MAPP Children’s Health Home Webinar
Local Government Units & Single Point of Access
Agenda

• MAPP Overview

• Understanding the Process to Access MAPP HHTS

• Health Home Tracking System

• Health Commerce System Access and Purpose

• Next Steps
Medicaid Analytics Performance Portal

Users
- Health Commerce System
- Statewide Health Information Network for New York
- Custom User Provisioning

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

Health Home Tracking System (HHTS) - Children’s HH Referral Portal
- Health Home Dashboards
- DSRIP Dashboards
- DSRIP Application

Medicaid Data Warehouse
Understanding the Process to Access MAPP
Access

1. Log in to HCS
   - User ID
   - Password

   Instructions:
   - The sharing of user accounts is strictly forbidden. Repeat offenses may result in the permanent removal of your account.

   - Forgot your password?
   - Or sign up for an account:
     - Lic. Med. Prof.
     - All Others

2. Launch “MAPP”

3. Complete MFA Process
   - Verification Code
Access

4. Select MAPP Application

5. Work within the Health Home Tracking System
Health Home Tracking System

Provides online interface to the Manage Care Plans (MCP), Health Homes (HH), and Care Management agencies (CMA) to collaborate in real-time and track a member’s status.

Users are able to:

- Refer members to Health Homes.
- Upload/download member information & transactions.
- Coordinate across MCPs, HHs, and CMAs using workflows & notifications.
- View member’s Medicaid information.

System is live for adults; anticipated go-live date for children is December 2016.
LGU and SPOA staff will have access to the Health Home Tracking System as “Referrer”.

- The role of “Referrer” permits staff to:
  - make referrals for regarding current and waitlist OMH TCM clients and regarding other children they work with for HH Care Management services.
  - an access point to make referrals for community providers who are working with children who are HH eligible but do not have access to the HH Tracking System Referral Portal.

Each LGU and SPOA must identify which staff require access to the MAPP HHTS to perform his/her responsibilities; not all staff will require access.
Terminology

Local Government Units (LGUs) govern the oversight of county-run mental health programs and local not-for-profit mental health service providers that are licensed, certified, or funded from the NYS Office of Mental Health.

Single Point of Access (SPOAs) are part of the county's existing community based mental health governance structure which manages referrals, vacancies and waitlists for high end services and community programs. Its focus is to improve coordination and manage the effective allocation of resources in the mental health service delivery system.

Notes:

• Each county has an LGU. The LGU includes the SPOA.
• Some counties have subcontracted the SPOA responsibilities to a community agency.
### Why the distinction?

<table>
<thead>
<tr>
<th>County has LGU only</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGU Responsibilities</td>
</tr>
<tr>
<td>SPOA Responsibilities</td>
</tr>
<tr>
<td>HCS Organization Set Up</td>
</tr>
<tr>
<td>County HCS Coordinator</td>
</tr>
<tr>
<td>County Gatekeeper</td>
</tr>
</tbody>
</table>
## Why the distinction?

<table>
<thead>
<tr>
<th></th>
<th>County has LGU only</th>
<th>County Subcontracts for SPOA</th>
</tr>
</thead>
<tbody>
<tr>
<td>LGU Responsibilities</td>
<td>Performed by County Staff</td>
<td>Performed by County Staff</td>
</tr>
<tr>
<td>SPOA Responsibilities</td>
<td>Performed by County Staff</td>
<td>Performed by <strong>subcontractor</strong> staff</td>
</tr>
<tr>
<td>HCS Organization Set Up</td>
<td>County set up as organization</td>
<td>County set up as organization <strong>AND</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Subcontractor set up as organization</td>
</tr>
<tr>
<td>County HCS Coordinator</td>
<td>Responsible for county staff</td>
<td>Responsible for county staff</td>
</tr>
<tr>
<td>County Gatekeeper</td>
<td>Responsible for county staff</td>
<td>Responsible for county staff</td>
</tr>
<tr>
<td>Subcontractor HCS Coordinator</td>
<td>n/a</td>
<td>Responsible for subcontractor staff</td>
</tr>
<tr>
<td>Subcontractor Gatekeeper</td>
<td>n/a</td>
<td>Responsible for subcontractor staff</td>
</tr>
</tbody>
</table>
Health Commerce System (HCS)

- Secure portal managed by SDOH
- Used by a range of organizations
- Home to 100’s of different applications
- Manages user authentication

- Each County set up under “County LGU-SPOA” HCS organization type.
- Each subcontractor set up under “County LGU-SPOA” HCS organization type.
Key Roles
Single Point of Contact (SPOC) will:

• facilitate communication between SDOH and LGU/SPOA concerning the implementation of Health Home Serving Children including access to the HCS and the MAPP Health Home Tracking System.

