MAPP Statewide Implementation for Health Homes - ACCESS
Agenda

- HCS Organization Accounts
- HCS User Accounts
- HCS MAPP Roles
- Training
- CMA LMS and MAPP Access
MAPP

MAPP (Portal Landing Page)
- Program information
- Security Integration & Control
- Links to Application
- Application

Health Commerce System

Statewide Health Information Network for New York

Custom User Provisioning

Cúram Health Home Member Tracking

Health Home Dashboards

DSRIP Dashboards

DSRIP Application

Medicaid Data Warehouse
## HCS Organization Accounts

<table>
<thead>
<tr>
<th>Organization</th>
<th>HCS Organization Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Homes</td>
<td>Health Home Program</td>
<td>• one organization account per Health Home</td>
</tr>
<tr>
<td>Managed Care Organization</td>
<td>Managed Care</td>
<td>• will have multiple organization accounts based on the number of products offered</td>
</tr>
<tr>
<td></td>
<td>Managed LTCP</td>
<td>• select one organization account for MAPP role assignments</td>
</tr>
</tbody>
</table>
| Care Management Agencies (downstream providers) | Health Home CMA | • organizational account being created for each organization
• multiple organization accounts may be created if organization has multiple MMIS identification numbers |
Care Management Agency

1. Submit HCS Director and HCS Coordinator information to Department.
2. Department will generate account requests.
3. Each HCS Director and HCS Coordinator will receive an automatically generated email.
4. Follow instructions in email:
   • Print application
   • Have application notarized
   • Mail notarized, stamped application to CAMU

Reminder
Care Management Agencies must have an approved DEAA (OR a Business Associate Agreement (BAA)) on file with NYS DOH with each and every Health Home with whom you affiliate. If this requirement is not met your access to data for the respective organization may be delayed. Contact DOH.SM.MEDICAID.DATA.EXCHANGE@HEALTH.NY.GOV
HCS User Accounts

• All MAPP Users must have their own active HCS User Account

• Staff without an active account must work with their HCS Coordinator

Care Management Agencies cannot complete this process until their HCS organization account is created and the HCS Director and Coordinator accounts are activated.
Health Commerce System

Paperless HCS User Account

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

Where do I register?
1. Open your web browser and enter this website in the address bar:
   https://apps.health.ny.gov/psh/userrup.html
2. Click "Register" for an account

How do I register?
1. Complete the Name, Address and Policy Statement sections, and click Continue
   NOTE: This information will be on your account
2. Request a password and create a password, click Continue
3. Answer at least six of the 27 security questions, click Register
4. Confirm your account information, and click Continue
5. Print your NYS DOH Account Registration Completion information, click OK
6. You will receive a confirmation email that your account was created
7. Log in to your NYS DOH Account Registration Completion page using the email that was sent
   NOTE: You may use your account if you wish to change your email or password

Important Information!
To enroll using the paperless process, you must have a 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 to the HCS
2. Click Account Access Tool - HCS under My Applications
3. Create a new Account Tool - Login
4. Click User under 'Request an account'
5. Fill out the form, click Submit
6. If you have a NYS DMV driver license or NYS DMV Non-driver Photo ID
   NOTE: A NYS driver license is required for the paperless option. If you do not have one, click "No, this does not apply".
7. Submit the form
8. Enter the user’s contact information (field marked with an asterisk are required), click Submit
9. You will receive a confirmation email on the HCS. Please contact them to use their name and password they created and sign in at the HCS (https://ecommerce.health.state.ny.us/)

C. User steps...
How do I sign on the HCS?
Once you have your HCS Coordinator Jerish, you will be enrolled on the HCS and receive a confirmation email. Do the following:
1. Read the "Disclaimer 2 SAU" for rules and responsibilities
2. Click on the HCS website link (or copy and paste it in your browser) and enter your name and password that you created when registering

* If you do not have your HCS Coordinator Jerish, call the Commerce Account Management Unit (CAMU) at 1-888-374-9463 (options 1, then 2) or email CAMU at commerce.care.services@health.ny.gov
# HCS Roles for Staff

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAPP SPOC</td>
<td>Single point of contact that will coordinate, manage, and support the organization’s MAPP implementation</td>
</tr>
<tr>
<td>MAPP Gatekeeper</td>
<td>Local administrator that will coordinate and authorize user access to the Medicaid Analytics Performance Portal</td>
</tr>
<tr>
<td>MAPP User</td>
<td>Assigned to all users who will access the Medicaid Analytics Performance Portal</td>
</tr>
</tbody>
</table>

- HCS Roles must be assigned to all staff.
- Each organization must have one SPOC, at least one on Gatekeeper, and at least one MAPP User.
- HCS Role assignments will be used to facilitate communication concerning MAPP Implementation.
- HCS Roles must be assigned prior to participating in training.
# Health Commerce System

