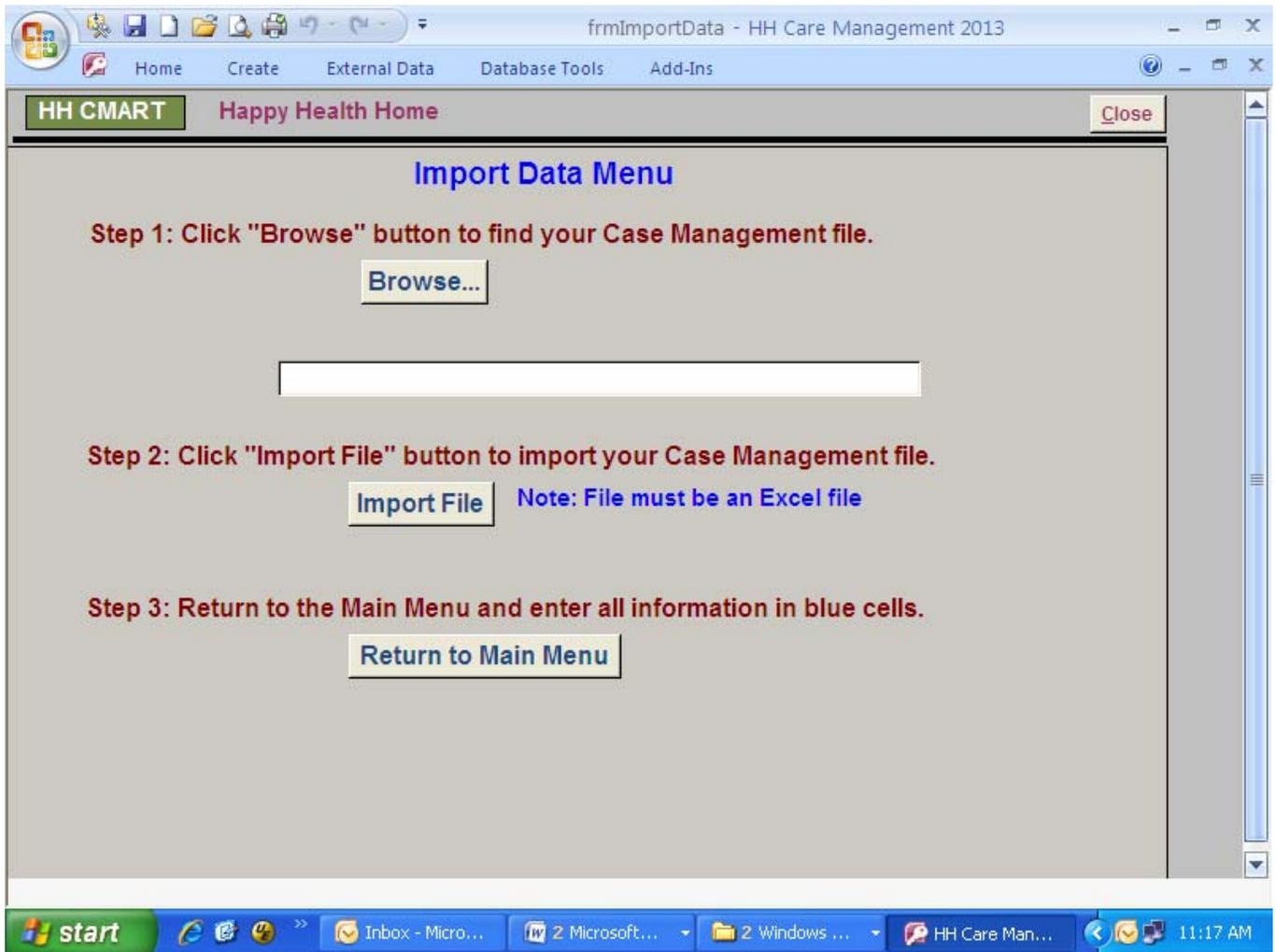
If you choose to import the data rather than enter the data manually, click on the button "Import Data" from the Main Menu (screen 1). A new screen will appear denoting 3 steps. The first step is to click on the "Browse" button to find your Care Management Excel file (the file needs to be filled in on a copy of the template found on the Health Homes website at: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/assessment_quality_measures/index.htm).