• receive direct communication from SDOH and is expected to disseminate the information to the appropriate staff within his/her organization.

• compile any required responses and submit the information to SDOH.
HCS Coordinator

• Delegated authority to grant access to HCS for staff from your organization.

• Primary responsibility is to create new users and edit existing users the HCS for their organization.

• Ensure that only authorized and appropriate staff have access.
LGU Gatekeeper/SPOA Gatekeeper

• Delegated authority to grant access to MAPP for staff from your organization.

• Primary responsibility is to create new users and edit existing users *within MAPP* for their organization (i.e., county or subcontractor).

• Responsible for updating organizational information.

• Must be adequately informed of MAPP to ensure that only authorized and appropriate staff have access to MAPP.
Next Steps Based on Organization Status

1. Organizations that **have submitted** the names of the HCS Director and Coordinator(s).

2. Organizations that have an **ACTIVE** HCS Director and Coordinator(s).

3. Organizations that have **NOT** submitted the names of the HCS Director and Coordinator(s).
Select LGU or SPOA Next Steps

The proceeding section applies to the following agencies:

- Cayuga County Community Mental Health
- Genesee County Mental Health Services
- Oneida County Department of Mental Health
- Steuben County Community Mental Health Center

✓ The HCS Director and HCS Coordinator applications for above agencies have been submitted to and processed by DOH.
✓ The applications have either:
  ✓ not been printed, notarized, and submitted to CAMU. Please do so as soon as possible.
  or
  ✓ not been processed by CAMU (may take up to 2 weeks).

* List is current as of July 21, 2016.
LGU or SPOA Next Steps

- Identify up to two Gatekeepers.
- Identify the staff from your LGU or SPOA that will require access to the HHTS.

Please note:
- No formal action may be taken until the HCS Director and HCS Coordinator(s) accounts have been processed and activated.
- Once the accounts are activated, follow the steps that are presented in the next section.
Select LGU or SPOA Next Steps

The proceeding section applies to the following agencies*:

Albany County Department of Children Youth & Families
Broome County Mental Health Department
Cattaraugus County Department of Community Services
Chemung County Department of Mental Hygiene
Chenango County Mental Health
Delaware County Community Services
Dutchess County Department of Mental Hygiene
Erie County Department of Mental Health
Essex County Mental Health, Essex Co Community Services Board
Franklin County Community Services
Greene County Mental Health
Jefferson County Community Services
Lewis County Mental Health
Madison County Mental Health Department
Monroe County Office of Mental Health
Nassau County Office of Mental Health
Niagara County Department of Mental Health
Office of Community Services for Warren and Washington Counties
Onondaga County Department of Children and Family Services
Ontario County Mental Health Center
Orange County Department of Mental Health (SPOA is Access: Supports for Living)
Oswego County Division of Mental Hygiene
Otsego County Community Services
Rockland County Department of Mental Health
Schoharie County Office of Community Services
St. Lawrence County Community Services
Suffolk County Department of Health, Division of Community Mental Hygiene
Sullivan County Department of Community Services
Tioga County Mental Hygiene
Tompkins County Mental Health Services
Ulster County Department of Mental Health
Westchester County Dept of Community Mental Health
Wyoming County Mental Health Department
Yates County Community Services

The HCS Director and HCS Coordinator applications for these agencies have been processed by CAMU and are active.

* List is current as of July 21, 2016.
LGU and SPOA Next Steps

• Identify and submit the names of up to two Gatekeepers.
  ✓ Refer to July 15, 2016 email.
  ✓ Gatekeepers must have an active HCS user account.

• Identify the staff from your LGU or SPOA that will require access to the HHTS.
  ✓ Not all staff will be required to have access.
  ✓ Keep access to essential staff to minimize security exposure.

• Work with your HCS Coordinator to ensure that staff have their own HCS user account.

• Work with staff to complete Multi-Factor Authentication Process.
HCS Coordinator ensures staff have an active HCS User Account.

- All MAPP Users must have their own active HCS User Account.
- Staff without an active account must work with their HCS Coordinator.

1. Staff person completes Part A
2. HCS Coordinator completes Part B
3. Staff person completes Part C
Can I use the HCS Paperless process for a staff member who is an out-of-state resident?

No. The paperless process may only be used for staff with a New York State Driver’s License or a New York State Non-Driver’s Photo Id. The HCS Coordinator must use the Coordinator Account Tool to complete an Account Request.

The user created an HCS user account. Why is it showing up as not active?

The most likely reason for an account being listed as not active is that the HCS Coordinator did not complete Step B in the HCS Paperless Process.

Is it necessary for staff to have an HCS User Account for training and to access the MAPP?

