



**Department
of Health**

Medicaid
Redesign Team

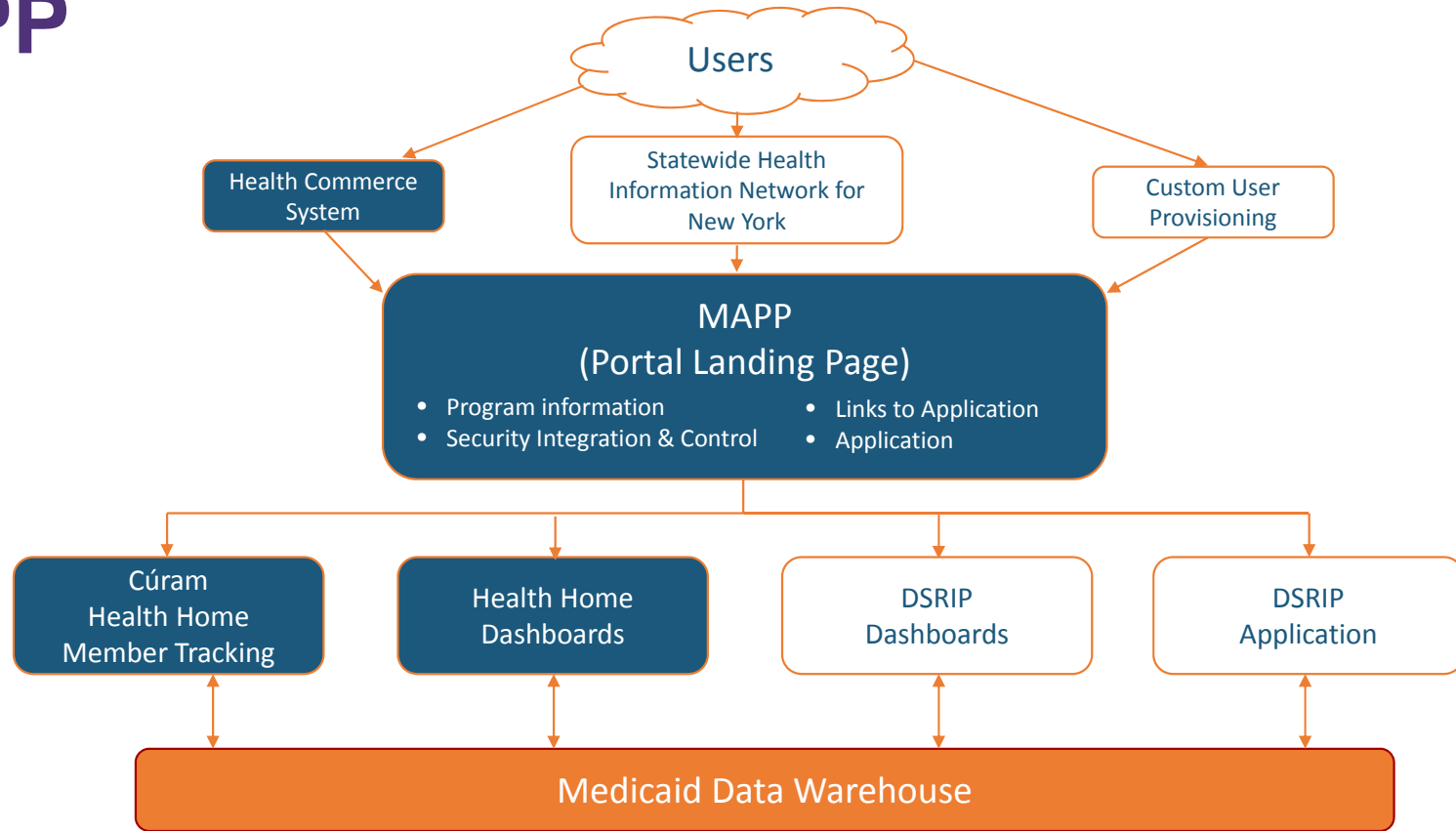
MAPP Statewide Implementation for Health Homes - ACCESS

January 13, 2015

Agenda

- HCS Organization Accounts
- HCS User Accounts
- HCS MAPP Roles
- Training
- CMA LMS and MAPP Access

MAPP



HCS Organization Accounts

Organization	HCS Organization Type	Status
Health Homes	Health Home Program	<ul style="list-style-type: none"> one organization account per Health Home
Managed Care Organization	Managed Care	<ul style="list-style-type: none"> will have multiple organization accounts based on the number of products offered select one organization account for MAPP role assignments
	Managed LTCP	
Care Management Agencies (downstream providers)	Health Home CMA	<ul style="list-style-type: none"> organizational account being created for each organization multiple organization accounts may be created if organization has multiple MMIS identification numbers

