New York State DOH
Health Home Care Management Reporting Tool (HH-CMART)
Bi Weekly Support Calls – Session #19
December 11, 2013
Questions?

- Please submit your questions in writing to the webinar.
- If you would like to ask your questions, raise your hand (making sure you have entered your audio pin code) and we will unmute the call one at a time.
Agenda

- November 2013 Submission
- Review of Specification Changes
- Revisions to the HH-CMART Database Tool
- Feedback, Help & Ongoing Support
- Q & A
November 2013 Submission

- Roughly 113,000 records were submitted.
- Submission was smoother and data quality greatly improved.
- Common Issues:
  - Importing data into the database. Remember:
    - Use the most recent template (from HH website)
    - When compiling data from different sources, check that data in the rows correctly lines up with the columns.
    - Ensure the file format is correct (refer to HH-CMART User Manual).
      - Column headings must match those indicated in HH-CMART user manual.
      - Remove extra columns and rows.
      - Unmerge any merged columns/headings.
      - If multiple tabs, data must be in the first tab.
    - Note: the import was not successful unless there is a pop-up box saying the import was successful.
Common Issues, continued

**Missing Data. Remember:**

- Elements 1-17 should never be blank for any members (except those that DOH is extracting from the Tracking System).
- Elements 18-34 should never be blank *for engaged members* (except for DOH extracted elements).
  - If no interventions were conducted, counts should be set to zero.
- Elements 35-49 should only be entered if a FACT-GP was conducted during the reporting period.

**Reminder:** Use “Data Entry Errors” and “Frequencies” reports in database to review the quality and quantity of the data entered prior to submission.
Review of Revised Specifications

- “V2.0” is available on the Health Home website.
- All health homes should be reporting per V2.0 specifications starting with February submission (2013 Q4).
- Changes were fully described during 10/2/13 HH-CMART webinar (audio & PDF of presentation available on HH website).
- PlanID (element #1)
  - Format modified to allow for SNP and MLTC plan IDs
  - List of Medicaid Plan IDs by product will be included in the V2.0 specifications.
- HHID (element #2)
  - Language changed to clarify that this should be the HHID of the **Lead** Health Home.
- ProgramType (element #9)
  - Additional response options:
    - HH SUBSTANCE USE
    - HH HIV
    - NOT ABLE TO CONTACT
    - REVIEW PENDING
Review of Revised Specifications

- AbleContact (element #10)
  - Additional Response Value: TCM-HH CONVERSION
    - Members who were not contacted because they were converted to the HH from an existing TCM program
  - Removed Response Value: Blank (Already Engaged in CM)
    - Once engaged, this element does not need to be modified in later quarters.

- OutreachEffort (element #12)
  - Removed Response Value: Blank (Already Engaged in CM)
  - If there were no outreach activities for any reason this element should be zero (0).
    - TCM-HH Conversion – OutreachEffort=0 starting with initial submission.
    - For members engaged in CM in a previous quarter – OutreachEffort=0.
    - Note that outreach efforts should be in accordance with the Provider Manual’s requirement of “active, ongoing and progressive”.

Review of Revised Specifications

- AppropriateCM (element #13) and AssessedCM (element #14)
  - Additional response option: REVIEW PENDING
- OptOut (element #16)
  - Additional response options:
    - NOT ABLE TO CONTACT
    - REVIEW PENDING
**Issue:** DOH is experiencing some difficulties linking the HH-CMART segments to the Tracking System segments. Reasons include:

- The Tracking System is a billing system and HH-CMART is a service summary system. As such, they have different definitions/purposes.
- Information is lagged/disconnected between the two systems.

**Impact:** Unable to confidently anchor the HH-CMART segments within the quarter or accurately produce certain process measures.

**Solution Under Consideration:** Require reporting of TriggerDate and EngageCMDate in HH-CMART.

**Next Steps:** DOH will continue to investigate internal solutions. For now, no changes.
Revisions to the HH-CMART Database Tool

- Expect the revised tool and user manual to be distributed in the next week or two.
- All V2.0 specification changes will be included in the revised tool.
- Plus the following additional modifications:
  - Identifying unique records for modifying/viewing – Use CIN, ProgramType, and ContactDate.
    - Change needed because members may have duplicate rows if they had multiple, distinct segments of engagement during the quarter.
Revisions to the HH-CMART Database Tool

- Additional modifications, continued:
  - **Expanded** the number of elements in the “Frequencies” report.
    - Now includes all reportable elements.
  - **Expanded** the number of checks in the “Data Entry Errors” report.
    - Now includes FACT-GP / HH Functional consistency and response option checks.
    - Data values for FACT-GP/ HH Functional – use to determine validity between both scales
      - i.e. Question scenarios such as : FACT GP score high, showing better health, but member shows low functioning ability on the HH Functional score
Ongoing support

- HH CMART Support Calls – TBD
  - The next HH CMART support call will be announced

- Slides from all webinars can be accessed by visiting the Health Home website at:
  http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/meetings_webinars.htm
Feedback and Help

- We encourage your feedback by either:
  - Emailing the Health Home Team with the subject of Quality Metrics via the Health Home website at: https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action
    or
  - Calling the Health Home provider line: 518.473.5569

- Additional HH-CMART resources are available at: