



# MAPP UPDATE



# MAPP AGENDA

- Provide MAPP Background
- MAPP Health Homes Vision
- Health Homes Phase 1 Scope
- Timeline: What we've done, What's coming
- Health Homes Building Blocks
- Health Homes Salient Analytics
- Prep for what's coming

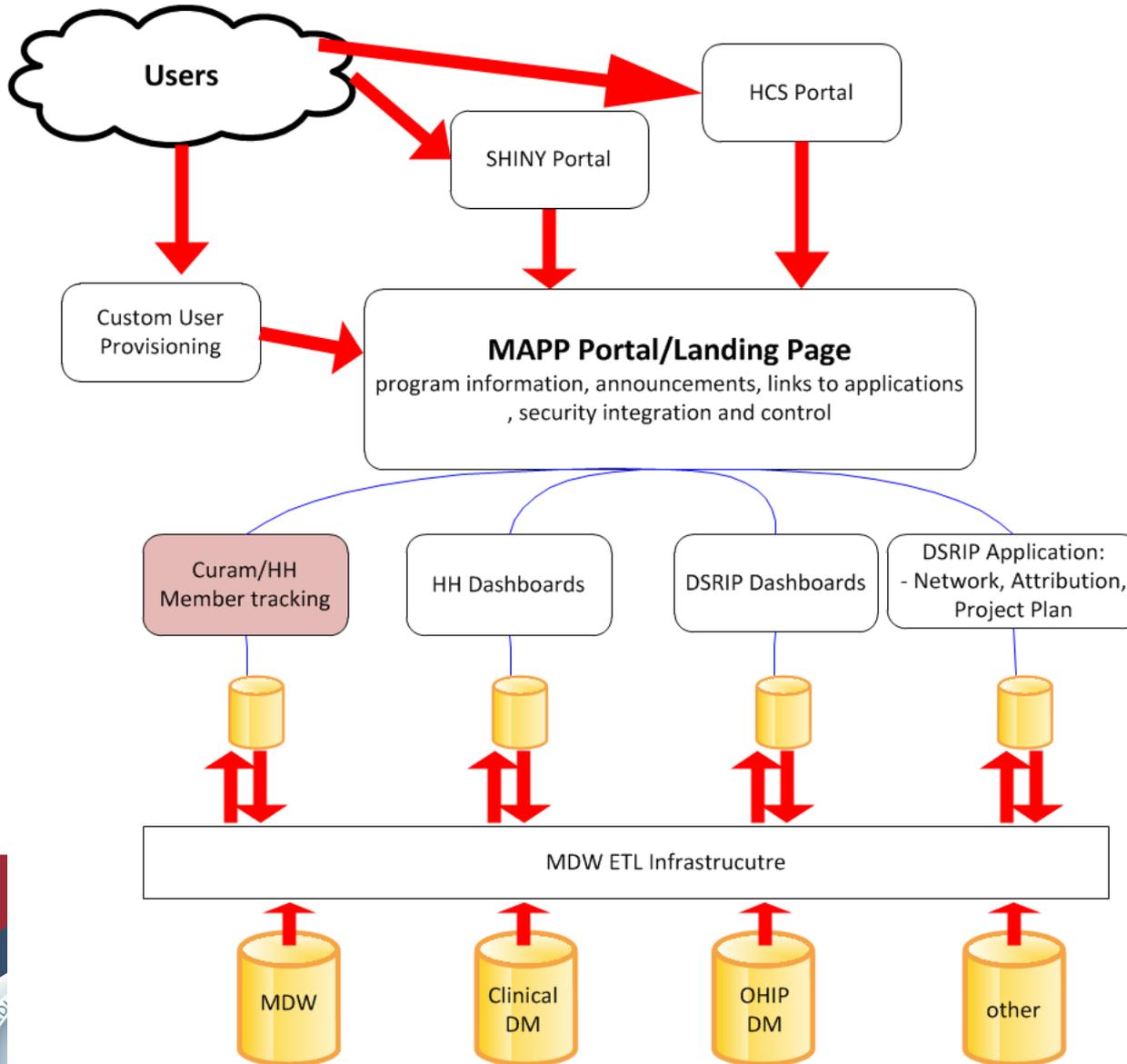


# WHAT IS MAPP

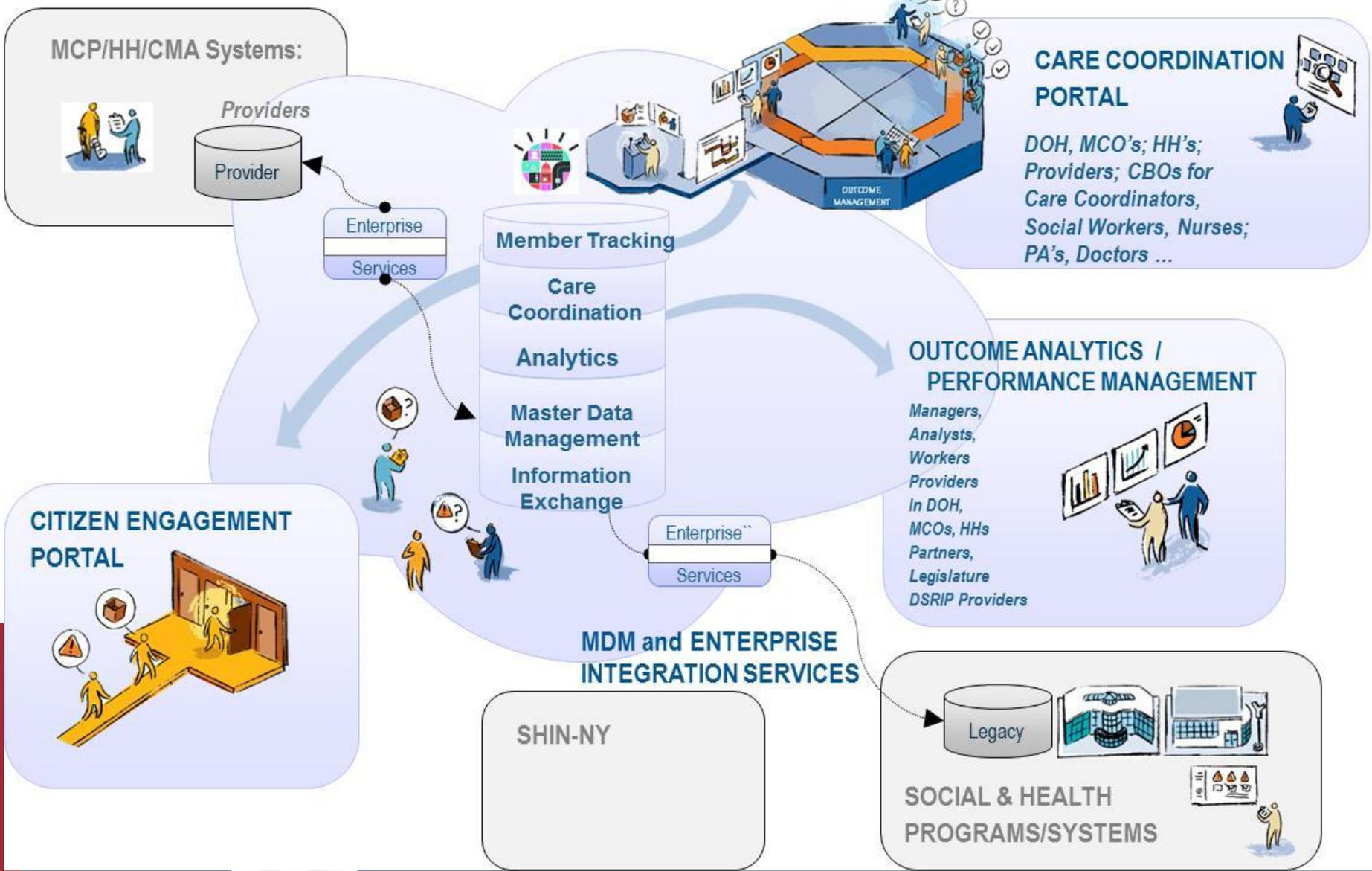
- MAPP: Medicaid Analytics Performance Portal
- MAPP supports both Health Homes and DSRIP performance management technology needs
- MAPP Technology:
  - Serve as retail front-end to the Medicaid Data Warehouse for PPS / Health Home community
  - Robust dashboard capabilities provided by Salient
  - Online tools available in portal technology to support DSRIP
  - Health Homes Business and Care Management Functionality
  - Data management and analytics to drive performance



# MAPP HIGH LEVEL CONCEPTUAL DIAGRAM



# MAPP – HH Vision



# PROJECT SCOPE FOR HEALTH HOMES PHASE 1

Overall scope statement:

- Replace existing Member assignment and tracking system and its associated functionality
- Provide more timely access to data from Medicaid Data Warehouse
- Provide enhanced user access to include Care Management Agencies
- Dashboard / Analytics capabilities
- Design for DOH-HH-CMA interoperability



# DETAILED SCOPE FOR HEALTH HOMES PHASE 1

More detailed scope categories are

- Identification of Health Home eligible population
- Assigning eligible individuals to Health Homes
- Outreach of CMAs and Health Homes to potential members
- Enrolling an individual into a Health Home once outreach is complete
- Referrals of potential members
- Billing Support
- Transfer of individuals between health homes
- Dashboards to evaluate the performance of the Health Home program



# HEALTH HOMES PHASE 1 TIMELINE

- What we've done
  - Jump Start Pilot completed in early July
    - Obtained excellent feedback from HH/MCO/CMA to feed into Phase 1 of system.
  - Completed Phase 1 Requirements gathering and Gap-Analysis
  - Completed Interoperability survey
- What's coming
  - Health Homes Phase 1 Deployment – Quarter 1 of 2015
    - Finalizing Vendor contract and overall project schedule
  - Future Releases: Interoperability, Care Plan Functionality – to be scheduled