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. Duplicate CINs are permitted under certain circumstances. If EngagedCM='No'

then there should not be any duplicate CINs. If EngagedCM='Yes', then duplicates are allowed if they have different contact dates.

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.



Tips for troubleshooting failure to import data:

- The spelling of all field names should match those outlined in the Technical Specifications. There should be no spaces or punctuation in any of the field names.
- The Excel file should only contain fields outlined in the Technical Specifications. The file should not contain additional fields / columns.
- Copy data into the Excel template available on the HH website:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/assessment_quality_measures/process_measures.htm

Important: The Excel file that is imported should only contain the fields listed below. (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. The HH CMART Technical Specifications Version 2.2 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	Text
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

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Table 1. Field Names and Data Types for Excel file (continued)

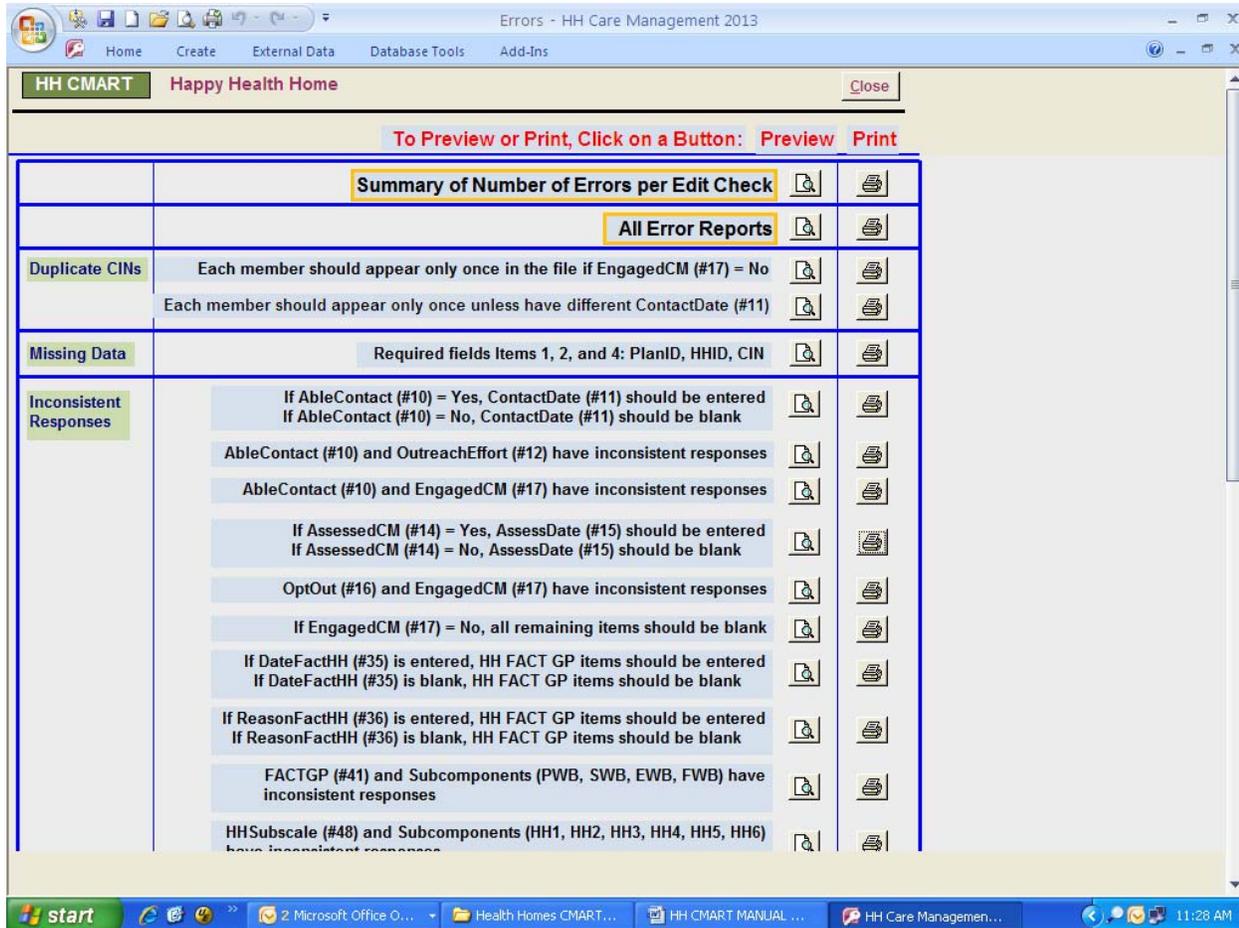
Excel file Column	Field name	Data type
U	PlanUpdate	Text
V	CareManage	Numeric
W	HealthPromote	Numeric
X	TransitionCare	Numeric
Y	MemberSupport	Numeric
Z	CommSocial	Numeric
AA	DateFACTHH	Date (MM/DD/YYYY)
AB	ReasonFACTHH	Text
AC	PWB	Numeric
AD	SWB	Numeric
AE	EWB	Numeric
AF	FWB	Numeric
AG	FACTGP	Numeric
AH	HH1	Numeric
AI	HH2	Numeric
AJ	HH3	Numeric
AK	HH4	Numeric
AL	HH5	Numeric
AM	HH6	Numeric
AN	HHSubscale	Numeric
AO	HHFACTGP	Numeric

