

**NYS  
DEPARTMENT  
OF HEALTH**

## **NAVIGATING THE HEALTH HOME TRACKING SYSTEM PORTAL**

May 2013

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## Introduction to the Health Home Tracking System Portal

Previously called the *OHIP Data Portal*, the *Health Home Tracking System (HHTS) Portal* was created to facilitate communication between the New York State Department of Health (DOH), Managed Care Plans (MCP), and Health Homes (HH) regarding the status of Medicaid members eligible for Health Home services as outlined in the *Health Home Tracking System Specifications Document*.

Once logged in, users will only see certain tabs and can only access certain features based on the type of user they are. E.g. Health Homes will not be able to view the tab for Managed Care Plans, and Managed Care Plans will not be able to view the tab for Health Homes. However, this guide is designed for all users, Health Homes, Managed Care Plans, and NYS Department of Health users.

### HHTS/MCP Data Flow Process

Each Managed Care Plan will access through the portal an assignment file containing their Health Home eligible members with suggested assignments. Managed Care Plans will then review the proposed assignments and submit back to DOH a file containing final Health Home assignments for their members. Health Homes can then access one assignment file through the HHTS that contains both Fee-for-Service and Managed Care Health Home eligible members. DOH will release the Health Home and Managed Care assignment files at the same time, so Health Homes and Managed Care Plans should discuss when the Managed Care Plan will submit their final Health Home assignments to the portal. Once a Health Home begins Health Home services, the Health Home will submit member enrollment information to the portal as outlined in the *Health Home Tracking System Specifications Document*.

Additionally, the portal now contains a Billing Roster function. This function allows Health Homes to communicate to their members' Managed Care Plans which enrollees received a billable Health Home service for a specific date of service.

### HHTS Capabilities

These capabilities are currently available to Health Homes and Managed Care Plans with Health Commerce System access. Current Capabilities:

- Tracking file submission (Add, Change, Reject, and Delete records)
- HH Assignment file download
- HH Member acuity score file download
- HH Enrollment record download ("data dump")
  - Creates a file containing all records that a provider has successfully submitted to the portal
- Member search
  - Find member's HH eligibility, Medicaid eligibility, HH enrollment, and last 5 unique providers
- MCP enrollment record download
- MCP member acuity score file download
- HH Billing Roster submission
- HH/MC Billing Roster download
- MC Final Health Home Assignment file upload

## Logging into the HHTS

1. Access this link: <https://commerce.health.state.ny.us/omportal/HealthHome/HealthHome.html>
2. Log in using your HCS user ID and password
3. Once you are logged in, copy and paste the above URL into the browser again
4. **TIP:** This can be made into a bookmark you can simply click it, log in and click it again

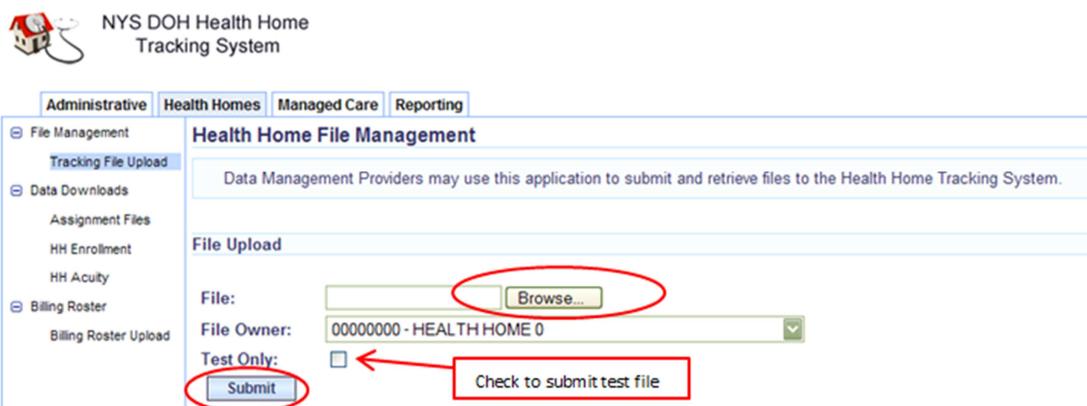
## Navigating the HHTS (Health Homes)

The first tab that Health Homes will see in the portal is the Health Homes tab. This tab contains sections for Tracking File Upload; Assignment Files, HH Enrollment, HH Acuity, and Billing Roster file downloads; and Billing Roster submissions.



