



**Department  
of Health**

**Medicaid  
Redesign Team**

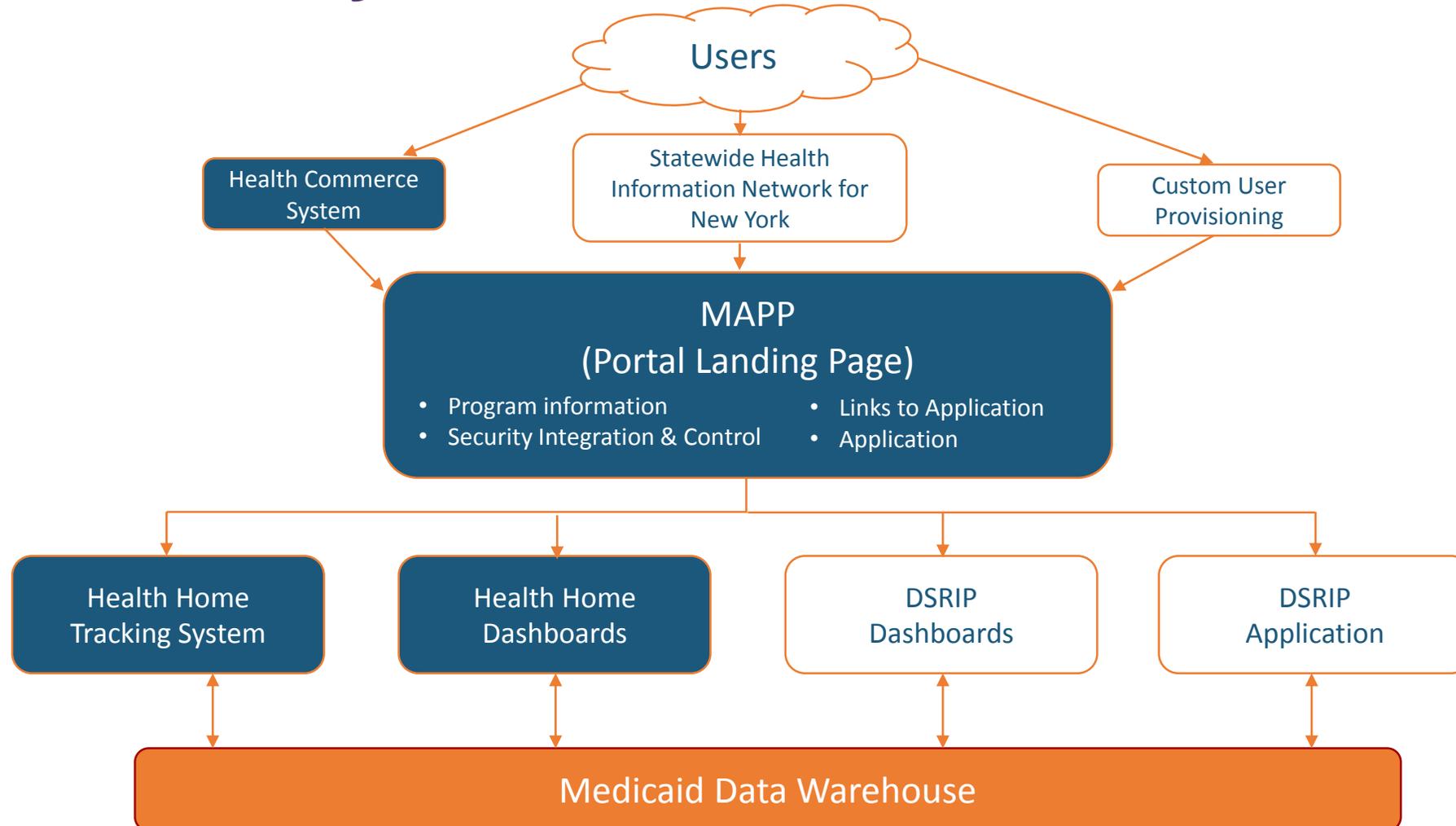
# **MAPP Children's Health Home Webinar Local Departments of Social Services**