# HH TECHNOLOGY BUILDING BLOCKS

- Member focused
- Specific Care Management/Care Plan modules
- Workflow capabilities
- Interoperability
- Rich analytics
  - Drill down capabilities
  - Graphical, tabular, exportable



# MAPP PORTAL: HEALTH HOMES – SAMPLE MEMBER SCREEN

New York State Health Homes Health Home Worker Welcome Ken Knapik Preferences Log out 

Home Referrals and Members Inbox Salient Dashboards Enter Reference Number 

My Members x John Jumpstart x

**John Jumpstart** ACTIONS 



**John Jumpstart**  
 99 Washington Ave, Albany, New York, 12210  
 Male  
 Born 1/3/1951, Age 63

 Not Recorded  Not Recorded

BX00002X

Home Personal Information Cases Client Contact Administration

**Home** Add Picture...   

**Member Details** ▼

Medicaid Eligibility	Yes	Medicaid End Date	12/31/9999
Assigned Health Home	Visiting Nurse Service of Schenectady County Inc - 02997684	Enrolled Health Home	
Managed Care Plan	CDPHP - 01183013	Care Management Agency	Rehabilitation Support Services (RSS) - 02998070

**Health Home Segments** ▼

Health Home	Care Management Agency	Type	Direct Bill	Consent Date	Begin Date	End Date	End Date Reason Code
Visiting Nurse Service of Schenectady County Inc	Rehabilitation Support Services (RSS)	Outreach	No		6/1/2014	8/31/2014	



# HOW SALIENT ANALYTICS DATA CAN BE USED

- Continuous Program Oversight - to identify whether the health home program is progressing towards its goals and at what pace
- Performance Profile/"Scorecard" - to profile how well each health home is doing
- Trigger Events - to identify at-risk health home enrollees
- Payment Integrity - to detect improper health home payments
- Ad hoc Analyses
- And for providers - to help understand their caseload, costs and utilization and better manage care and their business



# SAMPLE HEALTH HOME DASHBOARD



## Health Home Assignments and Outcomes



### Filters:

#### HH MC Plan Number

All Members

#### Health Home Number

All Members

#### Legacy CM Indicator

All Members

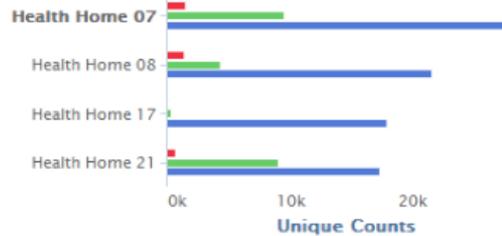
#### Risk Score Group

All Members

#### Acuity Score Group

All Members

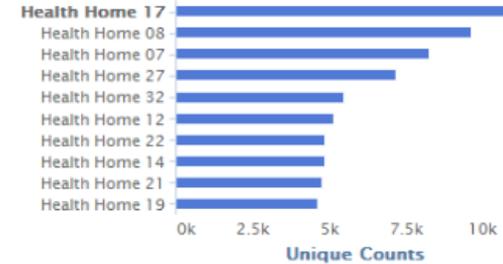
Number of People Assigned to Health Homes Along With Number of People Moved into Outreach and Enrollment (January 2012-May 2014)



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- Unique HH Members Assigned from List or Plan
- Unique HH Members Outreach from Assignment (All)
- Unique HH Members Enrolled from Assignment (All)

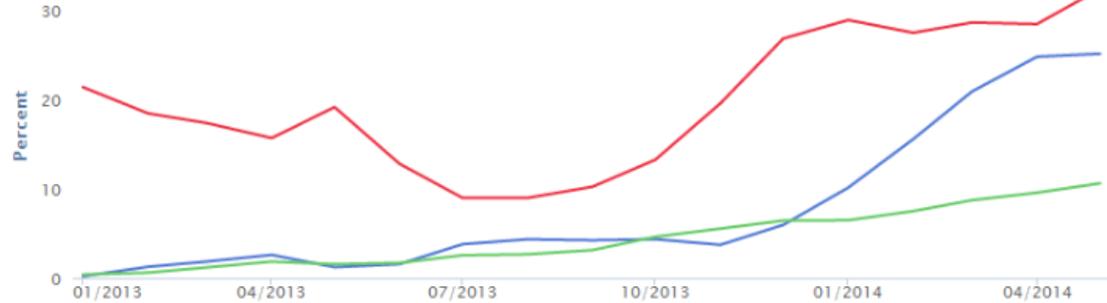
Number of People Assigned to Health Homes, Not in Outreach or Enrollment - Current Month



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- Unique HH Members Assigned from List or Plan

Percent Assigned to Outreach, Assigned to Enrolled and Outreach to Enrolled Over Time (January 2013-May 2014)



- HH MM Percent Assigned to Outreach (All)
- HH MM Percent Assigned to Enrolled (All)
- HH MM Members Engaged Percent

# IMPORTANT PREP STEPS FOR NEW SYSTEM

- Assessing Organization Readiness
- Account Management via DOH Health Commerce System
- DEAA
- Training
- Preparing for Change
- Participate in Bi-Weekly Health Home Webinars
- More info to come