## File Management

The **Tracking File Upload** is where Health Homes will upload their Tracking Files to the HHTS. Users submit fixed length text files by clicking "Browse..." to locate a file, then selecting their Health Home from the "File Owner" dropdown, and clicking "Submit." Users can also submit test files by checking the "Test Only" box prior to clicking "Submit."



Once a file is uploaded, the following information will be displayed: 1) The File ID, which is assigned to a submitted by the portal, 2) File Name, 3) the date that the file was uploaded, 4) the status of the file, 5) the process date, 6) the file owner’s provider ID, 7) the number of records that were submitted on the file, 8) the number of lines that were rejected, 9) the original file submitted 10) the error report, and 11) the ability to delete a file that has not been processed by clicking here. At the bottom of this page, there is also a link to download a copy of the Error Codes.

Please use the following naming convention to name the **ACTUAL** monthly files you are submitting to DOH (not the test files)

- Health Home/Managed Care Plan Name\_date the file was submitted
- Example: Sunshine Health Home\_ July 24, 2012

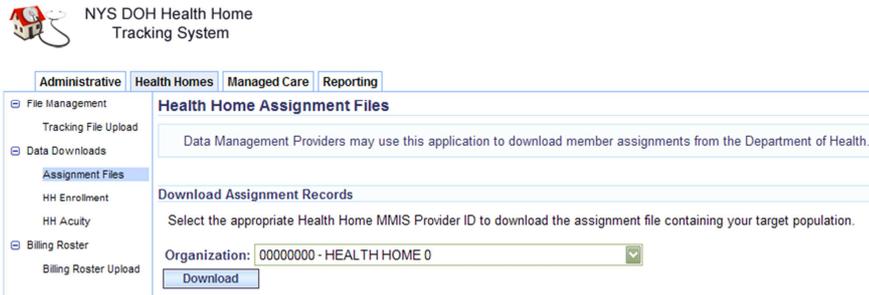
Please use the following naming convention to name the **TEST** monthly files you are submitting to DOH (not the actual files)

- TEST\_Health Home/Managed Care Plan Name\_date the file was submitted
- Example: TEST\_Sunshine Managed Care Plan\_ July 24, 2012

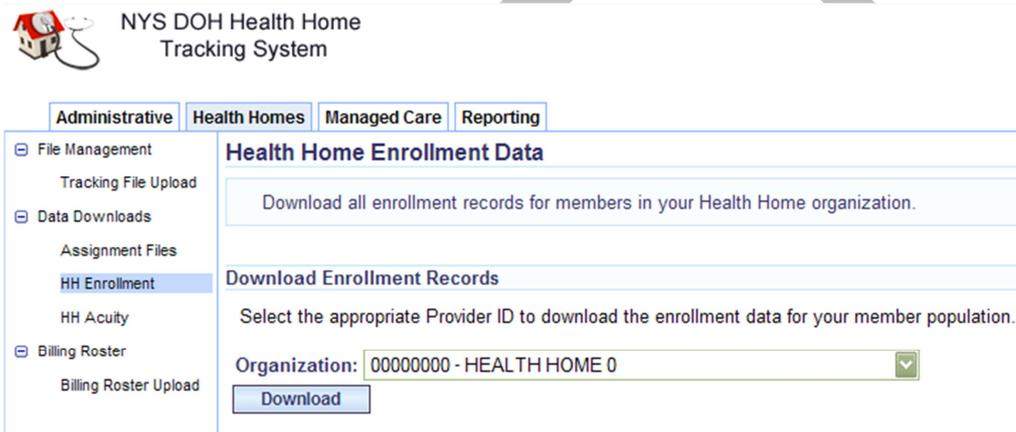
ID	File Name	Upload Date	File Status	Process Date	Owner ID	Lines	Errors	Original	Errors	Delete
1244	health home 0_March 2013.txt	Mar 04	FINAL	03/05/2013	00000000	27	7			
1241	Health Home 1_3_4_2013.txt	Mar 04	FINAL	03/05/2013	01111111	20	20			
1240	Health Home 3_March 2013.txt	Mar 04	FINAL	03/05/2013	03333333	1523	223			
1239	health home 5_March 2013.txt	Mar 04	FINAL	03/05/2013	05555555	44	9			
1238	Health Home 4_March 4 2013.txt	Mar 04	FINAL	03/05/2013	04444444	505	30			
1231	TEST_Health Home 2_March 2013.txt	Mar 04	TEST	02222222	1776	1776				X
1202	Health Home 3_February 2013.txt	Feb 04	FINAL	02/05/2013	03333333	762	22			