June 27, 2016

# Agenda

- MAPP Overview
- Understanding the Process to Access MAPP HHTS
- Health Home Tracking System
- Health Commerce System Access and Purpose
- Next Steps

# Medicaid Analytics Performance Portal



# Understanding the Process to Access MAPP

# Access

## 1. Log in to HCS

HCS Login

**User ID**

**Password**

The sharing of user accounts is strictly forbidden. Repeat offenses may result in the permanent removal of your account.

[Forgot your password?](#) [Forgot your user ID?](#)

Or sign up for an account:  
[Lic. Med. Prof.](#) [All Others](#)

## 2. Launch "MAPP"

My Applications

Acronyms & Abbreviations	
Application Access	<a href="#">i</a>
CART	
ComDir Role Lookup Tool	<a href="#">i</a>
Coord Account Tools - HCS	<a href="#">i</a>
Coord Account Tools - LHD	<a href="#">i</a>
Coord Account Tools - PCC	<a href="#">i</a>
Coordinator's Update Tool	<a href="#">i</a>
Emergency Contacts	
Health Facilities Info Sys HFIS	<a href="#">i</a>
HINAPCF	<a href="#">i</a>
IHANS (Notification System)	<a href="#">i</a>
<b>MAPP</b>	<a href="#">i</a>
Move development to test	<a href="#">i</a>
Move test to production	<a href="#">i</a>

## 3. Complete MFA Process

Instructions

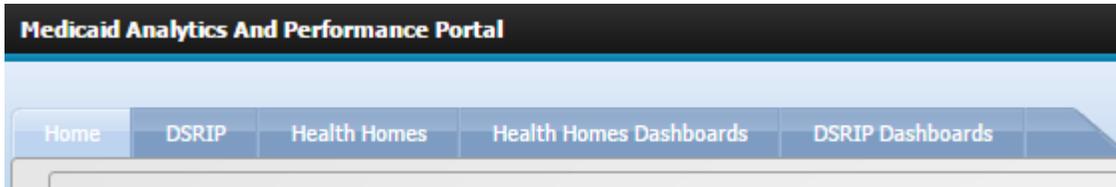
- Please enter the code received from your SMS message on your registered phone number.
- You will be logged out of HCS after 3 unsuccessful attempts.

**Authentication**

Verification Code: \*

# Access

## 4. Select MAPP Application



## 5. Work within the Health Home Tracking System



# Health Home Tracking System



Provides online interface to the Manage Care Plans (MCP), Health Homes (HH), and Care Management agencies (CMA) to collaborate in real-time and track a member's status.

Users are able to:

- Refer members to Health Homes.
- Upload/download member information & transactions.
- Coordinate across MCPs, HHs, and CMAs using workflows & notifications.
- View member's Medicaid information.

*System is live for adults; anticipated go-live date for children is **October 2016**.*

# Health Home Tracking System – LDSS



LDSS staff will have access to the Health Home Tracking System as “LDSS Referrer”.

- The role of “LDSS Referrer” permits LDSS staff to:
  - Make referrals for HH Care Management services for children they work with, i.e. foster care, preventive, etc.
  - An access point to make referrals for community providers who are working with children who are HH eligible but do not have access to the HH Tracking System Referral Portal

Each LDSS must identify which staff **require** access to the MAPP HHTS to perform his/her responsibilities; not all staff will require access.

# Health Commerce System (HCS)

- Secure portal managed by SDOH
- Used by a range of organizations
- Home to 100's of different applications
- Manages user authentication



# Local Departments of Social Services & HCS

- **HCS Director** - can bind the organization with NYSDOH (preferably a CEO, CFO or COO). This person by default is also a Coordinator, Security Coordinator and User. Each organization can only have one HCS Director.
- **HCS Coordinator** - has the responsibility and authority to request and manage Commerce accounts and manage roles in the Communications Directory. This person by default is also a User. Each organization is encouraged to have two HCS Coordinators.