Care Management Agency

1. Submit HCS Director and HCS Coordinator information to Department.
2. Department will generate account requests.
3. Each HCS Director and HCS Coordinator will receive an automatically generated email.
4. Follow instructions in email:
 - Print application
 - Have application notarized
 - Mail notarized, stamped application to CAMU

Reminder

Care Management Agencies must have an approved DEAA (OR a Business Associate Agreement (BAA)) on file with NYS DOH with each and every Health Home with whom you affiliate. If this requirement is not met your access to data for the respective organization may be delayed.
Contact DOH.SM.MEDICAID.DATA.EXCHANGE@HEALTH.NY.GOV

HCS User Accounts

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

Care Management Agencies cannot complete this process until their HCS organization account is created and the HCS Director and Coordinator accounts are activated.

Health Commerce System

Paperless HCS User Account

NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS. The Health Commerce System (HCS) user account request has gone paperless! No more signatures and notary. Applying for an HCS user account is as simple as filling out an online form and having a NYS DMV Driver License or NYS DMV Non-driver Photo ID. People that do not have a NYS DMV Driver License or NYS DMV Non-driver Photo ID can still apply for an HCS user account using the existing process which requires signatures and a notary. Please see your HCS Coordinator to apply.*

A. User steps...

What are the steps?

Important Information!
To enroll using the paperless process, you must have a NYS DMV Driver License or NYS DMV Non-driver Photo ID.

To obtain an account, you must:

1. Register for an account
2. Enroll your account on the HCS. This step must be done with your HCS Coordinator

Where do I register?

1. Open your web browser and enter this website in the address bar
<https://apps.health.ny.gov/pub/userreg.html>
2. Click **Register** for an account*

How do I register?

1. Complete the Name, Address and Policy Statement sections, and click **Continue**
NOTE: Your name must match what is on your NYS driver license or NYS Photo ID
2. Request a userid and create a password, click **Continue**
3. Answer at least six of the 27 secret question, click **Register**
4. Confirm your account information, and click **Confirm**
5. Print your NYSDOH Account Registration Completion information, click **OK**
6. You will receive a confirmation email that your userid was created
7. See your HCS Coordinator with your NYSDOH Account Registration Completion printout and your NYS DMV Driver License or NYS DMV Non-driver Photo ID

B. Coordinator steps...

How do I enroll a user with the paperless process?

1. Log on the HCS
2. Click **Coord Account Tools - HCS** under **My Applications**
3. Counties click **Coord Account Tools—LHD**
4. Click **User** under **Request an account** for a...
NOTE: A NYS driver license is required for the paperless process. If they do not have one, click **No**, they do not...*
5. Select your organization in the list
6. Enter the user's Public ID, click **Submit**
NOTE: This information must be supplied by the user when they registered for an HCS account
7. Enter the user's information from the NYS driver license or NYS Photo ID, click **Submit**
NOTE: The information must match exactly
8. Enter the user's contact information (fields marked with an asterisk are required), click **Submit**
9. Your user is enrolled on the HCS. Please instruct them to use their userid and password they created and sign in the HCS (<https://commerce.health.state.ny.us>)

C. User steps...

How do I sign on the HCS?

Once your HCS Coordinator completes their steps above, you will be enrolled on the HCS and receive a congratulations email. Do the following:

1. Read the **'Document 2 SAUP'** for rules and responsibilities
2. Click the HCS website link (or copy and paste it in your browsers address bar), and enter your userid and password that you created when registering

* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm)

HCS Roles for Staff

MAPP SPOC	single point of contact that will coordinate, manage, and support the organization's MAPP implementation
MAPP Gatekeeper	local administrator that will coordinate and authorize user access to the Medicaid Analytics Performance Portal
MAPP User	assigned to all users who will access the Medicaid Analytics Performance Portal

- ✓ HCS Roles must be assigned to all staff.
- ✓ Each organization must have one SPOC, at least one Gatekeeper, and at least one MAPP User.
- ✓ HCS Role assignments will be used to facilitate communication concerning MAPP Implementation.
- ✓ HCS Roles must be assigned prior to participating in training.

