Readiness Reviews of Contingently Designated Health Homes Serving Children
Overview

- Today’s Webinar will review the status of action items (i.e., “Readiness Deliverables”) required to be taken by the 16 Health Homes contingently designated to serve children to ensure they can effectively operate (i.e., meet Health Home administrative requirements and procedures) and enroll children in Health Homes.

- Provide information to assist Health Homes with meeting Readiness Deliverables, including:
  - HCS Readiness – Required to Access MAPP
  - DEAA/BAA Requirements and Care Management Agency Affiliations
  - Health Information Technology (HIT) Compliance
  - Billing Readiness

- Review and provide a “check list” of outstanding action items/Readiness Deliverables, that contingently designated Health Homes need to address to allow the Department to formally notify such Health Homes they have satisfied their contingencies and can begin enrolling children in Health Homes
## Status of Readiness Deliverables – Health Homes Contingently Designated To Serve Children

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Readiness Items</th>
<th># of Designated Health Homes Meeting Deliverable</th>
</tr>
</thead>
</table>
| 6/30/15  | Health Homes return signed letters accepting designation and agreement to address contingencies  
• All designees | 16/16 submitted |
| 7/17/15  | New NPI Notification  
• Existing HHs with new NPI  
• New HHs | 16/16 notified |
| 7/17/15  | Health Home Primary contact | Ongoing updates |
| 7/17/15  | Health Home Single Point Of Contact (SPOC)  
• All designees | 16/16 submitted |
| 8/17/15  | Care Management Agency List/SPOC ([Attachment A](#))  
• All designees | 15/16 submitted |
| 8/17/15  | Finalized Network Partner List  
• All designees | 16/16 submitted |
# Status of Readiness Deliverables – Health Homes Contingently Designated To Serve Children

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Readiness Item</th>
<th># of Designated Health Homes Meeting Deliverable</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 8/17/15</td>
<td>Contingency Response Letters Due</td>
<td>15/16 submitted</td>
</tr>
<tr>
<td></td>
<td>• All designees</td>
<td></td>
</tr>
<tr>
<td>8 8/17/15</td>
<td>Data Exchange Application and Agreement with DOH (Attachment D)</td>
<td>3/7 executed new DEAAs</td>
</tr>
<tr>
<td></td>
<td>• Existing HHs with new NPI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• New HHs</td>
<td></td>
</tr>
<tr>
<td>9 9/1/15</td>
<td>Business Associate Agreements with CMAs</td>
<td>8/16 executed new BAAs</td>
</tr>
<tr>
<td></td>
<td>• Existing HHs with new NPI</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Existing HHs with new CMAs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• New HHs</td>
<td></td>
</tr>
<tr>
<td>10 9/15/15</td>
<td>Health Information Technology (HIT) Standards Compliance</td>
<td>11/12 addressed in contingency response letter</td>
</tr>
<tr>
<td></td>
<td>• Existing HHs</td>
<td></td>
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<tr>
<td>11 10/1/15</td>
<td>Billing Readiness</td>
<td>0/16 submitted</td>
</tr>
<tr>
<td></td>
<td>• All designees</td>
<td></td>
</tr>
<tr>
<td>12 12/15/16</td>
<td>Health Information Technology (HIT) Standards Compliance</td>
<td>4/4 submitted addressed in contingency response letter</td>
</tr>
</tbody>
</table>
HCS Readiness - Existing Health Homes Expanding to Serve Children who are:

- Adirondack Health Institute, Inc.
- CNYHHN, Inc
- Coordinated Behavioral Care, Inc.
- Greater Rochester Health Home Network LLC
- Hudson River Health Care, Inc.
- Niagara Falls Memorial Medical Center
- North Shore LIJ Health System
- St. Mary’s Healthcare
- Visiting Nurse Service of Schenectady County dba Care Central

- Using existing NPI and MMIS #’s
- Adults and Children Reported Together in MAPP
“To Do” List for 9 Existing Health Homes Expanding to Serve Children who are:

- Using existing NPI and MMIS #'s
- Adults and Children Reported Together in MAPP