Screen 5: Report Generation – Data Entry Errors

Ideally, the user should review all data prior to entering or importing data into the HH SMART to minimize the need to clean data after it is incorporated into the tool. Appendix 2 contains a list of 30 edit checks that are contained in the tool and that you can use to check your raw data.

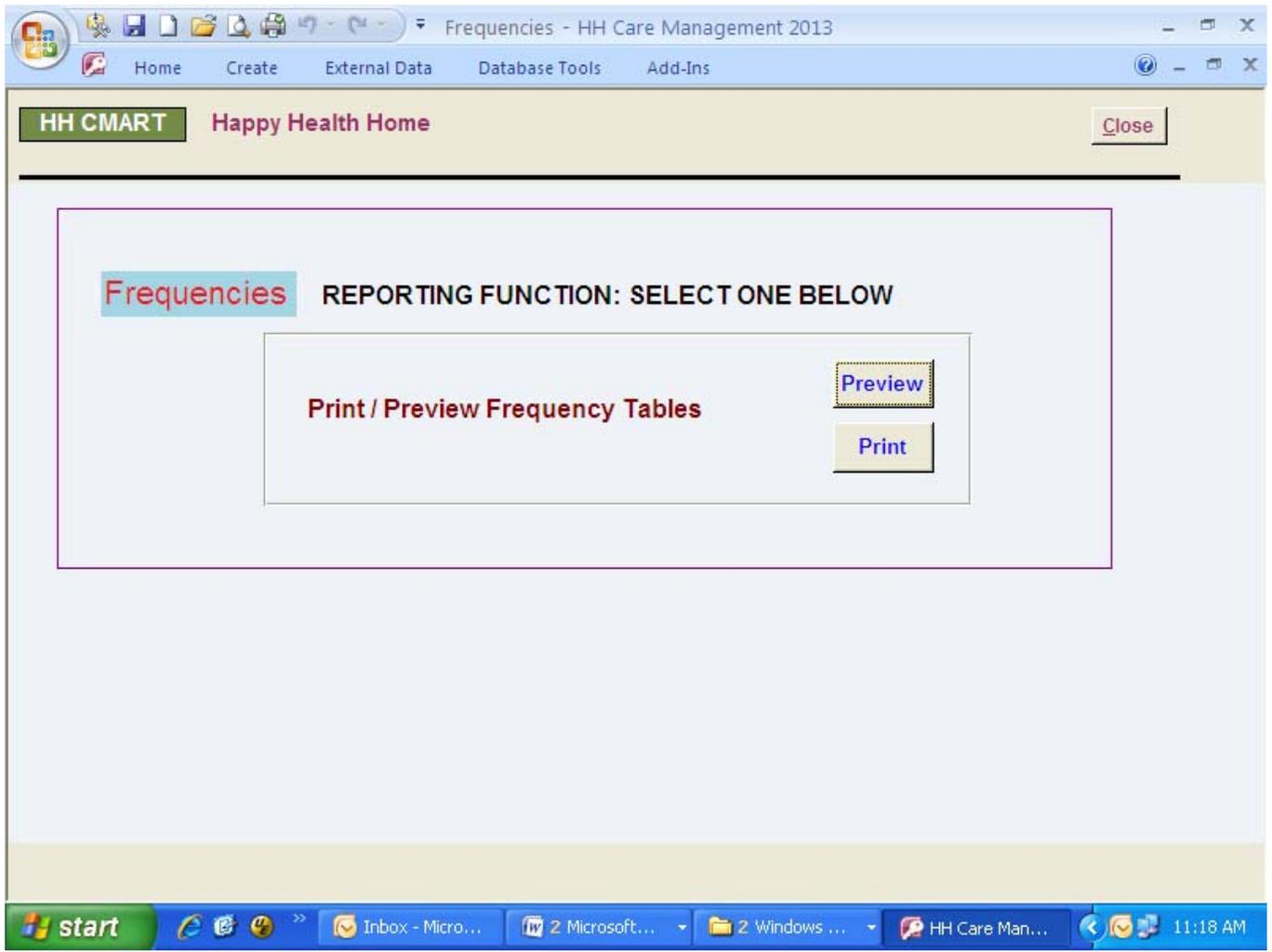
After the member-level data are entered or imported, the user can check for any erroneous data using the Data Entry Errors button on the Main Menu (screen 1). This function allows for previewing or printing reports of records that contain erroneous data. Once you click on the button a new screen appears, 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 (but, not necessarily so). Non-zero values are highlighted in red font. The second button “All Error Reports” will print or preview all 30 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 30 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.



