MAPP Children’s Health Home Webinar
Local Departments of Social Services

June 27, 2016
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

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

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

- Health Home Tracking System
- Health Home Dashboards
- DSRIP Dashboards
- DSRIP Application

Medicaid Data Warehouse
Understanding the Process to Access MAPP
Access

1. Log in to HCS

2. Launch “MAPP”

3. Complete MFA Process
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 October 2016.
LDSS staff will have access to the Health Home Tracking System as “LDSS Referrer”.

- The role of “LDSS Referrer” permits LDSS staff to:
  - Make referrals for HH Care Management services for children they work with, i.e. foster care, preventive, etc.
  - 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 LDSS must identify which staff require access to the MAPP HHTS to perform his/her responsibilities; not all staff will require access.
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
Local Departments of Social Services & 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.

Reminders:
- Each organization must ensure compliance with HCS security requirements.

- Refer to June 16, 2016 email for instructions on:
  - Accessing existing HCS accounts
  - Identifying new HCS Coordinators

*The HCS organization is the County for the LDSS, it does not distinguish between the various departments/divisions in a county.*
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.
HCS Coordinator Resources

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).

- My Content -> Documents by Group -> Coordinator -> HCS Coordinator
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.
LDSS 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 (the LDSS).

• Responsible for updating organizational information.

• Must be adequately informed of MAPP to ensure that only authorized and appropriate staff have access to MAPP.
Single Point of Contact (SPOC) will:

• Facilitate communication between SDOH and LDSS concerning the implementation of Health Home Serving Children including access to the HCS, the MAPP Health Home Tracking System, the Uniform Assessment System for New York (UAS-NY), etc.

• 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.
LDSS Next Steps

• Work with HCS Coordinator to have the HCS user accounts created.
  ✓ Some staff may already have an HCS User Account

• Identify up to two LDSS Gatekeepers (refer to June 16 email).

• Identify the staff from your LDSS that will require access to the HHTS to make referrals.
  ✓ Not all staff will be required to have access
  ✓ keep access to essential staff to minimize security exposure

• Work with staff to complete Multi-Factor Authentication Process.
SDOH Next Steps

• Process LDSS Gatekeeper requests.

• Provide training on LDSS Gatekeeper role and responsibilities.

• Review and revise current training courses and determine the requirements for staff working with children.
LDSS Gatekeeper Next Steps

- Complete required training (anticipated availability August 2016).
- Assign “LDSS Referrer” role to appropriate LDSS staff (anticipated August 2016).
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.
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.

• Referral Portal Webinar scheduled for Wednesday July 13, 2016 from 1-2:30 pm
QUESTIONS?
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