- Identify staff that will be working specifically with children
- Determine the need for these staff to access the MAPP and the required role (worker, screener, read-only).
- Work with the HCS Coordinator to ensure that these staff have an active HCS User Account
- After the release of MAPP (10/15 for Adults) MAPP Gatekeepers (as opposed to DOH staff), including MAPP Gatekeepers for existing and new Health Homes designated to serve children will assign roles to these staff in MAPP
HCS Readiness - Health Homes that are:

- Require or requested new NPI and MMIS, changing organization name, or newly designated
- Adults and Children Reported Separately in MAPP (existing Health Homes) or
- Only Children Reported in MAPP (newly designated Health Homes)

Existing Health Homes/Reporting Children Separately in MAPP
- Catholic Charities of Broome County
- Community Care Management Partners, LLC
- Mount Sinai Health Home

Newly Designated Children’s Health Homes
- Children’s Health Home of Upstate New York
- The Collaborative for Children and Families
- Children's Health Home of Western New York (Kaleida Health)
- Montefiore Medical Center
# HCS Readiness - Health Homes that are Existing Health Homes or Newly Designated Health Homes

<table>
<thead>
<tr>
<th>Health Home Serving Children</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>NPI</td>
</tr>
<tr>
<td>Catholic Charities of Broome County/Encompass</td>
<td>Yes</td>
</tr>
<tr>
<td>Community Care Management Partners, LLC</td>
<td>Yes</td>
</tr>
<tr>
<td>Mount Sinai Health Home</td>
<td>Yes</td>
</tr>
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<td>Children’s Health Home of Upstate New York</td>
<td>Yes</td>
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<td>The Collaborative for Children and Families</td>
<td>Yes</td>
</tr>
<tr>
<td>Children’s Health Home of Western New York (Kaleida Health)</td>
<td>Yes</td>
</tr>
<tr>
<td>Montefiore Medical Center (name change)</td>
<td>No</td>
</tr>
</tbody>
</table>
“To Do” List for Health Homes Listed on Slide 7

- Obtain MMIS Provider ID *(NOTE: process can take up to 90 days).*
- Notify DOH of new MMIS Provider ID. DOH will create an HCS organization account for the Health Home.
- Complete Data Exchange Application and Agreement (DEAA).
- Execute Business Associate Agreement (BAA) with all affiliated Health Home Care Management Agencies.
- Health Home will designate an HCS Director and HCS Coordinator.
- Once the HCS Coordinator account is activated, the HCS Coordinator will establish HCS User Accounts for respective staff.
- Notify DOH of name of MAPP Gatekeeper and Alternate
- Identify staff that will require access to the MAPP and the required role.
- MAPP Gatekeeper will receive instructions on assigning MAPP roles to staff.
Requirements for All 16 Contingently Designated Health Homes – Health Home Care Management Affiliations

• 15 of the 16 Health Homes serving children have submitted their list of care management agencies they will be affiliated with (i.e., contract with to be downstream care managers)

• Health Homes should include themselves in the care management list if they are intending to directly provide care management services (“act as a Care Management Agency”)

• DOH will send a final Health Home CMA list to Health Home SPOC to confirm accuracy and completeness of the list.
Requirements for All 16 Contingently Designated Health Homes – Health Home Care Management Affiliations (cont’d)

- The list is critical to the operations of the Health Home because it will be used by DOH to:
  - Ensure Care Management Agencies are set up / have access to HCS
    - Access to HCS is required to access MAPP
  - Verify the Health Home has a BAA in place with the Care Management Agency (CMA)
    - BAA must be in place in order for DOH to set up Health Home CMA in HCS under Health Home CMA organization type
    - Establish and document new CMA affiliations with Health Homes within the children’s MAPP portal to process community and direct referrals and enroll children in Health Homes
Requirements for All 16 Contingently Designated Health Homes – Health Home Care Management Affiliations (cont’d)

• **ALL** Health Home Care Management Agencies (CMA) should be reflected in *Health Home Provider Network Lists*.

• To update Health Home CMA affiliations, Health Home SPOC will submit an email to DOH Health Homes to update (add or remove) the affiliated Health Home Care Management Agencies.

