



Accessing Health Home Systems for 1915c Waiver Providers

This document outlines steps necessary for accessing Health Home systems (Health Commerce System, MAPP HHTS and UAS-NY) for 1915c Waiver Providers that will transition to Health Home Care Management. Your agency may fall in one of the three scenarios outlined below.

Scenario 1: List of steps if your agency does not have a Business Associate Agreement (BAA) with a Health Home Serving Children acknowledged by the DOH Privacy Office and your agency requires the Category of Service (COS) 0265.

Scenario 2: List of steps for existing agencies with the organization type, “Health Home CMA” in the Health Commerce System (HCS) that require the COS 0265.

Scenario 3: List of steps for agencies that have the COS 0265 and have a Business Associate Agreement acknowledged by DOH Privacy with a Health Home Serving Children.

Contact the Health Home Program at 518-473-5569 for any questions relating to this document or your agency’s readiness to provide Health Home Care Management.

Scenario 1: List of steps if your agency does not have a Business Associate Agreement (BAA) with a Health Home Serving Children acknowledged by the DOH Privacy Office and your agency requires the Category of Service (COS) 0265

1. Your organization must have a National Provider Identifier (NPI) and the correct *Category of Service (COS)* “0265” for DOH to be able to add your Medicaid Management Information System (MMIS) ID to the MAPP HHTS. (COS Code: 0265 - HHAS: CASE MANAGEMENT SERVICES). There is a PowerPoint presentation that explains in detail the process in obtaining this COS (link: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/webinars/index.htm - 9/21/17 Provider Enrollment Webinar) .
2. Your organization will need to submit an application to provider enrollment to obtain the COS 0265. **This should be done as soon as possible if the application has not been submitted to prevent delays in agency readiness.** The application for COS 0265 can be found at the link below:
<https://www.emedny.org/info/ProviderEnrollment/cmcm/Option1.aspx>

If there are follow up questions on the process of applying for the COS 0265, the questions should be directed to Provider Enrollment at providerenrollment@health.ny.gov or 1-800-343-9000



3. Your organization must also have a Business Associate Agreement (BAA) with an existing Health Home Serving Children. To obtain a Business Associate Agreement with a Health Home Serving Children, you will need to:
 - a. Contact a lead Health Home Serving Children and obtain a Business Associate Agreement. The links below provide the following information:

Health Homes designated to serve children with counties designated and designated contact for Health Homes Serving Children:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_home/s/hh_children/hh_children_designations.htm

Health Homes Serving Children by County:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_home/s/hh_children/hh_children_designations_by_county.htm

- b. The Health Home will submit the Business Associate Agreement (BAA) to the DOH Privacy office for review and acknowledgement
 - c. **If you have not contacted a Health Home to begin the process of obtaining a Business Associate Agreement, this should be done as soon as possible to prevent delays in agency readiness.**
4. If your organization has not submitted an application to Provider Enrollment to obtain a COS 0265 and has not obtained a Business Associate Agreement that is acknowledged by DOH Privacy office, **your organization cannot be added in the Health Commerce System for access to the various Health Home systems (MAPP HHTS, UAS-NY).**
5. When your organization has obtained the COS 0265 and has obtained a Business Associate Agreement acknowledged by DOH Privacy, you will need to obtain access to the Health Commerce System (HCS) under the organization type, "Health Home CMA".
 - a. Submit HCS Director and *HCS Coordinator form* and *Adding New HH Organization form* to Department at https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action. You will choose "Health Commerce Accounts for Health Homes" from the drop-down list and attach the two documents via the attachment function.
 - b. Department will generate account requests
 - c. Each HCS Director and HCS Coordinator will receive an automatically generated email
 - d. Follow instructions in email



