



**Department
of Health**

Office of
Health Insurance
Programs

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

May 9, 2019

Agenda

- **MAPP HHTS Gatekeeper Role**

- Functions of a MAPP HHTS Gatekeeper
- How does my Organization Assign a MAPP Gatekeeper?
- Accessing MAPP HHTS through the Health Commerce System (HCS)

- **Managing MAPP HHTS User Accounts**

- Available Roles in the MAPP HHTS
- Adding a MAPP HHTS User Role
- Ending a MAPP HHTS User Role

- **Provider Management**

- Home, Identity, and Relationships tabs
- Provider Relationship Management
- Adding a CMA to a Health Home's Network
- How to Edit the Approval Override for a HH-CMA Relationship
- Removing a CMA from a Health Home's Network

MAPP HHTS Gatekeeper Role

Functions of a MAPP HHTS Gatekeeper



How does my Organization Assign a MAPP Gatekeeper?

The MAPP Gatekeeper Add/Remove Form

Medicaid Analytics Performance Portal (MAPP) MAPP Gatekeeper Add or Remove Request

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.

MAPP-CustomerCareCenter@cma.com

I. In the space below, provide contact information for the person submitting this form.

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

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

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

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

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)

My Content Search Help

- Documents by Group
- My Favorites
- My Applications
- All Applications**
- Mobile Apps
- Change my password...
- Review the password rules
- Change my secret questions...
- Enable the forgotten password feature

Health Commerce System Applications

Browse by A B C D E F G H I J K L M N O P Q

Application Name
Managed Care Operations Report
Managed Care Operations Rpt - HIV SNP Report
Managed Care Roster/Report Download
MCO Reports to DOH/OMIG Submission Page
Meaningful Use Registration for Public Health
Medicaid Analytics & Performance Portal
Medicaid Disability Determination System

Add/Remove

Click to add to "My Applications"

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: *

Role Selection for the MAPP HHTS Session

Home

Health Homes

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

ANNOUNCEMENTS

System Status
All MAPP applications are fully functioning. Please contact MAPP Customer Care if you experience any difficulties.

DSRIP
DSRIP Year 3 began on April 1, 2017. This is an important time, as DSRIP shifts from pay for reporting to performance accountability.

Health Home
Over 800 Health Home, Care Management Agencies, Managed Care Organizations and local government offices work together to serve New York's Medicaid population.

MAPP - Organization - Roles

Organization: DOH - NYS Department of Health

Please select one of the following role(s).

DOH HHTS Gatekeeper (HHTS) -> Access to: Security Admin, Health Homes

DOH Worker (HHTS)

The role you select will be in effect for your entire login session. If you need to change roles, you must logout first.

Disclaimer: I acknowledge that by clicking the checkbox, and using this Department of Health (DOH) provided system, that this system remains the property of DOH at all times. I also understand that DOH may rescind my access and destroy the data contained in this system at any time for any reason. I understand that this applies to any and all data I may have uploaded on behalf of my organization.

OK

MAPP Gatekeeper Home Page

MAPP | MEDICAID ANALYTICS PERFORMANCE PORTAL

Welcome

Home Health Homes Security

The Health Home Tab and the Security Tab are used for different functions. This Webinar will cover functions accessed under both tabs.

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.

Managing MAPP HHTS User Accounts

Available Roles in the MAPP HHTS

Role	Role Description
Gatekeeper*	<ul style="list-style-type: none"> ✓ Can add/remove MAPP HHTS users, update contact information and manage auto approvals* ✓ Can add an additional gatekeeper (maximum of two Gatekeepers per organization)
Worker*	<ul style="list-style-type: none"> ✓ Accept or reject assignments ✓ Create, review, modify and accept outreach and enrollment records ✓ Download Health Home assignment, outreach and enrollment activities for their members ✓ Accept, review and upload/download billing roster information for their members ✓ Search members by CIN for assignment, outreach or enrollment statuses
Read Only	<ul style="list-style-type: none"> ✓ Lookup a Medicaid member to determine Health Home Program connectivity ✓ See assignment, outreach or enrollment statuses ✓ View information for their members in MAPP HHTS ✓ Can't create, accept or upload information to MAPP HHTS ✓ Search members by CIN for assignment, outreach or enrollment statuses
Referrer*	<ul style="list-style-type: none"> ✓ Access the Children's Referral Portal and create a referral assignment for a member ✓ Search Members by CIN for assignment, outreach or enrollment statuses
Screeener	<ul style="list-style-type: none"> ✓ Search members by CIN for assignment, outreach or enrollment statuses

*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



MAPP | MEDICAID ANALYTICS PERFORMANCE PORTAL

Home Health Homes **Security**

Analytics

To provide users with a centralized suite of applications that allow personalized access to valuable Medicaid data, analytical tools to operate on those sets of data, and a communication mechanism to provide system announcements and personal messages related to provisioned functionality.