  ➢ Email must include an executed BAA if adding a new Care Management Agency

  ➢ Form is available under “Resources for Designated Health Homes Serving Children”.

  (http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hhsc_resources.htm)
Requirements for All 16 Contingently Designated Health Homes – Health Home Care Management Affiliations (cont’d)

• 1 out of 16 newly designated Health Homes serving Children have not submitted the list of their affiliated Health Home Care Management Agencies.

➤ Health Homes are encouraged to submit this as soon as possible

➤ Failure to submit list of Care Management Agency affiliations will prevent a Health Home from becoming operational in MAPP and will preclude ability to enroll children in Health Homes
HH Care Management Agency Affiliations

- There are 503 Health Home – Health Home Care Management Agency Affiliations. A Health Home Care Management Agency may have affiliations with multiple Health Homes, each affiliation is “counted” in the total.

- 233 of the 503 have executed BAA’s that have been submitted to DOH.

- 270 of the 503 do not have executed BAA’s. These should be submitted as soon as possible.
Health Information Technology (HIT) Requirements

• Existing Health Homes designated to serve children will have three months from date of Health Home designation to meet compliance with HIT standards – on or before September 15, 2015

• New Health Homes designated to serve children will have 18 months from date of Health Home designation to meet compliance with HIT standards – on or before December 15, 2016
Health Information Technology (HIT) Requirements (cont’d)

• 11 of 12 existing Health Homes contingently designated adequately responded to the HIT deliverables in their Contingency Response Letters due 8/17/15

• 4 of 4 new Health Homes contingently designated adequately responded to the HIT deliverables in their Contingency Response Letters due 8/17/15
Health Home HIT Standards

• 6A. Structured information systems to create, document, execute, and update a plan of care for every patient

• 6B. Systematic process to follow up on tests, treatments, services and referrals incorporated into patient’s plan of care

• 6C. Health record system which allows patient’s health information and plan of care to be accessible to interdisciplinary team of providers for population management and identification of gaps

• 6D. Makes use of available HIT and access data via RHIO/QE
Health Home HIT Standards (cont’d)

• 6E. Structured interoperable HIT to support a Plan of Care for every patient

• 6F. Certified Meaningful Use EHR, allowing patient’s health information and plan of care to be accessible to interdisciplinary team

• 6G. Compliance with current/future version of Statewide Policy Guidance

• 6H. Commitment to joining RHIO/QE

• 6I. Use of evidence based clinical decision making tools, consensus guidelines, and best practices
Compliance with HIT Standards for Existing Health Homes – Process for Verifying Compliance

• To establish and verify that Existing Health Homes have satisfied the HIT requirements as required by the State Plan Amendment, DOH is requesting Existing Health Homes submit the following information. The Information must be submitted prior to the date in which the Health Home begins enrolling children.

• **6A-6D**: Re-submission of policy and procedure documents for HIT standards to reflect changes in workflow around minor privacy and consent issues, as well as RHIO participation

• **6E**: Existing Health Homes must certify to DOH that their existing HIT system will be accessible to all *new* downstream providers associated with the members’ care. If DOH deems it necessary to verify compliance it may require the Health Home to demonstrate its HIT care planning tool.

• **6F**: Documentation reflecting partners added to their network are currently using certified for meaningful use EHR systems (please see excel spreadsheet from March 2015 HIT HH Webinar)

• **6I**: Provide Updated listing of clinical decision making support tools to include any new clinical providers

• **NOTE: Standards 6G&H** have already been satisfied and document for all existing HHs – no action required
Compliance with HIT Standards for New Health Homes – Due 12/15/2016

• **6A-6D**: Submission of policy and procedure documents for HIT standards to reflect workflow around minor privacy and consent issues, as well as RHIO participation

• **6E**: Demonstration that all new downstream providers have electronic access to care plan

• **6F**: Documentation reflecting updated partners list for all providers in the lead HH network (please see March 2015 webinar for additional information)

• **6G**: Attestation from the HH of compliance with current/future version of Statewide Policy Guidance

• **6H**: Signed contract with local RHIO

• **6I**: Listing of clinical decision making support tools to include all clinical providers
Compliance with HIT Standards

• Existing and New Health Homes please submit all requested materials through the “Email NYS Health Homes Program” link on the HH website under the Subject “Health Information Technology (HIT)”
Resources for HIT Requirements

For more information on Health Home HIT Requirements please review the HHSC HIT Webinar presented in March 2015 and available online (see below).