## Coordinator's Update Tool

**Form Name:**
Role Assignments

**Select a Role to Assign/Modify**
*for Z Test Managed LTCP*

<table>
<thead>
<tr>
<th>Role Description</th>
<th>Person in Role?</th>
<th>Modify Role Assignments</th>
<th>Role Description</th>
<th>Person in Role?</th>
<th>Modify Role Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Executive Officer or President</td>
<td>No</td>
<td>Modify</td>
<td>HPN Coordinator</td>
<td>DOH Assigned</td>
<td>Modify</td>
</tr>
<tr>
<td>HPN Organizational Security Coordinator</td>
<td>DOH Assigned</td>
<td>Modify</td>
<td>MAPP Gatekeeper</td>
<td>No</td>
<td>Modify</td>
</tr>
<tr>
<td>MAPP SPOC</td>
<td>No</td>
<td>Modify</td>
<td>MAPP User</td>
<td>No</td>
<td>Modify</td>
</tr>
<tr>
<td>MEEDS Reporting &amp; Analysis</td>
<td>No</td>
<td>Modify</td>
<td>Medical Director</td>
<td>No</td>
<td>Modify</td>
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<tr>
<td>Order Official Prescriptions</td>
<td>N/A</td>
<td>Modify</td>
<td>PNSD Reporting &amp; Analysis</td>
<td>Yes</td>
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<tr>
<td>UAS-15</td>
<td>No</td>
<td>Modify</td>
<td>UAS-20</td>
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<tr>
<td>UAS-30</td>
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<td>UAS-45</td>
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<tr>
<td>UAS-NY</td>
<td>Yes</td>
<td>Modify</td>
<td>UAS-NY-10</td>
<td>Yes</td>
<td>Modify</td>
</tr>
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</table>
Health Commerce System

Select “Documents by Group” to access HCS Coordinator resources.
## Training

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Description</th>
<th>Projected Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAPP Cúram Member Tracking Overview and Navigation</td>
<td>This course introduces the Medicaid Analytics Performance Portal (MAPP), including its purpose, benefits and scope. This course also covers basic navigation. (WBT) [All users]</td>
<td>1/29/2015</td>
</tr>
<tr>
<td>MAPP Cúram Member Tracking (Health Homes)</td>
<td>This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Health Homes job role. (ILT) [up to 5 staff per Health Home]</td>
<td>2/9-26/2015</td>
</tr>
<tr>
<td>MAPP Cúram Member Tracking (Managed Care Plan)</td>
<td>This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Managed Care Plans job role. (ILT) [up to 5 staff per Managed Care Organization]</td>
<td>2/9-26/2015</td>
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<tr>
<td>MAPP Cúram Member Tracking (&quot;GateKeeper&quot; Role)</td>
<td>This course provides instructions on how to authorize new users to the MAPP Portal. (WBT) [All gatekeepers]</td>
<td>2/16/2015</td>
</tr>
<tr>
<td>MAPP Cúram Member Tracking (&quot;Read Only&quot; Job Role)</td>
<td>This course provides instructions on how to search and view information in MAPP. (WBT) [All staff with Read-only role]</td>
<td>2/20/2015</td>
</tr>
<tr>
<td>MAPP Cúram Member Tracking Introduction</td>
<td>This course provides a non-interactive demo on how to perform member tracking tasks in MAPP. (online video) [All Care Management Agency users]</td>
<td>2/20/2015</td>
</tr>
<tr>
<td>MAPP Cúram Member Tracking (Care Management Agency)</td>
<td>This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Care Management Agency job role. (ILT) [One user per Care Management Agency]</td>
<td>3/1 - 31/2015</td>
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</table>
# CMA LMS and MAPP Access

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email Address</th>
<th>Phone Number</th>
<th>Work Location City (i.e., Albany, Bronx, Buffalo)</th>
<th>MAPP Role (Screener, Worker or Read-Only)</th>
<th>HCS User Account ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>John</td>
<td>Smith</td>
<td><a href="mailto:j.smith@abcpediatrics.org">j.smith@abcpediatrics.org</a></td>
<td>716-555-1234 (ext. 203)</td>
<td>Brooklyn</td>
<td>Screener</td>
<td>GT264795</td>
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</tbody>
</table>

Information will be used to:

- ✓ create accounts for CMA Learning Management System
- ✓ grant access the Medicaid Analytics Performance Portal
- ✓ grant access to specific application in MAPP (i.e., Cúram and Salient Dashboards)
Questions and Contact Information

Telephone: 518-473-5569

Email
✓ go to http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/
✓ select “email NYS Health Homes Program”
✓ select “Health Commerce Accounts for Health Homes” in the subject line.