## Data Downloads

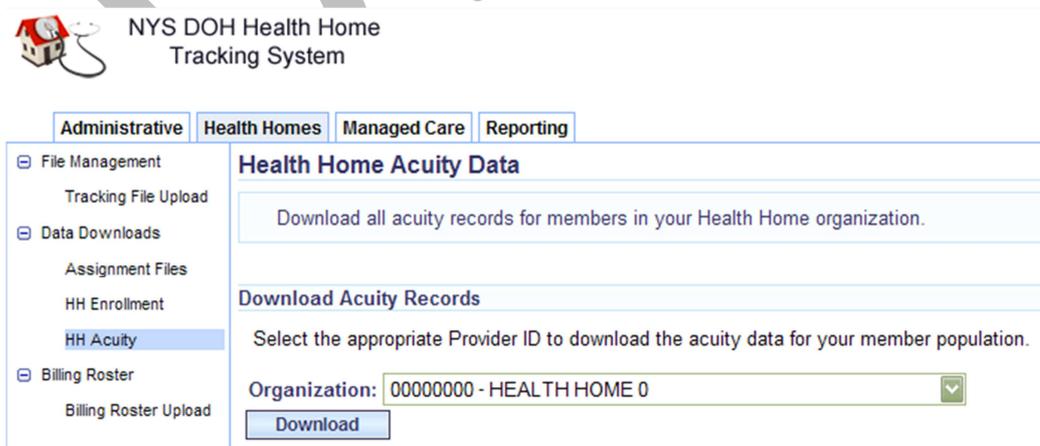
Health Homes can download their most current **Assignment File** at any time from the Assignment Files screen. Eventually, assignment files will be released every quarter. However, until we are on this quarterly release schedule, DOH will notify the Health Home community when the assignment files have been refreshed. Please note that assignment files will likely increase and/or decrease between file refreshes as assignment members are enrolled in the Health Home program, as members’ Medicaid eligibility changes, as members move from FFS to Managed Care or from one plan to another, and as Managed Care Plans assign new patients to Health Homes. Due to this expected assignment file fluctuation, it is recommended that users regularly download assignment files.



The second file available in the Data Download section is the **HH Enrollment Record**, or “Data Dump,” which will show all accepted outreach/engagement and enrollment segments for that Health Home. This file can be used to confirm that members were accepted into the HHTS and should be broken up by Care Management Agencies and securely shared with the Health Home’s Care Management Agencies.



Health Homes also have the option to download the **HH Acuity File** containing acuity scores for all members that are either assigned to, or in active segments with that Health Home. Health Home enrolled members not included in the HH Acuity file were not pre-identified as Health Home eligible and will be assigned the average statewide Health Home acuity score.



## Billing Roster

From this page, Health Homes can upload a file containing billing information for Managed Care members that are not receiving Health Home services from a converting program. This submitted file will be sent to the appropriate Managed Care Plans through the portal. By submitting this file, the Health Home can inform the Managed Care Plan that a billable service was provided for member on the specified date of service. Any member submitted to the portal using the billing roster function that is not enrolled in the Health Home program through the portal will be rejected.