Additional assistance can be obtained by contacting Scott Rader, HIT Project and HH Performance Manager, Health Home Program at (518) 473-5569

Billing Readiness Attestations

Health Homes contingently designated to serve children must submit attestations that they have procedures in place and have tested their ability to bill MCO’s for Health Home services and pass Health Home payments down to all care management agencies.

- Health Homes need to have billing software and policies and procedures in place to meet readiness requirements for enrolling children in Health Homes.
- Health Homes need to indicate in their billing attestations the estimated number of days it will take to send payments to CMA’s and downstream providers once they are received from the MCO.
- Existing Health Homes that have been contingently designate to serve children and may have already submitted an attestation for their adult Health Home need to submit a separate attestation for their children’s Health Home designation.
  - Five Health Homes were notified of this requirement via email on 9/21/15.
### Check List of Readiness Activities to be Completed by Health Homes Listed on Slide #5

<table>
<thead>
<tr>
<th>HH</th>
<th>Contingency Response Letter (CR)</th>
<th>HIT Addressed</th>
<th>Billing Readiness Attestation and Billing Software**</th>
<th>DEAA with DOH</th>
<th>OMH TCM Providers/BAA</th>
<th>NPI and MMIS</th>
<th>ASAs</th>
<th>HH SPOC</th>
<th>NEW BAAs</th>
<th>CMA List/SPOC</th>
<th>Finalized Partner Network List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adirondack Health Institute, Inc.</td>
<td>YES</td>
<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>YES</td>
<td>Under Review by DOH</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
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<tr>
<td>CNYHHN, Inc.</td>
<td>YES</td>
<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>YES</td>
<td>Under Review by DOH</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Coordinated Behavioral Care, Inc.</td>
<td>YES</td>
<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>YES</td>
<td>Under Review by DOH</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Greater Rochester Health Home Network LLC</td>
<td>YES</td>
<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>YES</td>
<td>Under Review by DOH</td>
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<td>YES</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
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</table>

**Note a separate billing readiness attestation is required for children**
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<td>Hudson River Health Care, Inc.</td>
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<td>YES</td>
<td>YES</td>
<td>YES</td>
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<td>Niagara Falls Memorial Medical Center</td>
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<td>YES</td>
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<td>YES</td>
<td>YES</td>
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<tr>
<td>North Shore LIJ Health System</td>
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<td>YES</td>
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<td>St. Mary’s Healthcare</td>
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<tr>
<td>Visiting Nurse Service of Schenectady County dba Care Central</td>
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<td>Need to Submit Verifying Docs See Slide 19 (Not Addressed in CRL)</td>
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</table>

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## Check List of Readiness Activities to be Completed by Health Homes Listed on Slide #7

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<tr>
<th>HH</th>
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<tr>
<td>Catholic Charities of Broome County</td>
<td>YES</td>
<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>NO</td>
<td>Under Review by DOH</td>
<td>NPI: YES MMIS: YES Possible Name Change</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Community Care Management Partners, LLC</td>
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<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>NO</td>
<td>Under Review by DOH</td>
<td>NPI: YES MMIS: NO</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>Mount Sinai Health Home</td>
<td>YES</td>
<td>Need to Submit Verifying Docs See Slide 19</td>
<td>NO</td>
<td>NO</td>
<td>Under Review by DOH</td>
<td>NPI: YES MMIS: NO</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Children's Health Home of Upstate New York</td>
<td>YES</td>
<td>Requirements due 12/15/16 see slide 20</td>
<td>NO</td>
<td>YES</td>
<td>Under Review by DOH</td>
<td>NPI: YES MMIS: NO</td>
<td>NO</td>
<td>YES</td>
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<td>The Collaborative for Children and Families</td>
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<td>YES</td>
<td>Under Review by DOH</td>
<td>NPI: YES MMIS: NO</td>
<td>NO</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>Children's Health Home of Western New York (Kaleida Health)</td>
<td>YES</td>
<td>Requirements due 12/15/16 see slide 20</td>
<td>NO</td>
<td>YES</td>
<td>Under Review by DOH</td>
<td>NPI: YES MMIS: YES</td>
<td>NO</td>
<td>YES</td>
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<td>Montefiore Medical Center (The Partnership)</td>
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<td>Under Review by DOH</td>
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<td>NO</td>
<td>YES</td>
<td>NO</td>
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Process for Verifying Contingently Designated Health Homes Have Satisfied Contingencies