## Reminders:

- Each organization must ensure compliance with HCS security requirements.
- Refer to June 16, 2016 email for instructions on:
  - ✓ Accessing existing HCS accounts
  - ✓ Identifying new HCS Coordinators

*\* The HCS organization is the County for the LDSS, it does not distinguish between the various departments/divisions in a county.*

# HCS User Account Creation

## Paperless HCS User Account

NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS. The Health Commerce System (HCS) user account request has gone paperless! No more signatures and notary. Applying for an HCS user account is as simple as filling out an online form and having a NYS DMV Driver License or NYS DMV Non-driver Photo ID. People that do not have a NYS DMV Driver License or NYS DMV Non-driver Photo ID can still apply for an HCS user account using the existing process which requires signatures and a notary. Please see your HCS Coordinator to apply.\*

### A. User steps...

#### What are the steps?

To obtain an account, you must:

1. Register for an account
2. Enroll your account on the HCS. This step must be done with your HCS Coordinator

#### Important Information!

To enroll using the paperless process, you must have a NYS DMV Driver License or NYS DMV Non-driver Photo ID.

#### Where do I register?

1. Open your web browser and enter this website in the address bar

<https://apps.health.ny.gov/pub/userstop.html>

2. Click 'Register for an account'

#### How do I register?

1. Complete the Name, Address and Policy Statement sections, and click Continue  
NOTE: Your name must match what is on your NYS driver license or NYS Photo ID
2. Request a userid and create a password, click Continue
3. Answer at least six of the 27 secret question, click Register
4. Confirm your account information, and click Confirm
5. Print your NYSDOH Account Registration Completion information, click OK
6. You will receive a confirmation email that your userid was created
7. See your \*HCS Coordinator with your NYSDOH Account Registration Completion printout and your NYS DMV Driver License or NYS DMV Non-driver Photo ID



### B. Coordinator steps...

#### How do I enroll a user with the paperless process?

1. Log on the HCS
2. Click Coord Account Tools - HCS under My Applications  
\* Counties click Coord Account Tools—LHD
3. Click User under 'Request an account for a...'
4. Click Yes, they have a NYS DMV driver license or NYS DMV Non-driver Photo ID  
NOTE: A NYS driver license is required for the paperless process. If they do not have one, click 'No, they do not...'
5. Select your organization in the list
6. Enter the user's Public ID, click Submit  
NOTE: This information must be supplied by the user when they registered for an HCS account
7. Enter the user's information from the NYS driver license or NYS Photo ID, click Submit  
NOTE: The information must match exactly
8. Enter the user's contact information (fields marked with an asterisk are required), click Submit
9. Your user is enrolled on the HCS. Please instruct them to use their userid and password they created and sign in the HCS (<https://commerce.health.state.ny.us>)



### C. User steps...

#### How do I sign on the HCS?

Once your HCS Coordinator completes their steps above, you will be enrolled on the HCS and receive a congratulations email. Do the following:

1. Read the 'Document 2 SAUP' for rules and responsibilities
2. Click the HCS website link (or copy and paste it in your browser's address bar), and enter your userid and password that you created when registering

- HCS Coordinator ensures staff have an active HCS User Account.
- All MAPP Users must have their own active HCS User Account
- Staff without an active account must work with their HCS Coordinator

1. Staff person completes Part A
2. HCS Coordinator completes Part B
3. Staff person completes Part C

\* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm)



Department of Health

Medicaid Redesign Team

# HCS User Account Creation

- Can I use the HCS Paperless process for a staff member who is an out-of-state resident?