NYS DOH Health Home  
Tracking System



Logged in

Administrative Health Homes Managed Care Reporting

File Management  
Tracking File Upload

Data Downloads  
Assignment Files  
HH Enrollment  
HH Acuity

Billing Roster  
Billing Roster Upload

### Health Home Billing Roster

Health Homes may upload a roster of members where a billable service has been provided.

**File Upload**

File:

File Owner: 00000000 - HEALTH HOME 0

Uploaded Files - Files are available immediately for download by Managed Care Plans

ID	Upload Time	Health Home ID	Lines	Rejected	Accepted	Rejected
74	04/03/2013 03:00:33	05555555	152	53		
73	04/03/2013 02:44:57	05555555	205	0		

## Navigating the HHTS (Managed Care)

The first tab that Managed Care Plans will see is the **Managed Care** tab. This tab contains sections where the Managed Care Final Health Home Assignment Submission can be uploaded and where the DOH Assignment, Enrollment, Acuity, and Billing Roster files can be downloaded.



NYS DOH Health Home  
Tracking System

Administrative Health Homes **Managed Care** Reporting

File Management  
MCO Assignment Upload

Data Downloads  
MCO Assignment Files  
MCO Enrollment  
MCO Acuity

Billing Roster  
Billing Rosters

### Health Home File Management

## File Management

Managed Care Plans can upload their **Managed Care Final Assignment Submission** file in the File Management section of the Managed Care tab. Managed Care Plans will submit the **Managed Care Final Assignment Submission** file to the portal to indicate which Health Home the submitted members should be assigned to. Users submit fixed length text files by clicking “Browse...” to locate a file, then selecting their Managed Care Plan ID from the “File Owner” dropdown, and clicking “Submit.”

Once you have uploaded your file, you will see below the 1) the File ID, which is assigned to a uploaded file by the portal, 2) The date and time that a file was uploaded, 3) Managed Care Plan ID, 4) the number of lines submitted on the file, 5) the number or lines that were rejected, 6) the original file submitted to the portal, and 7) the error report.

NYS DOH Health Home Tracking System

Administrative | Health Homes | **Managed Care** | Reporting

File Management | **Managed Care Assignment Upload**

MCO Assignment Upload

Upload Member assignments to Health Homes.

**File Upload**

File:

Managed Care Plan: 00477156 - AFFINITY HEALTH PLAN INC

Uploaded Files - Files are processed immediately and available to Health Homes after nightly processing.

ID <sup>1</sup>	Upload Time <sup>2</sup>	Managed Care Plan ID <sup>3</sup>	Lines <sup>4</sup>	Errors <sup>5</sup>	Original <sup>6</sup>	Errors <sup>7</sup>
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## Data Downloads

Managed Care Plans can download their most current **Assignment File** at any time from the Assignment Files screen. Eventually, assignment files will be released every quarter. However, until the system is on a quarterly release schedule, DOH will notify the Health Home community when the assignment files have been refreshed. Please note that assignment files will likely increase and/or decrease between file refreshes as assigned members are enrolled in the Health Home program, as members’ Medicaid eligibility changes, and as members move from FFS to Managed Care or from one plan to another. Due to this expected assignment file fluctuation, it is recommended that users regularly download assignment files.

The second file available in the Data Downloads section is the **HH Enrollment Record**, or “Data Dump,” which will show all the accepted outreach/engagement and enrollment segments for the Managed Care Plan’s Health Home enrollees.

NYS DOH Health Home Tracking System

Administrative | Health Homes | **Managed Care** | Reporting

Data Downloads | **Health Home Enrollment Data**

MCO Enrollment

Download all enrollment records for members in your Managed Care organization.

**Download Enrollment Records**

Select the appropriate Provider ID to download the enrollment data for your member population.

Organization: 06666666 - MANAGED CARE PLAN 6

Managed Care Plans can also download the **MCO Acuity** file, which will show the acuity scores for all plan members that were either identified by DOH as Health Home eligible or have active Health Home segments.