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:

https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

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

Home Security Admin Health Homes

Security Administration
Users

Users for the Organization: CenterPeace HH - 198

Add a New User Display Inactive Roles

1 10

Row #	Action	Last Name	First Name	HCS User ID	Email Address	Role(s)
1		Clover	Amy	tmapp51	amyclover@hh.com	HH Gatekeeper, HH Worker
2		Lemon	Liz	test3	LizLemon@hh.com	HH Read Only
3		Miller	Fran	ngsectest	FMiller@hh.com	HH Worker
4		Shepherd	Dorothy	tmapp54	dorothyshepherd@hh.com	HH Gatekeeper, HH Worker
5		Spaniel	Emily	tmapp55	emilyspaniel@hh.com	HH Screener, HH Worker

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

MAPP MEDICAID ANALYTICS PERFORMANCE PORTAL

Home Health Homes **Security**

Security Administration

Users

Organizations

Users for all Organizations

Add a New User **Display Inactive Roles**

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

Last Name	First Name	HCS User ID	Email Address	Role(s)
Clover	Amy	tmapp51	amyclover@hh.com	CMA Worker
Lemon	Liz	test3	LizLemon@hh.com	CMA Worker, CMA Gatekeeper

Adding a MAPP HHTS User Role

Home Security Admin Health Homes

Security Administration
Users

New User Information

* All Required fields must be completed before you Save.

Organization CenterPeace HH - 198

HCS User ID Phone Number * Ext

First Name * Fax

Last Name *

Email Address *

Enter the user's HCS ID in this field and click retrieve

Role	Start Date	End Date	Status	Training Status	Action
Select Role	<input type="text"/>	<input type="text"/>		Incomplete	<input type="button" value="+"/>

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.

Adding a MAPP HHTS User Role

Home Security Admin Health Homes

Security Administration

Users

New User Information

* All Required fields must be completed before you Save.

Organization: CenterPeace HH - 198

HCS User ID: tnapp52 **Reset** Phone Number *: (555) 555-9999 Ext:

First Name *: Bryan Fax:

Last Name *: Beagle Mobile:

Email Address *: bryanbeagle@hh.com Pager:

Role	Start Date	End Date	Status	Training Status	Action
HH Worker	5/9/2019	12/31/2099			+

Save

Click "Save" when finished

If you would like to add an additional role, click on the **+** button in the "Action" column

Ending a MAPP HHTS User Role

Home Security Admin Health Homes

Security Administration
Users

New User Information * All Required fields must be completed before you Save.

Organization CenterPeace HH - 198

HCS User ID: **Reset** Phone Number * Ext.

First Name * Fax

Last Name * Mobile

Email Address * Pager

Role	Start Date	End Date	Status	Training Status	Action
HH Worker	03/03/2017	06/30/2019		Incomplete	+

Save

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

New York State Health Homes Health Home Administrator Welcome Susan Rose Preferences Log out