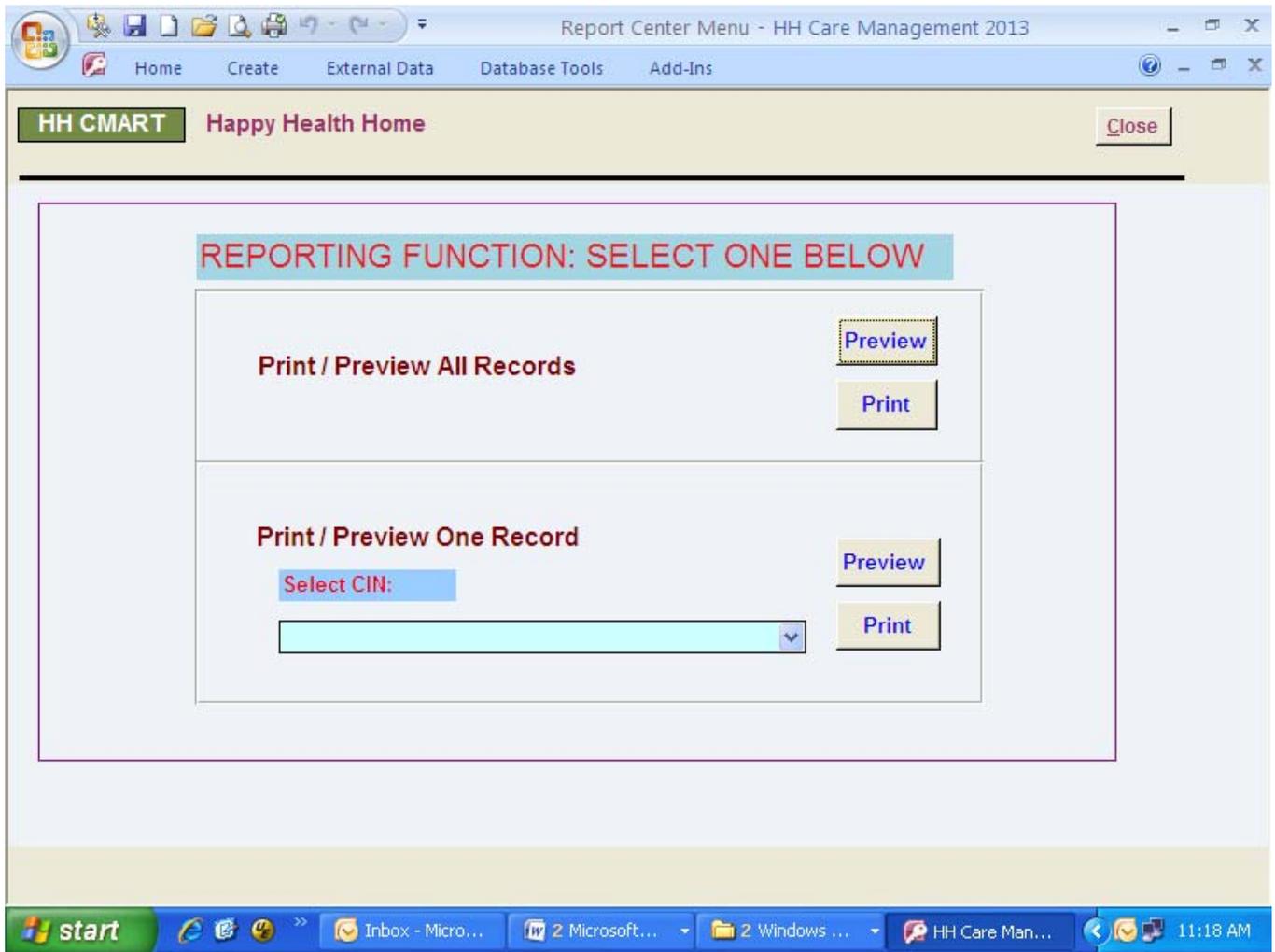
Screen 6: Report Generation – Frequencies

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 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 appropriate CIN, ProgramType, and ContactDate 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.