No. The paperless process may only be used for staff with a New York State Driver's License or a New York State Non-Driver's Photo Id. The HCS Coordinator must use the **Coordinator Account Tool** to complete an **Account Request**.
- The user created an HCS user account. Why is it showing up as not active?

The most likely reason for an account being listed as not active is that that HCS Coordinator did not complete **Step B** in the HCS Paperless Process.
- Is it necessary for staff to have an HCS User Account for training and to access the MAPP?

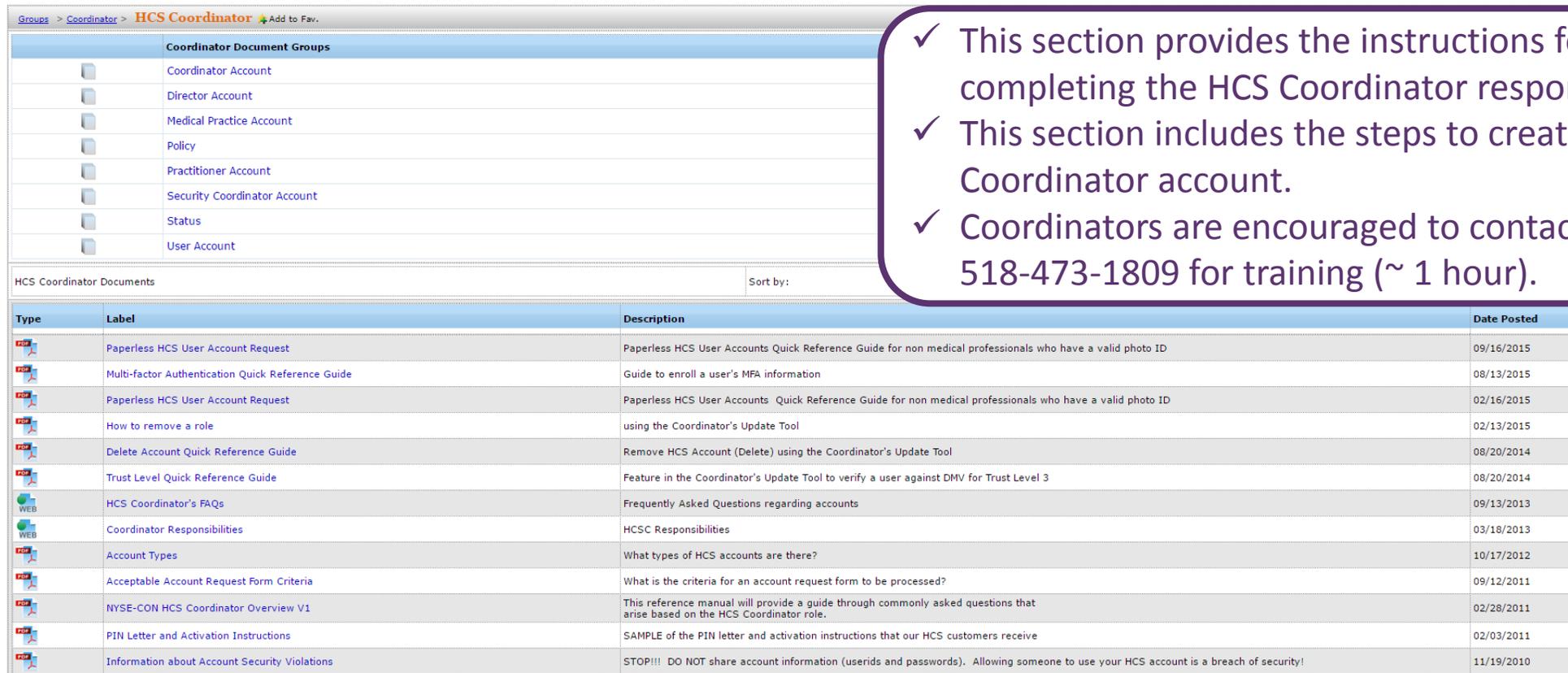
Yes. This is one of the basic requirements for a user.

