LDSS Referrer Role in the Medicaid Analytics Performance Portal (MAPP)
Accessing the MAPP HHTS

The MAPP HHTS is web-based and is launched through the Health Commerce System (HCS) website at https://commerce.health.state.ny.us.

Once you sign into HCS, you need to save the MAPP link to the HCS Home Page (Part 1), as well as enroll in the Multi-factor Authentication (MFA) for user verification (Part 2).
Purpose:
Portal/homepage for PPS/Health Homes users to access securely all things MAPP.
What Is A Referral?

A Referral is receipt of a potential Health Home member outside the State Assignment file process.

- The member who is referred is part of the larger Medicaid community and meets different eligibility criteria than those assigned to the Health Home Program by the DOH.
- The Children's Health Home Referral Portal is the tool used within the MAPP HHTS to create a Referral for a child member who is under 21 years of age.
Types of Referrers

The Referrer role is primarily responsible for creating a referral for child members under 21 years of age who are outside the State Assignment file to the Health Home Program. There are two different categories of Referrer roles:

1. **Health Home Program Users (MCP, HH and CMA Referrers)**
   - Access to the Children’s Health Home Referral Portal
   - Can only refer Non-Foster Care children
   - However, CMAs that act as a VFCA in NYC under contract with ACS can refer a Foster Care child

2. **Non-Health Home Program Users (LGU/SPOA Referrers)**
   - Access to the Children’s Health Home Referral Portal
   - Can only refer Non-Foster Care children

3. **Non-Health Home Program Users (LDSS Referrers)**
   - Access to the Children’s Health Home Referral Portal
   - Can refer a Foster Care child
   - Can refer a Non-Foster Care child
Referral Made by LDSS Upstate / NYC VFCA that is delegated by ACS
For Children in Foster Care

**Foster Care Flow**

1. LDSS / NYC VFCA selects “yes” to “Is child in Foster Care?”
2. LDSS / NYC VFCA consent received (or member if appropriate)
3. LDSS / NYC VFCA enters member CIN
4. Identify chronic conditions/appropriateness
5. Identify if parent/guardian currently enrolled in HH
6. If parent/guardian in HH, LDSS / NYC VFCA enters CIN (not required)
MAPP Workspace and Quick Links

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

Part B - User Role
As a Referrer, you will notice the MCP, HH, CMA, LDSS, or LGU/SPOA Referrer role is listed at the top of the Workspace.

Part C - Quick Links Pod
Referrers have different Quick Links as compared to other roles.

- Children’s Health Home Referral Portal
- View Submitted Referrals

A
York State Health Homes
LGU/SPOA Referrer

B
Used to create a Referral for a member that is under 21 years of age.

C
Quick Links
Children’s HH Referral Portal...
View Submitted Referrals

Allows the Referrer to view Referral information for Referrals that were submitted by their Provider or Organization Unit.
Overview of the Children’s Health Home Referral Portal

Entry point in which Organizations (LDSS and LGU/SPOA) and Providers (MCP, HH, CMA) refer Non-Foster Care and Foster Care children under the age of 21 into the Health Home Program with the purpose of enrolling them into the Program and providing Health Home services.

Those Referrers that indicate a child is in Foster Care will answer different questions in the Referral portal than if the Referrer indicates a child is not in Foster Care.

The MAPP HHTS requires a Referrer to identify at least one single qualifying eligibility criteria or two chronic conditions.

The MAPP HHTS prevents a Referrer who is not associated with a LDSS or VFCA from entering a Referral for a child in Foster Care.
The Terms and Conditions Page is the first screen within the Referral Portal.

Ability to refer a child, who is under the age of 21, enrolled in Medicaid, meets the chronic condition eligibility and appropriateness criteria for the Health Home Program.

Child would benefit from the comprehensive care management services provided by a Health Home.

It is important that the Referrer read all the terms and conditions before proceeding forward with the Referral.
Indicates the Referrer has read, understood, and agreed to the Terms and Conditions. Once this option is selected, three conditional fields display.

1. Allows the Referrer to indicate whether the child is Foster Care by selecting “Yes” or “No.”

2. Verifies the individual from whom the Referrer has obtained Consent to refer the child to the Health Home Program.

3. Provides a Medicaid CIN. If a CIN is unknown or the referred child is not enrolled in Medicaid, the Referrer will not be able to proceed with creating a Health Home Referral.

At this time, the MAPP HHTS checks to ensure that the member being referred is not currently involved with a Health Home Provider. If the member is involved, the MAPP HHTS allows the Referrer to send a notification to that Provider.
Children's Health Home Referral Portal

Warnings

WARNING: Information contained in the MAPP HHTS indicates the individual you are trying to refer is already participating in the Health Home Program with the following organizations: CenterPeace Health Home-190 - 11146389.

