

Medicaid Analytics Performance Portal Health Home Tracking System

MAPP HHTS | TRAINING UPDATES

Welcome

Welcome to the MAPP Health Home Tracking System (HHTS) Training Updates Newsletter. This document serves as an addendum to the Phase 2 Training Materials and focuses on system functionality workarounds, system enhancements, general training updates, and helpful tips to assist the end-user with completing certain tasks within the system.

Inside this Issue – December 2016

- Topic 1: Create, Modify and Withdraw Consent Using the Consent File
- Topic 2: How to Modify and Withdraw a Consent
- Topic 3: Consent Forms and Submitting Consent Information to the MAPP HHTS
- Topic 4: How to View Your Organization's Provider Relationships
- Topic 5: Warning Message for Members that are not Medicaid Eligible
- Topic 6: Pending Referral Indicator on the My Assignments Screen



Create, Modify and Withdraw Consent Using the Consent File



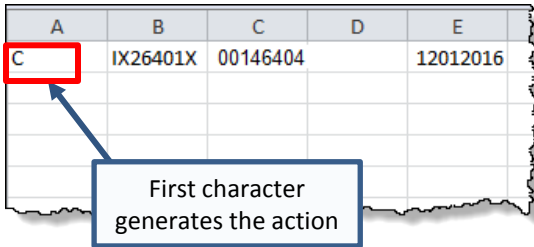
Training Update: 12/01/2016
Information for: HH and CMA Workers

The **Consent Upload File** gives HH/CMA Workers the ability to take action on Consent Records for their members, such as create, modify or withdraw. The Consent Upload table provides the file specifications for the Consent Upload File.

The first field in the upload file contains the **Record Type**, which indicates the action:

- C - Create Consent
- M - Modify Consent
- W - Withdraw Consent (which end dates the Consent)

Consent Upload File Specifications Table					
Field #	Field	Start Pos	Length	End Pos	Format
1	Record Type	1	1	1	Alpha (C, M, W)
2	Member ID	2	8	9	AA11111A, Alphanumeric
3	Health Home MMIS Provider ID	10	8	17	Numeric
4	Existing Start Date	18	8	25	MMDDYYYY, Numeric
5	New Start Date	26	8	33	MMDDYYYY, Numeric
6	End Date	34	8	41	MMDDYYYY, Numeric
7	Consenter	42	2	43	Numeric (01, 02, 03, 04, 05)
8	Existing Consent Type	44	2	45	Numeric (01, 02, 03)
9	New Consent Type	46	2	47	Numeric (01, 02, 03)



- Consenter Value (for Field # 7)**
- 01 - Parent
 - 02 - Guardian
 - 03 - Legally Authorized Representative
 - 04 - Member/Self – Individual is 18 years of age or older
 - 05 - Member/Self – Individual is under 18 years old, but is a parent, or is pregnant, or is married
- Consent Type (for Fields # 8 and 9)**
- 01 - Consent to Enroll
 - 02 - Consent to Share Information
 - 03 - Consent to Share Information (Protected Services)

Note: HH/CMA Workers can also download the **Consent Download File** to view if specific members have or do not have Consent Records in the MAPP HHTS, prior to uploading the Consent Upload File.

Below are some examples of the file upload specifications for each Record Type action. The Consenter and Consent Type have leading zeros.

- **Create** - This file creates (“C” in Field 1) a Consent Record for the member (CIN IX26401X) with “Guardian” as the Consenter and “Consent to Enroll” as the Consent Type. Fields 4, 6 and 8 are left blank since these fields are not applicable when creating a new Consent Record.

Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8	Field 9
A	B	C	D	E	F	G	H	I
C	IX26401X	00146404		12012016		02		01

- **Modify** – The HH/CMA Worker can modify the Consent Type, Consenter and Start Date for an “Active” Consent Record. This example modifies (“M” in Field 1) the same member’s Consent Record by changing the Existing Start Date (Field 4) to a New Start Date (Field 5), as well as changing the Consenter to “Member/Self – Individual is 18 years of age of older” (Field 7).

Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8	Field 9
A	B	C	D	E	F	G	H	I
M	IX26401X	00146404	12012016	11152016		04	01	

- **Withdraw** – The HH/CMA Worker can withdraw an “Active” Consent Record, in which case an End Date is required. The End Date can be today’s date or a past date, but cannot be a future date. This example withdraws (“W” in Field 1) the same member’s Consent Record by indicating the Existing Start Date (Field 4) and the End Date (Field 6).

Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8	Field 9
A	B	C	D	E	F	G	H	I
W	IX26401X	00146404	11152016		11302016	04	01	

How to Modify and Withdraw a Consent



Training Update: 12/01/2016
Information for: HH and CMA Workers



Keep In Mind...