Home Administration Performance Dashboards

My Providers CenterPeace Health Home-198

CenterPeace Health Home-198 11146397 Approved

304 Park Ave. South, 11th Fl., New York, New York, 10010
Health Home
Enrolled On

Not Recorded Not Recorded

Home Identity Credentials Relationships Contact

Home

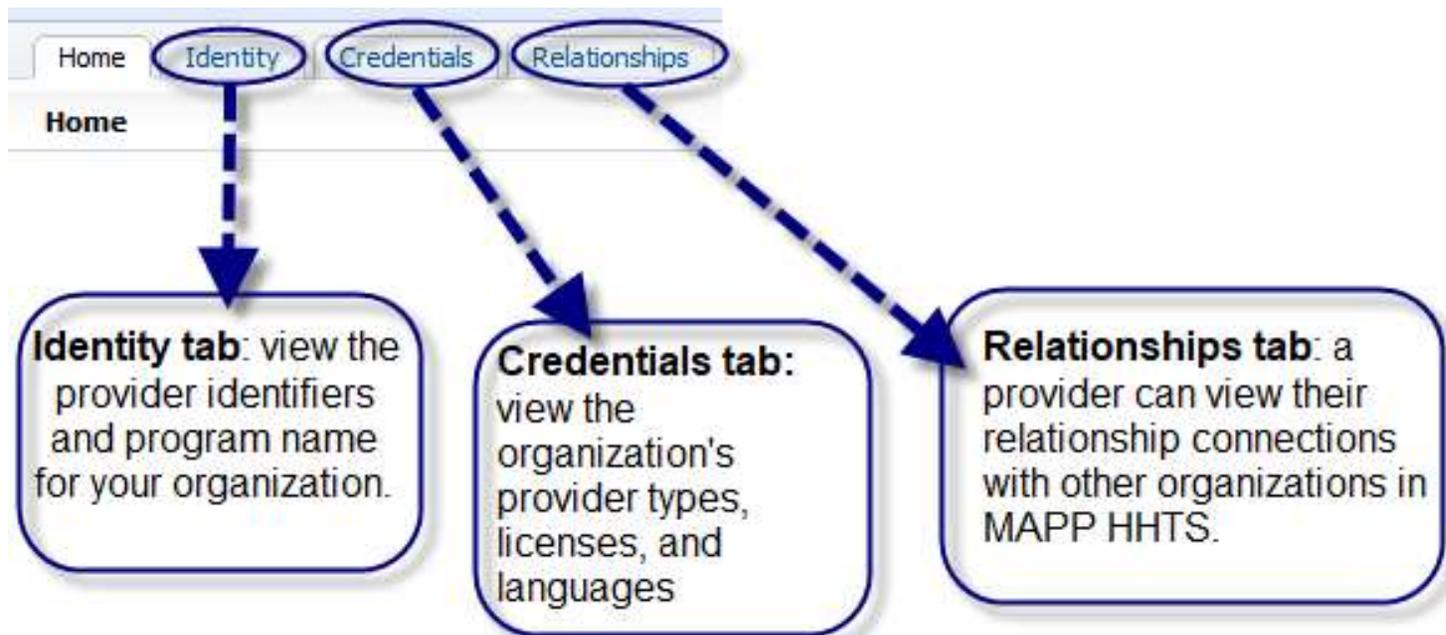
Program Name	CenterPeace Health Home	Primary Category	Care Management Agency [View Types]
Preferred Language	English	End Date	
Enrollment Date	12/1/2017	Preferred Communication	Hardcopy

Payment Details

Direct Biller	No
---------------	----

Comments

Provider Management Tabs



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



Managed Care Plan	Health Home	Care Management Agency	From
▶ MCP Plan A	Health Home A		1/1/2012
▶ MCP Plan B	Health Home A		1/1/2012
▶ MCP Plan C	Health Home A		1/1/2012

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.

- 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.

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

The screenshot displays the 'Provider Relationship' management interface. The top navigation bar includes 'Home', 'Identity', 'Credentials', 'Relationships', and 'Contact'. The 'Relationships' tab is active, showing a table of provider relationships. Below the table is the 'Edit Provider Relationship' form, which includes fields for Provider Name, Alternative Program Name, Provider ID, Provider Category, Relationship, Approval Override, Start Date, End Date, End Reason, and Other. The 'Approval Override' field is currently unchecked. The 'Save' and 'Cancel' buttons are located at the bottom of the form.

Managed Care Plan	Health Home	Care Management Agency	From	To	Relationship Status	Reason	Auto Approval	Direct Bill Override
	Health Home A	Health Home CMA X	1/1/2012		Active		No	No

Edit Provider Relationship

Provider Name: Health Home CMA X
 Alternative Program Name: 55555555
 Provider ID: Care Management Agency
 Provider Category: Health Home to Care Management Agency
 Relationship: Approval Override
 Start Date: 1/1/2012
 End Date:
 End Reason:
 Other:

Annotations:

- Click on the "action" arrow to edit the approval override status
- To turn on the Approval Override, click the box and then click save

Buttons: 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 pending 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 pending 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