- e. Print application
 - f. Have application notarized
 - g. Mail notarized, stamped application to Commerce Accounts Management Unit (CAMU)
6. Once your agency is in the Health Commerce System as a Health Home Care Management Agency (HH CMA), your agency will need to add identify and submit the names of up to two Gatekeepers for the MAPP HHTS. You will complete the *MAPP Gatekeeper Add or Remove Request* form and submit the form to MAPP Customer Care Center at mapp-customercenter@cma.com
- a. The MAPP Gatekeeper will be the local administrator that will coordinate and authorize users to the MAPP HHTS
 - b. Gatekeepers must have an active HCS user account. Staff that do not have an active HCS user account can follow the steps to create a user account using the *Paperless HCS User Account* document.
 - c. MAPP Gatekeeper will receive email instructions for required web based trainings
 - d. MAPP Gatekeeper adds users for MAPP HHTS and they will receive email instructions for required web based trainings
7. CMA will identify staff that will need access to the UAS-NY regarding the CANS-NY
- a. HCS Coordinator can assist staff who need access to the HCS for using the UAS-NY system.
 - b. Staff who need UAS-NY access will need an HCS user account. Staff that do not have an active HCS user account can follow the steps to create a user account using the *Paperless HCS User Account* document.
 - c. The HCS Coordinator can assign roles for the UAS-NY system by following the steps found in the *Assigning Roles* document. For Health Home Care Management, the CANS-NY Roles are:
 - CANS-NY 15 – Administrative Support Staff** – supports the provider level assessors and supervisors. Limited access. Cannot add assessment data to record.
 - CANS-NY 40 – CANS-NY Assessor** – must have CANS-NY Certification to conduct assessments
 - CANS-NY 50 – CANS-NY Assessor Supervisor** – individuals that have the supervisory or managerial purview over the assessor teams



CANS-NY 60 – CANS-NY Assessor READ (ONLY) – assessors who have lapsed CANS-NY Certification

- d. Once CANS-NY roles have been assigned, users should login to the UAS-NY application and complete the required web based courses within the UAS-NY system.
 - i. Please note: CANS-NY Certification is required for CANS-NY 40 role and the ability to access the CANS-NY Certification training can be taken at any time at: <https://tcomtraining.com/login>

Scenario 2: List of steps for existing agencies with the organization type, “Health Home CMA” in the Health Commerce System (HCS) that require the COS 0265

1. Your organization must have a National Provider Identifier (NPI) and the correct Category of Service (COS) “0265” for DOH to be able to add your Medicaid Management Information System (MMIS) ID to the MAPP HHTS. (COS Code: 0265 - HHAS: CASE MANAGEMENT SERVICES). There is a PowerPoint presentation that explains in detail the process in obtaining this COS (link: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/webinars/index.htm - 9/21/17 Provider Enrollment Webinar).
2. Your organization will need to submit an application to provider enrollment to obtain the COS 0265. **This should be done as soon as possible if the application has not been submitted to prevent delays in agency readiness.** The application for COS 0265 can be found at the link below: <https://www.emedny.org/info/ProviderEnrollment/cmcm/Option1.aspx>

If there are follow up questions on the process of applying for the COS 0265, the questions should be directed to Provider Enrollment at providerenrollment@health.ny.gov or 1-800-343-9000

3. When your organization has obtained the COS 0265 and has obtained a Business Associate Agreement acknowledged by DOH Privacy, you will need to obtain access to the Health Commerce System (HCS) under the organization type, “Health Home CMA”.
 - a. Submit HCS Director and *HCS Coordinator form* and *Adding New HH Organization form* to Department at https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action. You will choose “Health Commerce Accounts for Health Homes” from the drop-down list and attach the two documents via the attachment function.
 - b. Department will generate account requests



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- c. Each HCS Director and HCS Coordinator will receive an automatically generated email
 - d. Follow instructions in email
 - e. Print application
 - e. Have application notarized
 - f. Mail notarized, stamped application to Commerce Accounts Management Unit (CAMU)
4. For staff that will become Health Home care management staff and use the Health Home systems (MAPP HHTS, UAS-NY) – these staff can begin their online training for MAPP HHTS, UAS-NY and CANS-NY Certification as long as your organization is appropriately connected to the systems.
5. Once your agency is in the Health Commerce System as a Health Home Care Management Agency (HH CMA), your agency will need to add identify and submit the names of up to two Gatekeepers for the MAPP HHTS. You will complete the *MAPP Gatekeeper Add or Remove Request* form and submit the form to MAPP Customer Care Center at mapp-customercenter@cma.com
 - a. The MAPP Gatekeeper will be the local administrator that will coordinate and authorize users to the MAPP HHTS
 - b. Gatekeepers must have an active HCS user account. Staff that do not have an active HCS user account can follow the steps to create a user account using the *Paperless HCS User Account* document.
 - c. MAPP Gatekeeper will receive email instructions for required web based trainings
 - d. MAPP Gatekeeper adds users for MAPP HHTS and they will receive email instructions for required web based trainings
6. CMA will identify staff that will need access to the UAS-NY regarding the CANS-NY
 - a. HCS Coordinator can assist staff who need access to the HCS for using the UAS-NY system.
 - b. Staff who need UAS-NY access will need an HCS user account. Staff that do not have an active HCS user account can follow the steps to create a user account using the *Paperless HCS User Account* document.