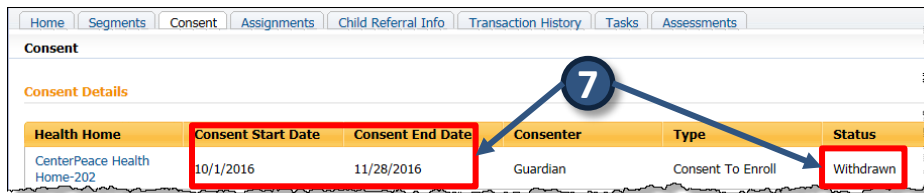
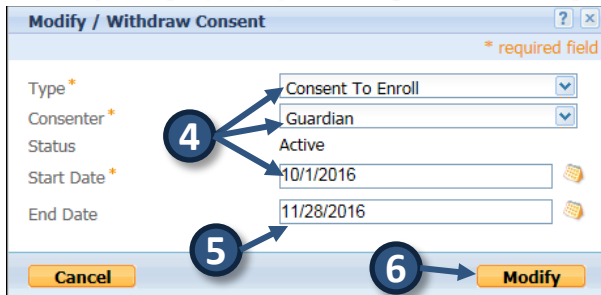
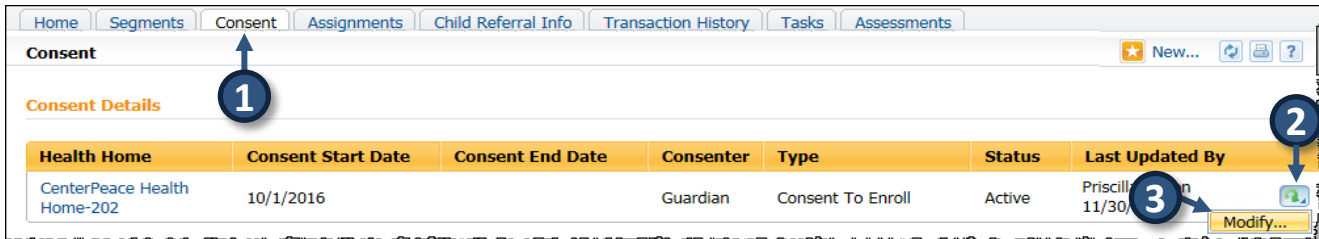
There is no Delete option if a Consent Record is created for the wrong member. HH/CMA Workers need to be very careful and ensure they are adding the correct Consent for the correct member on the correct date.

After a Consent Record is created, the **Modify** option allows HH/CMA Workers to edit the Consent Start Date, Consent Type and Consenter when the initial information was entered incorrectly. When a Consent End Date is entered, it changes the Consent Record from "Active" to "Withdrawn," indicating the member has withdrawn his/her Consent. At no time can a Consent Record be deleted or canceled once it is created.

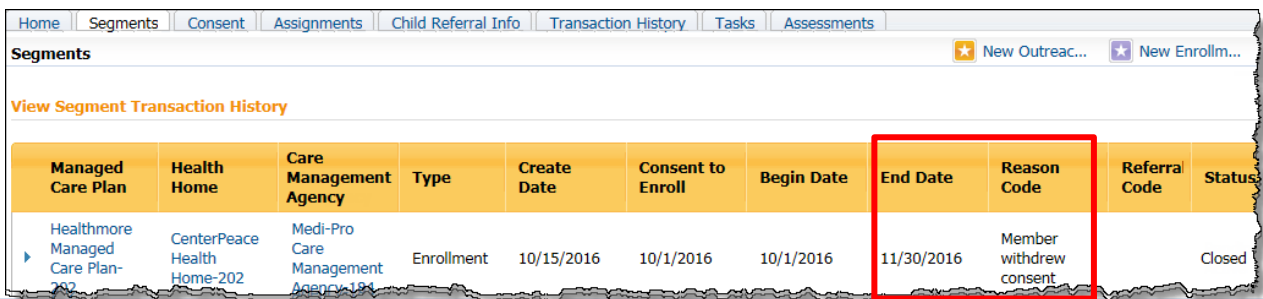
How to Modify and/or Withdraw Consent Using the Individual Method:

- Step 1: Navigate to the **Consent** tab on the member's Health Home Program Page.
- Step 2: Click the **Actions** button for the "Active" Consent Record to be modified or withdrawn.
- Step 3: Select the **Modify** option. (Note: a user would select the "Modify" option to modify or withdraw the Consent Record.)
- Step 4: If needed, modify the Consent Type, Consenter and/or the Consent Start Date.
- Step 5: If the member has withdrawn his/her consent, enter the **End Date** (otherwise skip this step).
- Step 6: Click the **Modify** button.
- Step 7: Verify the status and modification(s).