Select "Documents by Group" to access HCS Coordinator resources

Type	Label	Description	Date Posted
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Paperless HCS User Account Quick Reference Guide	Quick Reference guide - NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UASI!	11/08/2013
PDF	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
PDF	Coordinator Responsibilities	HCSC Responsibilities	03/18/2013
PDF	How to remove a role	using the Coordinator's Update Tool	03/15/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
PDF	Acceptable Account Request Form Criteria	What is the criteria for an account request form to be processed?	09/12/2011
PDF	NYSE-CON HCS Coordinator Overview V1	This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role.	02/28/2011
PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
PDF	Information about Account Security Violations	STOP!!! DO NOT share account information (userids and passwords). Allowing someone to use your HCS account is a breach of security!	11/19/2010

# HCS Coordinator Resources

-> My Content -> Documents by Group -> Coordinator ->HCS Coordinator



The screenshot shows a web interface for HCS Coordinator Resources. At the top, there is a breadcrumb trail: "Groups > Coordinator > HCS Coordinator". Below this, there is a section titled "Coordinator Document Groups" with a list of folders: Coordinator Account, Director Account, Medical Practice Account, Policy, Practitioner Account, Security Coordinator Account, Status, and User Account. Below that is a section titled "HCS Coordinator Documents" with a "Sort by:" dropdown. The main content is a table with the following columns: Type, Label, Description, and Date Posted. The table contains 13 rows of document entries.

Type	Label	Description	Date Posted
PDF	Paperless HCS User Account Request	Paperless HCS User Accounts Quick Reference Guide for non medical professionals who have a valid photo ID	09/16/2015
PDF	Multi-factor Authentication Quick Reference Guide	Guide to enroll a user's MFA information	08/13/2015
PDF	Paperless HCS User Account Request	Paperless HCS User Accounts Quick Reference Guide for non medical professionals who have a valid photo ID	02/16/2015
PDF	How to remove a role	using the Coordinator's Update Tool	02/13/2015
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
WEB	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
WEB	Coordinator Responsibilities	HCS Responsibilities	03/18/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
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PDF	NYSE-CON HCS Coordinator Overview V1	This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role.	02/28/2011
PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
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- ✓ This section provides the instructions for completing the HCS Coordinator responsibilities.
- ✓ This section includes the steps to create a HCS Coordinator account.
- ✓ Coordinators are encouraged to contact CAMU at 518-473-1809 for training (~ 1 hour).

# HCS Coordinator

- Delegated authority to grant access to HCS for staff from your organization.
- Primary responsibility is to create new users and edit existing users the HCS for their organization.
- Ensure that only authorized and appropriate staff have access.

# LDSS Gatekeeper

- Delegated authority to grant access to MAPP for staff from your organization.
- Primary responsibility is to create new users and edit existing users *within MAPP* for their organization (the LDSS).
- Responsible for updating organizational information.
- Must be adequately informed of MAPP to ensure that only authorized and appropriate staff have access to MAPP.

# Single Point of Contact

Single Point of Contact (SPOC) will:

- Facilitate communication between SDOH and LDSS concerning the implementation of Health Home Serving Children including access to the HCS, the MAPP Health Home Tracking System, the Uniform Assessment System for New York (UAS-NY), etc.
- Receive direct communication from SDOH and is expected to disseminate the information to the appropriate staff within his/her organization.
- compile any required responses and submit the information to SDOH.

# LDSS Next Steps

- Work with HCS Coordinator to have the HCS user accounts created.
  - ✓ Some staff may already have an HCS User Account
- Identify up to two LDSS Gatekeepers (refer to June 16 email).
- Identify the staff from your LDSS that will require access to the HHTS to make referrals.
  - ✓ Not all staff will be required to have access
  - ✓ keep access to essential staff to minimize security exposure
- Work with staff to complete Multi-Factor Authentication Process.