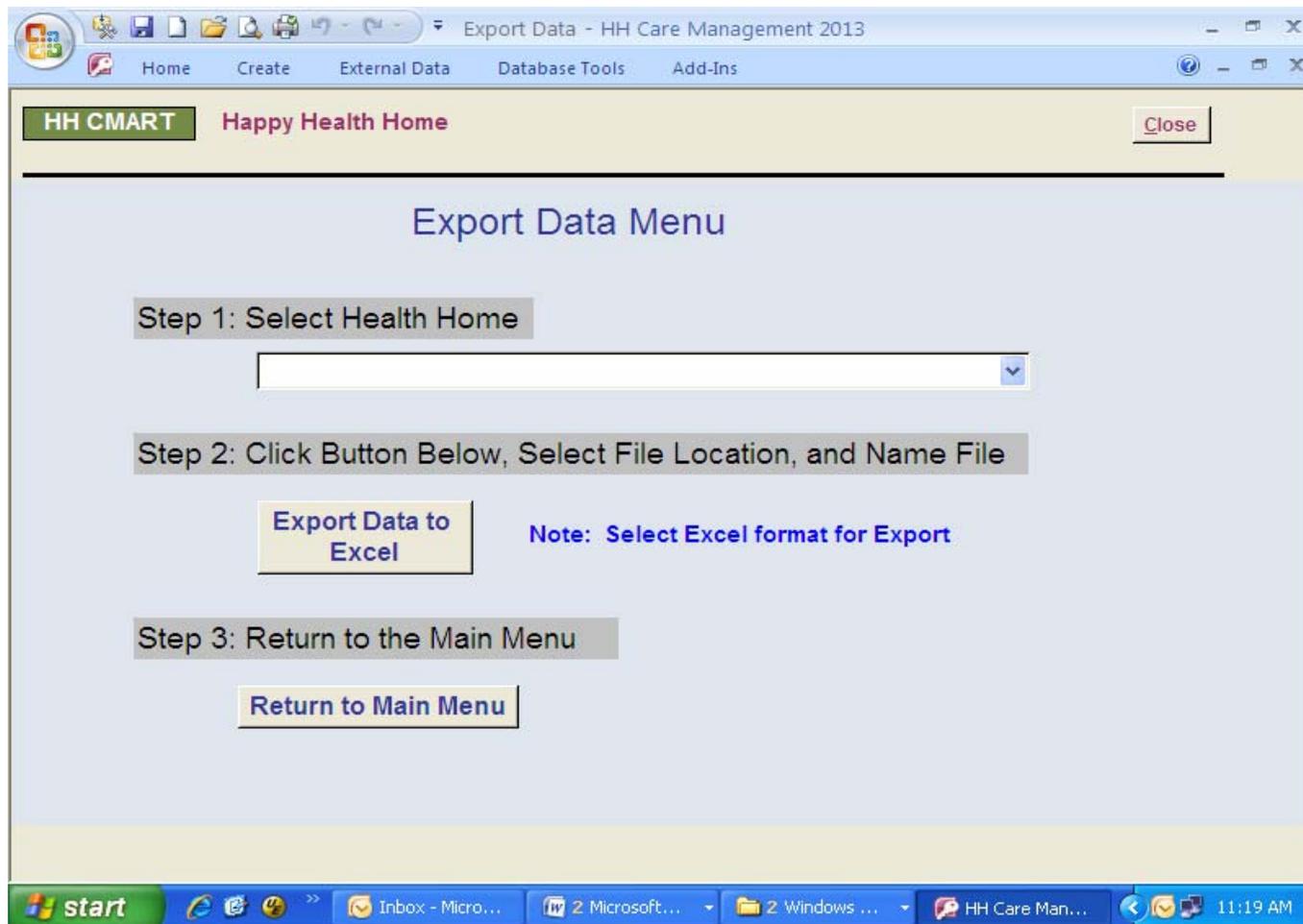
The second step is to click on the button “Export Data to Excel”. A pop-up message will appear asking you to choose between 2 options. Click YES if you want to automatically export the file into the folder “My Documents” in your C drive with a predefined filename, beginning with the specific Health Home 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.

Also, exporting the data does NOT mean that your data has been submitted to DOH.



Data Submission

Follow these steps for submitting the HH-CMART to NYS DOH:

Step 1. Prior to submission:

- (a) Enter the data into the HH CMART (either manually or using the import feature),
- (b) Enter the health home registration information on the Main Menu,
- (c) Ensure that the data are clean after reviewing the Data Entry Errors and Frequency Reports,
- (d) Rename your file with your health home name inserted before the HH CMART.mdb (i.e., Health Home Name HH CMART.mdb).
- (e) Using the zip program on your computer, zip the .mdb file that was just created.

Step 2. Submission -- Send the database to NYS DOH per the instructions below as also described in the Technical Specifications document. **Note:** a secure file transfer must be used because the file contains member level information.

- (a) 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.
- (b) After you login to the HCS, select 'Health Home CMART File Upload' from the Applications tab and follow the instructions for submission.
- (c) Submitting the file via the secure HCS 'Health Home CMART File Upload' application is required. Files sent via email (whether encrypted or not) will not be accepted.

Who to Call for Help

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

Contact the HH Team in Office of Quality & Patient Safety at:

(518) 486-9012 or

emailing the QARR BML mailbox at:

nysqarr@health.ny.gov.