Note: If the Consent Type, Consenter, and/or the Consent Start Date were modified, the Consent Record has an "Active" status. If an End Date was entered, the Consent Record has an "Withdrawn" status. By removing the Consent End Date, the Consent Record displays an "Active" status.



When withdrawing a "Consent to Enroll" or "Consent to Share Information" Consent Type for a child member, the Segment ends when the last day of the month is reached.



MAPP Customer Care: (518) 649-4335 or Email: MAPP-CustomerCareCenter@cma.com



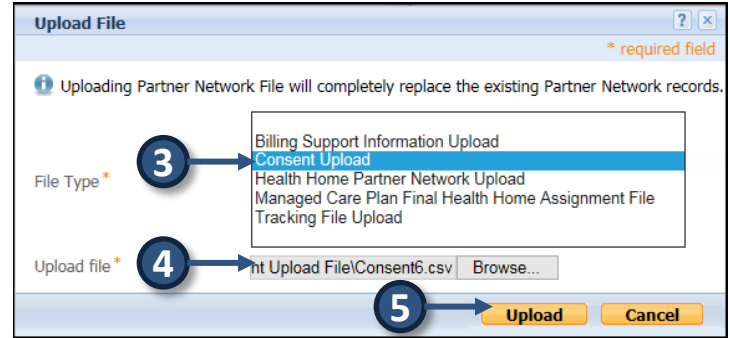
How to Modify and Withdraw a Consent (Continued)

How to Modify and/or Withdraw Consent Using the File Upload Method:

The previous topic provided details on file specifications for a Consent Upload File. Obtain the upload file that has the correct file specifications to modify and/or withdraw the Consent Record.

Field 1	Field 2	Field 3	Field 4	Field 5	Field 6	Field 7	Field 8	Field 9
A	B	C	D	E	F	G	H	I
W	IX26401X	11146404	11152016		11302016	04	01	

- Step 1: Click the **Upload File** quick link on the Workspace.
- Step 2: Click the **Upload** button.
- Step 3: Select the **Consent Upload** option from the File Type list.
- Step 4: Click the **Browse...** button and locate the file you want to upload.
- Step 5: Click the **Upload** button.
- Step 6: Validate and Process the upload file as done for any other upload file.
- Step 7: Verify the file has a "Processed" status.



File ID	File Name	File Type	Uploaded By	File Status	Uploaded On
1000028	Consent184.csv	Consent Upload	tracma1	Processed	11/30/2016 01:05 PM

Note: The "Withdraw" status can be viewed by downloading the **Consent Download File**. If this is a child member, when withdrawing either a "Consent to Enroll" or "Consent to Share Information" Consent Type, the Segment ends when the last day of the month is reached.

Consent Type	Impact to an Existing Enrollment Segment	Impacts to Existing Consent Record(s)
If you withdraw Consent to Enroll	When the member is under 18 years of age or 18-21 years of age and being serviced as a "child," the Enrollment Segment displays the End Date and End Reason Code of "member withdrew Consent" and ends when the last day of the month is reached. When the member is 21 years of age or older, there is no impact to the Enrollment Segment.*	Consent Records that have a "Consent to Share Information" Consent Type are automatically ended when the HH/CMA Worker ends/withdraws a Consent to Enroll.
If you withdraw Consent to Share Information	The Consent to Enroll is ended when Consent to Share Information is withdrawn, when the member is under 18 years or 18-21 years of age and being serviced as a "child." Enrollment Segment displays the End Date and End Reason Code of "member withdrew Consent" and ends since the Consent to Enroll has ended. When the member is 21 years of age or older, there is no impact to the Enrollment Segment.*	Consent Records that have "Consent to Enroll" or "Consent to Share Information (Protected Services)" are automatically ended when the HH/CMA Worker ends/withdraws a Consent to Share Information.
If you withdraw Consent to Share Information (Protected Services)	No impact on an existing Enrollment Segment.	No impact on an existing Consent Records.

*When a member is 18 - 21 of age and serviced as an "adult" they are handled the same way as 21 years of age or older for this table.



Keep In Mind

Consent Records that have been ended or withdrawn can be re-activated by modifying the Consent and removing the End Date. This changes the status from "Withdrawn" back to "Active." However, when this is done, this has no effect on the Enrollment Segment that was ended as a part of the original withdrawing of the Consent. The HH/CMA Worker would need to create a new Enrollment Segment (or modify the original Enrollment Segment) in this case.