- c. The HCS Coordinator can assign roles for the UAS-NY system by following the steps found in the *Assigning Roles* document. For Health Home Care Management, the CANS-NY Roles are:
 - i. **CANS-NY 15 – Administrative Support Staff** – supports the provider level assessors and supervisors. Limited access. Cannot add assessment data to record.
 - ii. **CANS-NY 40 – CANS-NY Assessor** – must have CANS-NY Certification to conduct assessments
 - iii. **CANS-NY 50 – CANS-NY Assessor Supervisor** – individuals that have the supervisory or managerial purview over the assessor teams
 - iv. **CANS-NY 60 – CANS-NY Assessor READ (ONLY)** – assessors who have lapsed CANS-NY Certification
- d. Once CANS-NY roles have been assigned, users should login to the UAS-NY application and complete the required web based courses within the UAS-NY system.
 - i. Please note: CANS-NY Certification is required for CANS-NY 40 role and the ability to access the CANS-NY Certification training can be taken at any time at: <https://tcomtraining.com/login>

Scenario 3: List of steps for agencies that have the COS 0265 and have a Business Associate Agreement acknowledged by DOH Privacy with a Health Home Serving Children

1. When your organization has obtained the COS 0265 and has obtained a Business Associate Agreement acknowledged by DOH Privacy, you will need to obtain access to the Health Commerce System (HCS) under the organization type, "Health Home CMA".
 - a. Submit HCS Director and *HCS Coordinator form* and *Adding New HH Organization form* to Department at https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action. You will choose "Health Commerce Accounts for Health Homes" from the drop-down list and attach the two documents via the attachment function.
 - b. Department will generate account requests
 - c. Each HCS Director and HCS Coordinator will receive an automatically generated email
 - d. Follow instructions in email
 - e. Print application



- f. Have application notarized
 - g. Mail notarized, stamped application to Commerce Accounts Management Unit (CAMU)
2. Once your agency is in the Health Commerce System as a Health Home Care Management Agency (HH CMA), your agency will need to add identify and submit the names of up to two Gatekeepers for the MAPP HHTS. You will complete the *MAPP Gatekeeper Add or Remove Request* form and submit the form to MAPP Customer Care Center at mapp-customercenter@cma.com
- a. The MAPP Gatekeeper will be the local administrator that will coordinate and authorize users to the MAPP HHTS
 - b. Gatekeepers must have an active HCS user account. Staff that do not have an active HCS user account can follow the steps to create a user account using the *Paperless HCS User Account* document.
 - c. MAPP Gatekeeper will receive email instructions for required web based trainings
 - d. MAPP Gatekeeper adds users for MAPP HHTS and they will receive email instructions for required web based trainings
3. CMA will identify staff that will need access to the UAS-NY regarding the CANS-NY
- a. HCS Coordinator can assist staff who need access to the HCS for using the UAS-NY system.
 - b. Staff who need UAS-NY access will need an HCS user account. Staff that do not have an active HCS user account can follow the steps to create a user account using the *Paperless HCS User Account* document.
 - c. The HCS Coordinator can assign roles for the UAS-NY system by following the steps found in the *Assigning Roles* document. For Health Home Care Management, the CANS-NY Roles are:
 - i. **CANS-NY 15 – Administrative Support Staff** – supports the provider level assessors and supervisors. Limited access. Cannot add assessment data to record.
 - ii. **CANS-NY 40 – CANS-NY Assessor** – must have CANS-NY Certification to conduct assessments
 - iii. **CANS-NY 50 – CANS-NY Assessor Supervisor** – individuals that have the supervisory or managerial purview over the assessor teams
 - iv. **CANS-NY 60 – CANS-NY Assessor READ (ONLY)** – assessors who have lapsed CANS-NY Certification



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- d. Once CANS-NY roles have been assigned, the users should login to the UAS-NY application and complete the required web based courses within the UAS-NY system.
 - i. Please note: CANS-NY Certification is required for CANS-NY 40 role and the ability to access the CANS-NY Certification training can be taken at any time at: <https://tcomtraining.com/login>

Additional guidance documents regarding HCS user account creation and other system readiness can be found on our [Lead Health Home Resource Center](#) within the **Administrative Requirements for Health Homes**" expandable section.