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 for MMC/SNP MMIS # for MLTC	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"> HH Behavioral Health HH Chronic Adult HH Children HH Dev Disabled HH Long Term Care 	<ul style="list-style-type: none"> HH Substance Use HH HIV Not Able to Contact Review Pending 	Missing
AbleContact	Yes, No, Yes Hiatus Period, No Hiatus Period, TCM HH Conversion		
ContactDate	>= TriggerDate	Blank = Not Contacted	09/09/9999
OutreachEffort	Numeric		999
AppropriateCM	Yes, No, Not Able to Contact, Review Pending		
AssessedCM	Yes, No, Not Able to Contact, Review Pending		
AssessDate	>= TriggerDate	Blank = Not Assessed	09/09/9999
OptOut	<ul style="list-style-type: none"> Opted Out Did Not Opt Out Not Appropriate HH 	<ul style="list-style-type: none"> Not Able to Contact Review Pending 	
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			

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Appendix 1: HH CMART Valid Data Entry Values (continued)

Field name	Valid Entries		Missing Response
PlanUpdate	Yes, No	Blank = Not Engaged	Missing
CareManage	Numeric	Blank = Not Engaged	999
HealthPromote	Numeric	Blank = Not Engaged	999
TransitionCare	Numeric	Blank = Not Engaged	999
MemberSupport	Numeric	Blank = Not Engaged	999
CommSocial	Numeric	Blank = Not Engaged	999
DateFACTHH	>= TriggerDate	Blank = FACT-GP+HH Not Done	09/09/9999
ReasonFACTHH	Initial, Annual, Discharge	Blank = Not Assessed	
PWB	Numeric, 0 to 24	Blank = Not Assessed	999
SWB	Numeric, 0 to 20	Blank = Not Assessed	999
EWB	Numeric, 0 to 16	Blank = Not Assessed	999
FWB	Numeric, 0 to 24	Blank = Not Assessed	999
FACTGP	Numeric, 0 to 84	Blank = Not Assessed	999
HH1	Numeric, 0 to 4	Blank = Not Assessed	999
HH2	Numeric, 0 to 4	Blank = Not Assessed	999
HH3	Numeric, 0 to 4	Blank = Not Assessed	999
HH4	Numeric, 0 to 4	Blank = Not Assessed	999
HH5	Numeric, 0 to 4	Blank = Not Assessed	999
HH6	Numeric, 0 or 8	Blank = Not Assessed	999
HHSubscale	Numeric, 0 to 28	Blank = Not Assessed	999
HHFACTGP	Numeric, 0 to 112	Blank = Not Assessed	999

Appendix 2: List of Edit Checks

Duplicate CINS	Each member should appear only once in the file if EngagedCM = No
	Each member should appear only once unless have different ContactDate
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
	AbleContact and OutreachEffort have inconsistent responses
	AbleContact and EngagedCM have inconsistent responses
	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
	If DateFactHH is entered, HH FACT GP items should be entered If DateFactHH is blank, HH FACT GP items should be blank
	If ReasonFactHH is entered, HH FACT GP items should be entered If ReasonFactHH is blank, HH FACT GP items should be blank
	FACTGP and Subcomponents (PWB, SWB, EWB, FWB) have inconsistent responses
	HHSubscale and Subcomponents (HH1, HH2, HH3, HH4, HH5, HH6) have inconsistent responses
HHFACTGP and Subcomponents (FACTGP, HHSubscale) have inconsistent responses	
Format	CIN numbers should have a valid format (AA#####A)
Response options should match response options of the project	PlanID
	ProgramType
	AbleContact
	AppropriateCM
	AssessedCM
	OptOut
	EngagedCM
	Intensity
	CaseClosed
	CaseReopened
	PlanUpdate
	ReasonFactHH
	PWB, SWB, EWB, FWB, FACTGP
HH1, HH2, HH3, HH4, HH5, HH6, HHSubscale	
HHFACTGP	