Referral Reason

Member Elliot Rose - IX92004X

Please indicate the reason you were attempting to make a referral or any other short message you would like to convey. This information, along with your contact information will be forwarded to the organization(s) with a current relationship with the member. (Max. 300 characters)*

INFORMATION

The Warning message displayed indicates to the LDSS Referrer that the individual being referred is already participating in the Health Home Program and has an “Active” Health Home Assignment with the CenterPeace Health Home Organization.
Used to indicate the chronic conditions that determine if the child being referred is eligible for Health Home care management services.

- Two or more Chronic Conditions
- Serious Emotional Disturbance
- Complex Trauma
- HIV/AIDS

The Referrer must also select the “Appropriateness Criteria” option, which states the individual meeting the Health Home eligibility criteria must be appropriate for the Health Home care management.
Consenter Contact Information Page

- Used to enter the contact information for the individual providing Consent, such as phone number, address, and relationship to the child member.
- At least one form of contact is required (e.g., address, phone number or email) when entering Consenter Contact Information in order to move to the next page.
Parent / Guardian’s Health Home Page

• Used to indicate if the child’s parent or guardian is currently enrolled in the Health Home Program

• If “Yes” is selected, an additional field displays to enter the CIN for the Parent or Guardian, if known.
Select a Voluntary Foster Care Agency

Voluntary Foster Care Agency

INFORMATION

As a reminder, for Non-Health Home Program Users, only the LDSS Referrer can refer a Foster Care child to the Health Home Program. When creating a Referral, the Referrer selects the Voluntary Foster Care Agency (VFCA) to whom the child member should be referred.

Continue
Things the LDSS should consider when selecting a VFCA

- Is the child in Foster Care already link with a VFCA through placement or received services?
  - Is that VFCA also providing Health Home Care Management services?

- Does the child currently have a Health Home Care Manager?
  - Do you want the child to remain with the same HH CM for continuity of Care?
  - Is there a reason to change the HH CM?

- Is the current Health Home Care Manager not a VFCA?
  - Do you want the child to remain with the same HH CM for continuity of Care?
  - Process change within the MAPP Referral Portal may be needed
    - Further Guidance on process to come
Children’s Health Home Referral Summary Page

- Used to view information for the member being referred to the Health Home Program to ensure the information is correct prior to submission.

- On the Referral Summary Page, use the Edit hyperlink in the Action column to edit the information within that section.

- The Referrer should verify all information entered in the Referral Summary Page is correct before clicking the **Next** button. Once the Referral is submitted on the next page, a submitted Referral cannot be edited.
Referral Success

Thank you, your referral has been successfully submitted.

Member: Carrie Redwood DX92002X
Health Home:
Care Management Agency: Medi-Pro Care Management Agency-205 - 11160104

INFORMATION

The Referral Success page displays the member's name and the assigned Care Management Agency (VFCA) that was selected earlier in the Referral process.
Submitted Referrals for Foster Care Child Members

Child member that is in a Mainstream MCP:
- “Active” MCP Referral is created.
- “Pending” CMA Referral is created if a VFCA is selected.

Child member that is Fee-For-Service:
- “Active” HH Referral is created if the VFCA selects a Health Home.
- “Pending” CMA Referral is created if the VFCA or LDSS selects another VFCA.

Child member that is in a Non-mainstream MCP:
- “Active” MCP Referral is created.
- “Pending” CMA Referral (only if the LDSS/VFCA selects a VFCA).
- An “Active” HH/CMA Referral are created if a VFCA selects a Health Home.
Referral Received/Processed

*With the LDSS’s approval, a VFCA may reject the referral for a child in foster care. The VFCA must work with the LDSS and identify an alternative VFCA.
Process for Making a Referral for Children NOT in Foster Care

Non-Foster Care Flow

1. LDSS user selects “no” to “Is child in Foster Care?”
2. Consent received by parent/guardian (or member if appropriate)
3. LDSS user enters member CIN
4. Identify chronic conditions/appropriateness
5. Identify if parent/guardian currently enrolled in HH
6. If parent/guardian in HH, LGU/SPOA user enters CIN (not required)
7. If parent not in HH or CIN is unknown, identify if member is receiving preventive services
8. Assign HH if member is receiving preventive services and NPI is known by the referrer and the system

Referral Received/Processed

- Referrer receives notification referral submitted
- Assignment with a referral record type will be created for MCP for those in Managed Care, or for FFS members the appropriate Health Home based on loyalty match, or HH selected with a relationship with the preventive services provider
Resources

• NYS DOH Health Homes (MAPP) website:
  http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm

• Health Homes serving children website: