Medicaid Analytics & Performance Portal (MAPP)
Health Home Tracking System (HHTS) Best Practices
and Quality Assurance Webinar Series:
Administrative Maintenance Operations
Agenda

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  o How does my Organization Assign a MAPP Gatekeeper?
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• Managing MAPP HHTS User Accounts
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  o How to Edit the Approval Override for a HH-CMA Relationship
  o Removing a CMA from a Health Home’s Network
MAPP HHTS Gatekeeper Role
Functions of a MAPP HHTS Gatekeeper

- Assign the Worker, Read-Only, Screener and Referrer roles to their employees.
- Ensure that their employees have active Health Commerce System (HCS) login IDs (using HCS guidelines and processes).
- Maintain a master list of MAPP users for their Organization, including users’ start and end dates to the MAPP system (for State and Federal audit purposes).
- Remove MAPP roles as employees leave the Organization or update roles as employees are reassigned within the Organization.
- View and designate auto-approval for a Provider.
- Coordinate, authorize and manage employee access to the MAPP system for their Organization.
- They are trusted individuals and should be able to screen and authenticate employees.
How does my Organization Assign a MAPP Gatekeeper?

The MAPP Gatekeeper Add/Remove Form

<table>
<thead>
<tr>
<th>Medicaid Analytics Performance Portal (MAPP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAPP Gatekeeper Add or Remove Request</td>
</tr>
</tbody>
</table>

Please use this form to add or remove a MAPP Gatekeeper for your organization. Completed forms must be emailed to MAPP Customer Care Center.

You will receive a confirmation once the update has been completed.

1. Organization Name
2. Organization MMIS Provider ID
3. Full Name
4. Office telephone number
5. E-mail address
6. HCS User ID

II. In the space below, provide information for person to be assigned to the MAPP Gatekeeper role. *(Indicate whether a HH or CMA role)* The MAPP Gatekeeper role is limited to 2 users within the organization.

   1. Full Name
   2. Office telephone number
   3. E-mail address
   4. HCS User ID

III. In the space below, provide information for person to be removed from the MAPP Gatekeeper role.

   1. Full Name
   2. E-mail address
   3. HCS User ID

You will need to identify if the role is for the HH or HH CMA, only if your organization is both.

If the Gatekeeper in MAPP is no longer with your organization, enter their name and HCS ID here. They will be removed.

If you are unsure if your organization has an active MAPP Gatekeeper, submit an email to MAPP CCC with the name and MMIS ID of your organization. If your organization does not have a MAPP Gatekeeper, you must complete and submit the Gatekeeper add/remove form to MAPP CCC.

The form is located at the following link, under the “Health Home Tracking System” toggle:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm
Accessing MAPP HHTS through the HCS

• Log into the Health Commerce System (HCS) using the following link: https://commerce.health.state.ny.us/public/hcs_login.html

• Click on My Content → All Applications → Click on the letter “M” → Locate the link for the MAPP Application. Click on in the add/remove column to add this to your applications list. (Shown on slide 7)

• The MAPP link can then be found under “My Applications” on your HCS home page once it is added.

• When you click on MAPP, the Multi Factor Authentication screen will display.

• Enter the 6 digit code and click “Authenticate” (shown on slide 8).

• If you hold more than one MAPP role, you will be prompted to select which role you would like to use for this session. (shown on slide 9)

• Click the attestation box and then click ok.
Accessing MAPP HHTS through the Health Commerce System (HCS)
Multi Factor Authentication

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:* 414159  
Authenticate
Role Selection for the MAPP HHTS Session
MAPP Gatekeeper Home Page

Health Homes

A Health Home offers coordinated care to individuals with multiple chronic health conditions. The Health Home is a team-based clinical approach including the consumer, providers, and family members when appropriate.