Yes. This is one of the basic requirements for a user.
This section provides the instructions for completing the HCS Coordinator responsibilities.

This section includes the steps to create a HCS Coordinator account.

Coordinators are encouraged to contact CAMU at 518-473-1809 for training (~1 hour).
End-User Next Steps

• Complete Multi-Factor Authentication process.

• Complete required training; anticipated availability August 2016.

✓ End-users will receive email from MAPP Customer Care Center, which will include instructions for accessing training environment.
End-User Next Steps - MFA

- End-user completes the process if he/she has New York State Driver’s License or New York State Non-Drivers Photo Identification.
- HCS Coordinator completes for all others.
Select LGU or SPOA Next Steps

The proceeding section applies to the following agencies:

ACCESS: Supports for Living
Allegany County Community Services
Chautauqua County Department of Mental Hygiene
Children’s Home of Jefferson County
Clinton County Community Services Administration
Columbia County Department of Human Services
Cortland County Department of Mental Health
Franziska Racker Centers, Inc.
Fulton County Mental Health
Hamilton County Community Services
Herkimer County Mental Health
Livingston County Mental Health Services
Mental Health Association in Fulton & Montgomery Counties

Montgomery County Mental Health Dept.
Mount Sinai-St. Luke’s Hospital
NYC Department of Health and Mental Hygiene
Orleans County Department of Mental Health
Putnam County Department of Mental Health
Rensselaer County Department of Mental Health
Saratoga County Mental Health
Schenectady County Office of Community Services
Schuyler County Mental Health
Seneca County Mental Health Department
Wayne County Mental Health Department

The above agencies have NOT submitted the names of the HCS Director and HCS Coordinator (at least one).

* List is current as of July 21, 2016.
LGU/SPOA & HCS

• **HCS Director** - can bind the organization with NYSDOH (preferably a CEO, CFO or COO). This person by default is also a Coordinator, Security Coordinator and User. Each organization can only have one HCS Director.

• **HCS Coordinator** - has the responsibility and authority to request and manage Commerce accounts and manage roles in the Communications Directory. This person by default is also a User. Each organization is encouraged to have two HCS Coordinators.

• Refer to July 15, 2016 email for instructions on identifying new HCS Directors and Coordinators.

  ➢ Submit the names of the HCS Director and HCS Coordinator(s) by Friday, July 22.
  ➢ This will impact your organization’s readiness.
SDOH Next Steps

• Process HCS Director and HCS Coordinator requests.

• Process LGU and SPOA Gatekeeper Requests.

• Notify users when training is available (anticipated August 2016).
Submission of Documents and Updates

• Please send any questions, comments or feedback on Health Homes Serving Children to: hhsc@health.ny.gov or contact the Health Home Program at the Department of Health at 518.473.5569.

• Stay current by visiting our website: http://www.health.ny.gov/health_care/medicaid//program/medicaid_health_homes/health_homes_and_children.htm

• Health Home Listserv http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/listserv.htm

• Health Home Bureau Mail Log (BML) https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

  ➢ Enter “MAPP Children’s Health Home Webinar” in the subject line.
Health Homes Serving Children List of Acronyms

- ACS: NYC Administration of Children Services
- AI: AIDS Institute
- ALP: Assisted Living Program
- ASA: Administrative Service Agreement
- BAA: Business Associate Agreement
- BHO: Behavioral Health Organization
- CAH: Care at Home
- CBO: Community Based Organizations
- CMA: Care Management Agency
- DEAA: Data Exchange Agreement Application
- EI: Early Intervention
- FFS: Fee For Service
- HCBS: Home and Community Based Services
- HCS: Health Commerce System
- HH: Health Home
- HHSC: Health Home Serving Children
- HIT: Health Information Technology
- LDSS: Local Department of Social Services
- LGU: Local Government Unit
- MAPP: Medicaid Analytics Performance Portal (Health Home Tracking System)
Health Homes Serving Children List of Acronyms

- MCO/MCP: Managed Care Organization / Managed Care Plan
- MRT: Medicaid Redesign Team
- MMIS #: Medicaid Management Information Systems
- NPI #: National Provider Identifier
- OASAS: Office of Alcoholism and Substance Abuse Services
- OCFS: Office of Children and Family Services
- OMH: Office of Mental Health

- OMH-TCM: Office of Mental Health Targeted Case Management
- SED: Serious Emotional Disturbance
- SMI: Serious Mental Illness
- SPA: State Plan Amendment
- SPOA: Single Point of Access
- SPOC: Single Point of Contact
- TCM: Targeted Case Management
- UAS-NY: Uniform Assessment System for New York
- VFCA: Voluntary Foster Care Agency