Administrative Health Homes Managed Care Reporting

Data Downloads

- MCO Assignment Files
- MCO Enrollment
- MCO Acuity**

Billing Roster

- Billing Rosters

### Health Home Acuity Data

Download all acuity records for members in your Managed Care organization.

#### Download Acuity Records

Select the appropriate Provider ID to download the acuity data for your member population.

Organization:

## Billing Roster

This file allows Managed Care Plans to download a list of their plan members that received a billable Health Home service for the identified date of service and are not receiving Health Home services from a converting program. This file is populated from the Billing Roster files that are submitted to the portal by the Health Homes. It can be downloaded as an individual file, or by clicking "Download All New Records", which will allow the Managed Care Plan to download all bolded records in a single file.



Administrative Health Homes Managed Care Reporting

Data Downloads

- MCO Assignment Files
- MCO Enrollment
- MCO Acuity

Billing Roster

- Billing Rosters**

### Billing Rosters by Health Home

Download Billing Rosters from all of the Health Homes where your members are located.

#### Available Roster Files

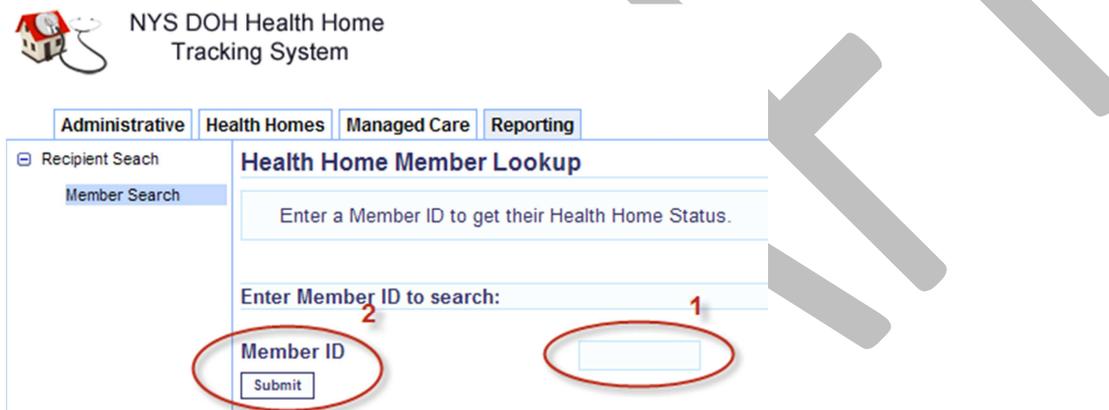
ID	File Date	Plan ID	Health Home	Record Count	Download
77	04/03/2013 03:54:34 PM	07777777	HEALTH HOME 2 (02222222)	53	
73	04/03/2013 02:44:57 PM	07777777	HEALTH HOME 5 (05555555)	205	
70	04/03/2013 01:23:49 PM	07777777	HEALTH HOME 1 (01111111)	74	
69	04/02/2013 03:55:26 PM	07777777	HEALTH HOME 2 (02222222)	102	