The Health Home Tab and the Security Tab are used for different functions. This Webinar will cover functions accessed under both tabs.
Managing MAPP HHTS User Accounts
## Available Roles in the MAPP HHTS

<table>
<thead>
<tr>
<th>Role</th>
<th>Role Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gatekeeper*</td>
<td>✓ Can add/remove MAPP HHTS users, update contact information and manage auto approvals*  &lt;br&gt; ✓ Can add an additional gatekeeper (maximum of two Gatekeepers per organization)</td>
</tr>
<tr>
<td>Worker*</td>
<td>✓ Accept or reject assignments  &lt;br&gt; ✓ Create, review, modify and accept outreach and enrollment records  &lt;br&gt; ✓ Download Health Home assignment, outreach and enrollment activities for their members  &lt;br&gt; ✓ Accept, review and upload/download billing roster information for their members  &lt;br&gt; ✓ Search members by CIN for assignment, outreach or enrollment statuses</td>
</tr>
<tr>
<td>Read Only</td>
<td>✓ Lookup a Medicaid member to determine Health Home Program connectivity  &lt;br&gt; ✓ See assignment, outreach or enrollment statuses  &lt;br&gt; ✓ View information for their members in MAPP HHTS  &lt;br&gt; ✓ Can't create, accept or upload information to MAPP HHTS  &lt;br&gt; ✓ Search members by CIN for assignment, outreach or enrollment statuses</td>
</tr>
<tr>
<td>Referrer*</td>
<td>✓ Access the Children’s Referral Portal and create a referral assignment for a member  &lt;br&gt; ✓ Search Members by CIN for assignment, outreach or enrollment statuses</td>
</tr>
<tr>
<td>Screener</td>
<td>✓ Search members by CIN for assignment, outreach or enrollment statuses</td>
</tr>
</tbody>
</table>

*The exact functionality of this role will vary based on the organization’s identity of MCP, HH, HH CMA, LGU SPOA, LDSS or a State entity.*
Adding a MAPP HHTS User Role

The MAPP Gatekeeper can add new users from their organization by first clicking on the “Security” tab from the MAPP landing page.

**Note:** To add a staff member from your organization to MAPP HHTS, this individual **MUST** first have an HCS account with your organization.

Questions regarding HCS accounts for the Health Home program should be submitted at:


Choose “Health Commerce Accounts for Health Homes” from the subject drop down box and include the name of your organization and MMIS ID.
Adding a MAPP HHTS User Role

If the user’s name is not already listed, click on "Add a New User".

If the name is listed, you can modify their role by clicking on the button in the "Action" Column next to their name.
How to Display Inactive MAPP HHTS Roles

Click on the "Display Inactive Roles" box. The roles that are no longer active will display in red font as shown under the heading titled "Role(s)" below.
Adding a MAPP HHTS User Role

After clicking retrieve, the user’s information will display.

From the drop down menu, select a role to add for the user. If appropriate, you can add multiple roles.

Enter the user’s HCS ID in this field and click retrieve.
Adding a MAPP HHTS User Role

[Image of the MAPP HHTS user interface showing the addition of a user role.

- **Organization**: CenterPeace HH - 138
- **HCS User ID**: trapp52
- **First Name**: Bryan
- **Last Name**: Beagle
- **Email Address**: bryanbeagle@hh.com
- **Phone Number**: (555) 555-9999
- **Start Date**: 5/9/2019
- **End Date**: 12/31/2019

Instructions:
- If you would like to add an additional role, click on the + button in the "Action" column.
- Click "Save" when finished.
Ending a MAPP HHTS User Role

NOTE: Once a user has been removed, their name will still display in your list of users, but there will be no role assigned to them. This can be helpful to assist in tracking the users for your organization.

To remove a user, change the "End Date" of their role to the day you would like the role to end. This can be a date in the future but not the past.

Once the change is complete, click save.
Provider Management
Provider Management: “Health Homes” Tab in MAPP HHTS

The Gatekeeper Workspace

Part A - Home Tab
The **Home** tab navigates the Administrator back to the Workspace at any time.

Part B - User Role
As a Gatekeeper, you will notice the MCP, Health Home, or CMA Administrator role is listed at the top of the Workspace.

Part C - Quick Links Pod
Gatekeepers have different Quick Links as compared to other roles. The **My Providers** quick link is used to access the Providers assigned to your Organization.
Home, Identity, and Relationships
Provider Management Tabs

**Identity tab:** view the provider identifiers and program name for your organization.

**Credentials tab:** view the organization's provider types, licenses, and languages.

**Relationships tab:** a provider can view their relationship connections with other organizations in MAPP HHTS.
Provider Relationship Management:
What is needed before a relationship connection can be added?