Health Commerce System

Coordinator's Update Tool

- Main Page
- Location
- Manage People
- Organizational Offices
- Manage Role Assignments
- Reports
- Add a New Person
- Special Accounts

**Form Name:
Role Assignments**

Select a Role to Assign/Modify
for *Z Test Managed LTCP*

Role Description	Person in Role?	Modify Role Assignments	Role Description	Person in Role?	Modify Role Assignments
Chief Executive Officer or President	No	Modify	HPN Coordinator	DOH Assigned	Modify
HPN Organizational Security Coordinator	DOH Assigned	Modify	MAPP Gatekeeper	No	Modify
MAPP SPOC	No	Modify	MAPP User	No	Modify
MEDS Reporting & Analysis	No	Modify	Medical Director	No	Modify
Order Official Prescriptions	N/A	Modify	PNDS Reporting & Analysis	Yes	Modify
UAS-15	No	Modify	UAS-20	No	Modify
UAS-30	No	Modify	UAS-40	No	Modify
UAS-45	Yes	Modify	UAS-50	No	Modify
UAS-NY	Yes	Modify	UAS-NY IT	Yes	Modify

Health Commerce System

The screenshot displays the HCS Coordinator web application. At the top, there is a navigation bar with links for Home, My Content, Print, Search, and Help. Below this, a breadcrumb trail shows 'Groups > Coordinator > HCS Coordinator'. A list of 'Coordinator Document Groups' is shown, including Coordinator Account, Director Account, Medical Practice Account, Policy, Practitioner Account, Security Coordinator Account, Status, and User Account. A red box highlights the 'My Content' menu item with the text: "Select 'Documents by Group' to access HCS Coordinator resources". Below the list, there is a table of 'HCS Coordinator Documents' with columns for Type, Label, Description, and Date Posted. The table contains 12 records, sorted by Date Posted - Descending.

Type	Label	Description	Date Posted
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Paperless HCS User Account Quick Reference Guide	Quick Reference guide - NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS!	11/08/2013
WEB	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
WEB	Coordinator Responsibilities	HCSC Responsibilities	03/18/2013
PDF	How to remove a role	using the Coordinator's Update Tool	03/15/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
PDF	Acceptable Account Request Form Criteria	What is the criteria for an account request form to be processed?	09/12/2011
PDF	NYSE-CON HCS Coordinator Overview V1	This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role.	02/28/2011
PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
PDF	Information about Account Security Violations	STOP!!! DO NOT share account information (userids and passwords). Allowing someone to use your HCS account is a breach of security!	11/19/2010

Training

Course Name	Description	Projected Availability
MAPP Cúram Member Tracking Overview and Navigation	This course introduces the Medicaid Analytics Performance Portal (MAPP), including its purpose, benefits and scope. This course also covers basic navigation. (WBT) [All users]	1/29/2015
MAPP Cúram Member Tracking (Health Homes)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Health Homes job role. (ILT) [up to 5 staff per Health Home]	2/9 - 26/2015
MAPP Cúram Member Tracking (Managed Care Plan)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Managed Care Plans job role. (ILT) [up to 5 staff per Managed Care Organization]	2/9 - 26/2015
MAPP Cúram Member Tracking ("GateKeeper" Role)	This course provides instructions on how to authorize new users to the MAPP Portal. (WBT) [All gatekeepers]	2/16/2015
MAPP Cúram Member Tracking ("Read Only" Job Role)	This course provides instructions on how to search and view information in MAPP. (WBT) [All staff with Read-only role]	2/20/2015
MAPP Cúram Member Tracking Introduction	This course provides a non-interactive demo on how to perform member tracking tasks in MAPP. (online video) [All Care Management Agency users]	2/20/2015
MAPP Cúram Member Tracking (Care Management Agency)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Care Management Agency job role. (ILT) [One user per Care Management Agency]	3/1 - 31/2015



CMA LMS and MAPP Access

	First Name	Last Name	Email Address	Phone Number	Work Location City (i.e., Albany, Bronx, Buffalo)	MAPP Role (Screener, Worker or Read-Only)	HCS User Account ID
Example	John	Smith	j.smith@abcpediatrics.org	716-555-1234 (ext. 203)	Brooklyn	Screener	GT264795
1							
2							
3							
4							
5							

Information will be used to:

- ✓ create accounts for CMA Learning Management System
- ✓ grant access the Medicaid Analytics Performance Portal
- ✓ grant access to specific application in MAPP (i.e., Cúram and Salient Dashboards)

Questions and Contact Information

Telephone: 518-473-5569

Email

- ✓ go to http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/
- ✓ select “email NYS Health Homes Program”
- ✓ select “Health Commerce Accounts for Health Homes” in the subject line.