# SDOH Next Steps

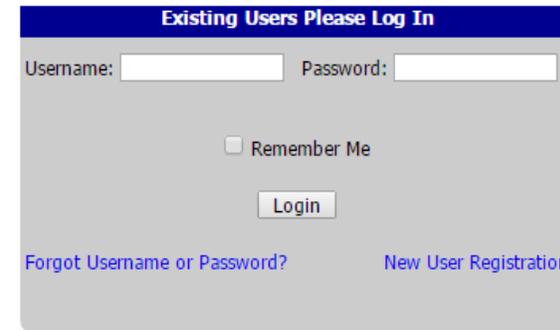
- Process LDSS Gatekeeper requests.
- Provide training on LDSS Gatekeeper role and responsibilities.
- Review and revise current training courses and determine the requirements for staff working with children.

# LDSS Gatekeeper Next Steps

- Complete required training (anticipated availability August 2016).
- Assign “LDSS Referrer” role to appropriate LDSS staff (anticipated August 2016).

# End-User Next Steps

- Complete Multi-Factor Authentication process.
- Complete required training; anticipated availability August 2016.
  - ✓ End-users will receive email from MAPP Customer Care Center, which will include instructions for accessing training environment.

A login form with a blue header that reads 'Existing Users Please Log In'. Below the header are two input fields: 'Username:' followed by a white text box, and 'Password:' followed by a white text box. Below these fields is a checkbox labeled 'Remember Me'. A 'Login' button is centered below the checkbox. At the bottom of the form, there are two links: 'Forgot Username or Password?' and 'New User Registration'.

Public Class Calendar						
June 2016						
S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

# End-User Next Steps - MFA

## Multi-factor Authentication Quick Reference Guide

The **Multi-factor Authentication (MFA)** is a method of access which a user can pass by successfully presenting several separate authentication stages. It will provide another security level to an HCS application that contains protected health information (PHI) or personal identifying information (PII). Users of the MFA protected applications will be able to choose how they will authenticate MFA, by SMS (text message) or voice call. However, to use the MFA feature, the user will need to enroll their MFA information using their valid NYS driver license or non-driver photo ID. If they do not have one, they must see their HCS Coordinator in person who can enroll them with a valid photo ID.

### User steps...

**What is needed to enter MFA information...**

1. A valid NYS driver license or non-driver photo ID
2. If you do **not** have a valid NYS driver license or non-driver photo ID, **stop here and see your HCS Coordinator.**

**Where do I locate the MFA feature...**

1. Open a web browser.
2. Go to HCS — <https://commerce.health.state.ny.us>
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **My Content** in the upper right corner
6. Click **Change My Contact Information...**
7. Click the **MFA Information** tab

MFA Information

**How do I enroll my MFA information...**

1. Enter your DMV ID or non-driver photo ID
3. Enter your date of birth (YYYYMMDD format)
4. Select your gender
5. Enter your zip code
6. Click **Submit**
7. Select how you want to receive the type of authentication (SMS or Voice)
8. Enter the phone number where the validation code should be sent

Information entered successfully, you will see **DMV check successful. Please enter MFA information.** If your DMV validation is not successful, see your HCS Coordinator to be enrolled.

**How do I use the MFA feature...**

1. Click the application that requires MFA in your My Applications
2. You will receive the verification code either SMS or Voice
3. Enter the verification code
4. Click **Authenticate**

or

### HCS Coordinator steps...

**What is needed to enter my user's MFA information...**

1. You will need to validate the user in person
2. The user must have a valid photo ID

U.S.Passport, with photograph and name  
US Driver's License with photograph and name  
US Federal,NY State ID card with photograph  
Driver's Lic issued by Canadian Govt.  
Unexpired foreign passport with I-551/I-94  
Alien Registration Card with photograph  
Unexpired Temporary Resident Card(INS I-688)  
Unexpired Employment Card(INS I-688A)  
Unexpired Reentry Permit(INS I-327)  
Unexpired Refugee Travel Document(INS I-571)  
Unexpired Employment Document(INS I-688B)