• The Department may be reaching out the select Health Homes to schedule meetings to discuss status of readiness activities and projected timelines for satisfying contingencies

• Health Homes that have satisfied all the items on the check list will receive a letter from Department indicating they have satisfied their contingencies and are ready to enroll children in Health Homes
  • Health Homes with a 12/15/16 HIT due date that have satisfied all other contingencies will receive a letter indicating they may enroll children and will be expected to meet the 12/15/16 HIT technology requirements
  • Department is working to verify that all OMH TCM providers have a BAA with at least one Health Home – Department may reach out to select Health Homes to help ensure this requirement is met to ensure smooth transition to Health Homes
Resources for Designated Health Homes Serving Children
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hhsc_resources.htm
Trainings – Health Homes Serving Children

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

Children’s Health Home Training Webinars and Presentations

- August 24th Webinar: OMH TCM Serving Children Transition to Health Homes -Legacy Rates (PDF, 1MB)
- August 13, 2015 Overview for Care at Home I & II Providers (PDF, 1MB)
- July 9, 2015 MAPP Children’s Health Home Webinar (PDF, 1MB)
- July 9, 2015 MAPP Children’s Health Home Webinar (Recording)
- June 24, 2015 Health Homes Designated to Serve Children - Next Steps (PDF, 1MB)
- June 24, 2015 Health Homes Designated to Serve Children - Next Steps (WMV, 63MB)
- June 9, 2015 Transitioning Office of Mental Health Targeted Case Management Program Serving Children to Health Homes (PDF, 2MB)
- June 8, 2015 Transitioning Office of Mental Health Targeted Case Management Program Serving Children to Health Homes (Webinar Recording)
- May 27, 2015 Data Exchange and Health Homes Serving Children: Data Exchange Application & Agreements for Health Homes Serving Children (PDF, 292KB)
- May 27, 2015 Data Exchange and Health Homes Serving Children: Data Exchange Application & Agreements for Health Homes Serving Children (WMV, 63MB)
- NYS Department of Health Data Exchange Application & Agreement Document (DOCX, 638KB)
- May 18, 2015 Health Homes Serving Children: Consent Policy and Procedures (PDF, 128KB)
- May 18, 2015 Health Home Serving Children: Consent Policy and Procedures (WMV, 90MB)
- May 11, 2015 Referral and Health Home Assignment Process for Children - Example "Use Cases” (PDF, 1MB)
- May 11, 2015 Referral and Health Home Assignment Process for Children - Example "Use Cases” (WMV, 89MB)
- April 29, 2015 Tailoring Health Home Model to Serve Children: Design and Implementation Updates (PDF, 1MB)
- April 29, 2015 Tailoring Health Home Model to Serve Children: Design and Implementation Updates (WMV, 126MB)
- April 6, 2015 Conference of Local Mental Hygiene Directors – Overview of Design of Health Home Model for Children (PDF, 1MB)
- March 4, 2015 Health Home Implementation Webinar, Session #51 - Health Information Technology: Requirements for Health Homes (PDF, 1MB)
- March 4, 2015 Health Home Implementation Webinar, Session #51 - Health Information Technology: Requirements for Health Homes (WMV, 51MB)
- February 27, 2015 Commissioner’s Advisory Panel - Tailoring Health Homes to Serve Children (PDF, 1MB)
- November 5, 2014 - Overview of Final Health Home Application to Serve Children and Other Design Updates (PDF 985KB)
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