• Managed Care Plans will need to have a completed and approved Administrative Service Agreement (ASA) before a relationship connection can be requested through MAPP CCC. Once the MCP-HH relationship has been added to MAPP HHTS, it will display on the MCP’s “Provider Relationships” tab.

• Health Homes will need a Business Associate Agreement (BAA)* with the CMA, before a relationship connection can be requested through MAPP CCC. Once a MCP-HH or a HH-CMA relationship is added to MAPP HHTS, it will display on the HH’s “Provider Relationships” tab. Additionally, the Health Home can also edit the auto approval status from their relationships screen (shown on slide 25).

• CMAs can view the HH-CMA relationships on the CMA’s “Provider Relationships” tab. CMAs cannot request a relationship connection; this has to be submitted by the Health Home to MAPP CCC.

*All BAAs will need to be acknowledged by the DOH Privacy and Security team, prior to a HH submitting a MAPP CCC ticket for a HH-CMA relationship.
Provider Relationship Management: Viewing Your Organization’s Relationships

• To View, click on the “Relationships” tab on top.
• Then, click on the “Provider Relationships” tab, located on the left side of the screen.
• This will display all of the connections that your organization has in MAPP HHTS.
• You can then sort by the title bar.

This is an example of a Health Home Gatekeeper’s view. They will be able to view all of the MCP and CMA that are connected to their organization.
Adding a CMA to your Health Home Network:

Once the BAA is accepted by the DOH Security and Privacy Bureau, the team will send the Health Home an email to confirm the BAA is accepted.

The HH can then submit the Notification of Change form to MAPP CCC. The Notification of Change (NOC) form and the NOC form instruction guidelines are located at the following link under the “Administrative Requirements for Health Homes” toggle:
https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/lead_hhc.htm

*The begin date for a relationship should always be the first day of a month. This can be backdated to the month that the BAA was accepted. For example, if you received the email from the DOH Security and Privacy Bureau on May 20, 2019, you can request a relationship begin date of May 1, 2019 or later.

The Health Home should also send a copy of the completed NOC form to the DOH HH Provider webform (see slide 29).
MAPP HH Gatekeeper: How to Edit the Approval Override for a HH-CMA Relationship

Click on the "action" arrow to edit the approval override status.

To turn on the Approval Override, click the box and then click save.

Save  cancel
Removing a CMA from a Health Home’s Network

Before a relationship can be ended in MAPP HHTS, the Health Home must first inform the DOH Policy team. The HH will submit a completed Notification of Change (NOC) form via the HH Team email weblink, found here: https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action Select “Organizational Changes” from the drop down list.

The NOC form and instructions can be found at the following link: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/lead_hhc.htm
Click the toggle to expand “Administrative Requirements for Health Homes” and then “Notification of Change Instructions” to locate the NOC form and guidance document.
Removing a CMA from a Health Home’s Network

The NOC should first be submitted to the Health Home Team mailbox, where it will be reviewed by the DOH Health Home Policy team. Once you receive the acknowledgement from that team, the HH can then submit the request for the relationship to be ended in MAPP HHTS by sending the completed NOC to MAPP CCC.

The effective date to end a relationship in MAPP HHTS will always be the last day of a month. If this end date has changed since the NOC was initially submitted for approval, the date should be updated on the NOC form before submitting this to MAPP CCC.

**ALL active and pended segments and assignments, must be ended in MAPP HHTS, by the effective date listed on the NOC form submitted to MAPP CCC.**

If needed, the Health Home can request a call with DOH, regarding how to make the changes in MAPP HHTS to active and pended segments, prior to the HH-CMA relationship ending.
Health Home Program Contact Information

• For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email MAPP-CustomerCareCenter@cma.com

• For HH policy questions, contact the DOH Health Home Provider Line (518) 473-5569 or submit an email using the HH email web form: https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

• For MAPP HHTS Training Newsletters or MAPP HHTS presentations: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm

• Health Home BAAs should be submitted directly to the DOH Security and Privacy Bureau at doh.sm.Medicaid.Data.Exchange@health.ny.gov