**Where do I locate the MFA feature...**

1. Open a web browser.
2. Go to HCS  
<https://commerce.health.state.ny.us>
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **Coordinator's Update Tool** in your My Applications
6. Select the organization (if not selected)
7. Click **Manage People**
8. Click the user's name link
9. Click the **MFA Information** tab

MFA Information

**How do I enroll my user's MFA information...**

1. Enter your date of birth (YYYYMMDD format)
2. Select your gender
3. Select the user's valid photo ID
4. Enter the additional criteria in **Comments** :

2. Select how the user wants to receive the type of authentication (SMS or Voice)

3. Enter the phone number the validation code should be sent to
4. Click **Submit**

Information entered successfully, you will see **MFA information saved successfully.**

#### Need help...

- MFA questions—Send an email to [hcsoutreach@health.ny.gov](mailto:hcsoutreach@health.ny.gov).
- I locked my account! User's will have three chances to enter the MFA validation code successfully in an application. After three failed attempts, they will be logged out HCS and their account will be locked.
  1. They must contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 to have their account unlocked.

- End-user completes the process if he/she has New York State Driver's License or New York State Non-Drivers Photo Identification.
- HCS Coordinator completes for all others.



# Submission of Documents and Updates

- Please send any questions, comments or feedback on Health Homes Serving Children to: **hhsc@health.ny.gov** or contact the Health Home Program at the Department of Health at 518.473.5569.
- Stay current by visiting our website:  
[http://www.health.ny.gov/health\\_care/medicaid//program/medicaid\\_health\\_homes/health\\_homes\\_and\\_children.htm](http://www.health.ny.gov/health_care/medicaid//program/medicaid_health_homes/health_homes_and_children.htm)
- Health Home Listserv  
[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/listserv.htm](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/listserv.htm)
- Health Home Bureau Mail Log (BML)  
[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)
  - Enter “MAPP Children’s Health Home Webinar” in the subject line.
- Referral Portal Webinar scheduled for Wednesday July 13, 2016 from 1-2:30 pm



# QUESTIONS?



# Health Homes Serving Children List of Acronyms

- ACS: NYC Administration of Children Services
- AI: AIDS Institute
- ALP: Assisted Living Program
- ASA: Administrative Service Agreement
- BAA: Business Associate Agreement
- BHO: Behavioral Health Organization
- CAH: Care at Home
- CBO: Community Based Organizations
- CMA: Care Management Agency
- DEAA: Data Exchange Agreement Application
- EI: Early Intervention
- FFS: Fee For Service
- HCBS: Home and Community Based Services
- HCS: Health Commerce System
- HH: Health Home
- HHSC: Health Home Serving Children
- HIT: Health Information Technology
- LDSS: Local Department of Social Services
- LGU: Local Government Unit
- MAPP: Medicaid Analytics Performance Portal (Health Home Tracking System)

# Health Homes Serving Children List of Acronyms

- MCO/MCP: Managed Care Organization / Managed Care Plan
- MRT: Medicaid Redesign Team
- MMIS #: Medicaid Management Information Systems
- NPI #: National Provider Identifier
- OASAS: Office of Alcoholism and Substance Abuse Services
- OCFS: Office of Children and Family Services
- OMH: Office of Mental Health
- OMH-TCM: Office of Mental Health Targeted Case Management
- SED: Serious Emotional Disturbance
- SMI: Serious Mental Illness
- SPA: State Plan Amendment
- SPOA: Single Point of Access
- SPOC: Single Point of Contact
- TCM: Targeted Case Management
- UAS-NY: Uniform Assessment System for New York
- VFCA: Voluntary Foster Care Agency