

**New York State DOH  
Health Home Care Management  
Reporting Tool (HH-CMART)  
Bi Weekly Support Calls – Session #19  
December 11, 2013**



# Questions?

- ▶ Please submit your questions in writing to the webinar
- ▶ If you would like to ask your questions, raise your hand (making sure you have entered your audio pin code) and we will unmute the call one at a time

# Agenda

- ▶ November 2013 Submission
  - ▶ Review of Specification Changes
  - ▶ Revisions to the HH-CMART Database Tool
  - ▶ Feedback, Help & Ongoing Support
  - ▶ Q & A
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# November 2013 Submission

- ▶ Roughly 113,000 records were submitted.
- ▶ Submission was smoother and data quality greatly improved.
- ▶ Common Issues:
  - *Importing data* into the database. Remember:
    - Use the **most recent template** (from HH website)
    - When compiling data from different sources, **check that data** in the rows **correctly lines up** with the columns.
    - **Ensure the file format is correct** (refer to HH-CMART User Manual).
      - Column headings must match those indicated in HH-CMART user manual.
      - Remove extra columns and rows.
      - Unmerge any merged columns/headings.
      - If multiple tabs, data must be in the first tab.
    - Note: the import was *not successful* unless there is a **pop-up box saying the import was successful**.

# November 2013 Submission

- ▶ Common Issues, continued
  - *Missing Data. Remember:*
    - Elements 1-17 should never be blank for any members (except those that DOH is extracting from the Tracking System).
    - Elements 18-34 should never be blank *for engaged members* (except for DOH extracted elements).
      - If no interventions were conducted, counts should be set to zero.
    - Elements 35-49 should only be entered if a FACT-GP was conducted during the reporting period.
- ▶ Reminder: Use “Data Entry Errors” and “Frequencies” reports in database to review the quality and quantity of the data entered prior to submission.

# Review of Revised Specifications

- ▶ “V2.0” is available on the Health Home website.
- ▶ All health homes should be reporting per V2.0 specifications starting with February submission (2013 Q4).
- ▶ Changes were fully described during 10/2/13 HH-CMART webinar (audio & PDF of presentation available on HH website).
- ▶ PlanID (element #1)
  - Format modified to allow for SNP and MLTC plan IDs
  - List of Medicaid Plan IDs by product will be included in the V2.0 specifications.
- ▶ HHID (element #2)
  - Language changed to clarify that this should be the HHID of the **Lead** Health Home.
- ▶ ProgramType (element #9)
  - Additional response options:
    - HH SUBSTANCE USE
    - HH HIV
    - NOT ABLE TO CONTACT
    - REVIEW PENDING

# Review of Revised Specifications

## ▶ AbleContact (element #10)

- Additional Response Value: TCM-HH CONVERSION
  - Members who were not contacted because they were converted to the HH from an existing TCM program
- Removed Response Value: Blank (Already Engaged in CM)
  - Once engaged, this element does not need to be modified in later quarters.

## ▶ OutreachEffort (element #12)

- Removed Response Value: Blank (Already Engaged in CM)
- If there were no outreach activities *for any reason* this element should be zero (0).
  - TCM-HH Conversion – OutreachEffort=0 starting with initial submission.
  - For members engaged in CM in a previous quarter – OutreachEffort=0.
  - Note that outreach efforts should be in accordance with the Provider Manual's requirement of “active, ongoing and progressive”.

# Review of Revised Specifications

- ▶ AppropriateCM (element #13) and AssessedCM (element #14)
  - Additional response option: REVIEW PENDING
- ▶ OptOut (element #16)
  - Additional response options:
    - NOT ABLE TO CONTACT
    - REVIEW PENDING

# Revisions Under Consideration

- ▶ **Issue:** DOH is experiencing some difficulties linking the HH-CMART segments to the Tracking System segments. Reasons include:
  - The Tracking System is a billing system and HH-CMART is a service summary system. As such, they have different definitions/purposes.
  - Information is lagged/disconnected between the two systems.
- ▶ **Impact:** Unable to confidently anchor the HH-CMART segments within the quarter or accurately produce certain process measures.
- ▶ **Solution Under Consideration:** Require reporting of TriggerDate and EngageCMDDate in HH-CMART.
- ▶ **Next Steps:** DOH will continue to investigate internal solutions. For now, no changes.

# Revisions to the HH-CMART Database Tool

- ▶ Expect the revised tool and user manual to be distributed in the next week or two.
- ▶ All V2.0 specification changes will be included in the revised tool.
- ▶ Plus the following additional modifications:
  - Identifying unique records for modifying/viewing – Use CIN, ProgramType, and ContactDate.
    - Change needed because members may have duplicate rows if they had multiple, distinct segments of engagement during the quarter.

# Revisions to the HH-CMART Database Tool

- ▶ Additional modifications, continued:
  - Expanded the number of elements in the “Frequencies” report.
    - Now includes all reportable elements.
  - Expanded the number of checks in the “Data Entry Errors” report.
    - Now includes FACT-GP / HH Functional consistency and response option checks.
    - Data values for FACT-GP/ HH Functional – use to determine validity between both scales
      - i.e Question scenarios such as :FACT GP score high, showing better health, but member shows low functioning ability on the HH Funtional score

# Ongoing support

- ▶ HH CMART Support Calls – TBD
  - ▶ The next HH CMART support call will be announced
- ▶ Slides from all webinars can be accessed by visiting the Health Home website at:  
[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/meetings\\_webinars.htm](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/meetings_webinars.htm)

# Feedback and Help

- ▶ We encourage your feedback by either:
  - Emailing the Health Home Team with the subject of *Quality Metrics* via the Health Home website at:  
[https://apps.health.ny.gov/pubdoh/health\\_care/medicaid/program/medicaid\\_health\\_homes/emailHealthHome.action](https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action)
  - or
  - Calling the Health Home provider line: 518.473.5569
- ▶ Additional HH-CMART resources are available at:  
[http://www.health.ny.gov/health\\_care/medicaid/programs/medicaid\\_health\\_homes/assessment\\_quality\\_measures/process\\_measures.htm](http://www.health.ny.gov/health_care/medicaid/programs/medicaid_health_homes/assessment_quality_measures/process_measures.htm)