## Navigating the HHTS (Reporting)

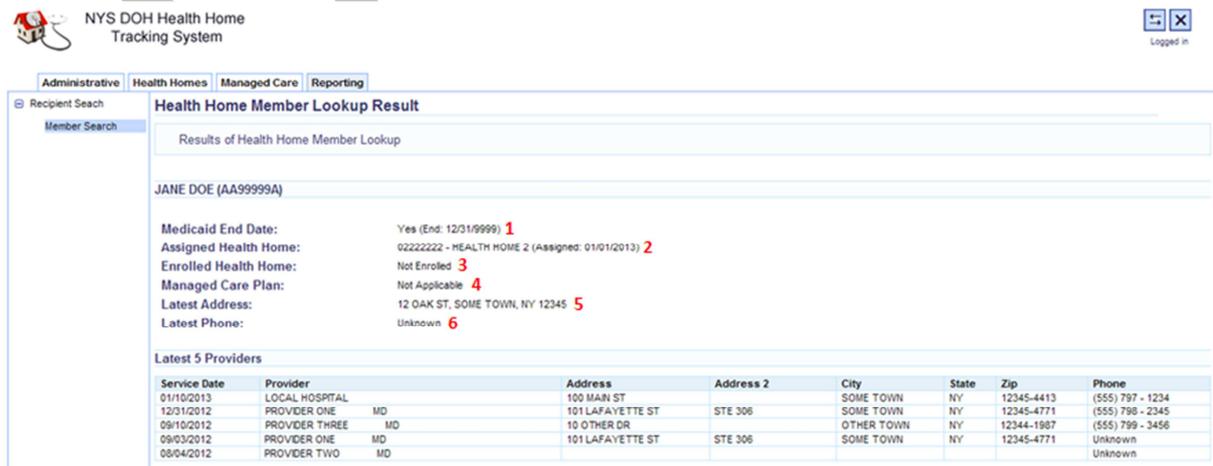
The final tab is available to both Health Homes and Managed Care Plans. This tab holds the Member Search function allowing users to search for a member's Health Home status.



To perform a member search the user must enter a valid Member ID (1) and click on the "Submit" button (2) as seen in the image below.



Once a valid Member ID has been submitted, a screen with the member's available information will display. This information includes member demographics, as well as the last five unique providers that the member has used. More specifically, it shows 1) the member's Medicaid coverage end date, 2) the Health Home the member is assigned to, 3) the Health Home the member is enrolled in, or that member is not enrolled, 4) Managed Care information, and 5 and 6) Member contact information.



Below the member's basic information are three additional sections. The first section shows the last five unique providers per the member's claims and encounters, which are filtered to include case management, outpatient/clinic, physician, inpatient, and ER claims and encounters (excluding pharmacy and transportation claims and encounters). The second section shows the member's Health Home enrollment history and the third section shows the providers that billed for care management services for the member within the last 6 months. If a member is not enrolled in a Health Home but this section shows that a provider has consistently billed for care management services for the member, that is a sign that the member is receiving care management services already but has not yet been submitted to the Tracking System. Any provider interested in enrolling a member with recent Care Management history should contact those providers billing care management services to see if the member is already receiving Health Home services.



NYS DOH Health Home  
Tracking System



Administrative | Health Homes | Managed Care | Reporting

Recipient Search | Member Search

### Health Home Member Lookup Result

Results of Health Home Member Lookup

JANE DOE (AA99999A)

**Medicaid End Date:** Yes (End: 12/31/9999)  
**Assigned Health Home:** 03456789 - NYS HEALTH HOME INC  
**Enrolled Health Home:** 03456789 - NYS HEALTH HOME INC  
**Managed Care Plan:** 09878543 - NYS HEALTH PLAN INC ( 11/01/2011 - 12/31/9999 )  
**Latest Address:** 12 OAK ST, SOME TOWN, NY 12345  
**Latest Phone:** (555) 795 - 1234

**Latest 5 Providers**

Service Date	Provider	Address	Address 2	City	State	Zip	Phone
01/10/2013	LOCAL HOSPITAL	100 MAIN ST		SOME TOWN	NY	12345-4413	(555) 797 - 1234
12/31/2012	PROVIDER ONE MD	101 LAFAYETTE ST	STE 306	SOME TOWN	NY	12345-4771	(555) 798 - 2345
09/10/2012	PROVIDER THREE MD	10 OTHER DR		OTHER TOWN	NY	12344-1987	(555) 799 - 3456
09/03/2012	PROVIDER ONE MD	101 LAFAYETTE ST	STE 306	SOME TOWN	NY	12345-4771	Unknown
08/04/2012	PROVIDER TWO MD						Unknown

**Health Home Enrollment**

Health Home	Care Management	Type	Direct Bill	Begin Date	End Date
03456789 - NYS HEALTH HOME INC	02468246 - CARE MANAGEMENT SVCS INC	Enrolled	Yes	01/01/2012	12/31/9999

**Recent Care Management**

Care Manager	Latest Service Date
02468246 - CARE MANAGEMENT SVCS INC	04/01/2013