MAPP Customer Care: (518) 649-4335 or Email: MAPP-CustomerCareCenter@cma.com



How to Modify and Withdraw a Consent (Continued)

Here are some additional Consent scenarios and what a Provider should do if these are encountered:

Consent Scenario	What Should the Provider Do?	Impact(s)
<p>Member turns 18 and is self-consenter</p>	<p>The Provider should enter new Consent Record with a Consenter Value of "04" or "05" with the Start Date of when the new status became effective. The provider can create the new Consent Record(s) with the new Consenter value and Start Date.</p> <p><i>*Note: The Provider should not modify or withdraw the initial Consent prior to adding a new Consent. After adding a new Consent Record with the same Consent type, the original Consent is ended by the MAPP HHTS.</i></p>	<p>This will not impact the Segment since the original Consent Record is still in place to cover the period of the Segment when the member was < 18 years of age.</p>
<p>Original Consent signed by Legally Authorized Representative and then member moved back in with their parents.</p>	<p>The Provider should withdraw the original Consent as the Legally Authorized Representative is no longer authorized to provide Consent for HH services, and then submit the new Consent Record.</p> <p>The Provider should submit a new Consent Record with Consenter Value "01." If this member is less than 18 years of age or 18-21 and being serviced as a "child," the Segment will end when the user withdraws the Consent signed by a Legally Authorized Representative, if the Consent Type is either a Consent to Enroll or Consent to Share.</p>	<p>Withdrawing the Consent already ended the Segment and the Segment would need to be created again/made active again after the new active Consent(s) are added.</p>



Consent Forms and Submitting Consent Information to the MAPP HHTS



Training Update: 12/01/2016
Information for: HH and CMA Workers

There are many Consent Forms and Types that can be submitted to the MAPP HHTS either through the Consent Upload File method or the online method. Listed below is a comprehensive table which outlines the various forms, types, descriptions and how to submit Consent information to the MAPP HHTS.

Required for anyone under 21 entered via Children's Health Home Referral Portal				
Consent Form	Consent Type(s)	Description	Documenting via Consent Upload	Documenting via Screen
N/A	Consent to Refer	Verbal agreement obtained from member/member's parent/guardian/legal representative for the member to be referred into the MAPP HHTS.	Not recorded in MAPP HHTS via the Consent upload. Note: HH may require separate documentation for verbal Consent	Must verify Consent to refer has been obtained to continue referral process in the Children's Health Home Referral Portal.

Children must have either a 5055 OR a 5200 and a 5201 Section 1				
Consent Form	Consent Type(s)	Description	Documenting via Consent Upload	Documenting via Screen
5055	Consent to Share (02)/Consent to Enroll (01)	This form is used by anyone who is able to self-Consent. This includes members being served by a child or adult Provider who are over 18 (Consenter 04) and those who are under 18 but who are parents, pregnant, or married (Consenter 05).	Add 2 create (C) record lines for the member – one for each Consent type (01 and 02). Consenter should be 04 or 05.	Navigate to the Consent tab on the member's page and enter 2 separate new Consent types – one for Consent to Enroll, one for Consent to Share.* Consenter should be 04 or 05.
5200	Consent to Enroll (01)	This form is used to obtain Consent to Enroll for a child under 18 who cannot self-Consent.	Add 1 create (C) record line for the member with Consent type 01. Consenter should be Parent (01), Guardian (02), or Legally Authorized Representative (03).	Navigate to the Consent tab on the member's page and enter 1 new Consent type – Consent to Enroll.* Consenter should be Parent (01), Guardian (02), or Legally Authorized Representative (03).
5201 Section 1	Consent to Share (02)	This form is used to obtain Consent to Share PHI for a child member under 18 who cannot self-Consent. This form is used in conjunction with form 5200.	Add 1 create (C) record line for the member with Consent type 02. Consenter should be Parent (01), Guardian (02), or Legally Authorized Representative (03).	Navigate to the Consent tab on the member's page and enter 1 new Consent type – Consent to Share.

**Consent to Enroll and Consent to Share can also be entered on the screen when a Segment is created, either via the Children's Health Home Referral Portal when a member is entered directly into a Segment by the Organization referring, or on the member's page on the Segment tab when a new Segment is created.*

(Continued on next page)



Consent Forms and Submitting Consent Information to the MAPP HHTS (Continued)

Special consents not required in all cases

Consent Form	Consent Type(s)	Description	Documenting via Consent Upload	Documenting via Screen
5201 Section 2	Consent to Share Protected Services (03)	This portion of the form is used to obtain Consent from children between the ages 10-17 for specific types of services such as family planning, HIV status, drug and alcohol treatment etc. The child completes this with the CM and without the parent, guardian or legally authorized representative present.	Add 1 create (C) record line for the member with Consent type of 03. Consenter should be 05 (member/self under 18).	Navigate to the Consent tab on the member's page and enter 1 new Consent type – Consent to Share (Protected Services). Consenter should be 05 (member/self under 18).
5203	HH Release of Education Records Consent	NYSED required Consent for the school to release the child's educational records to the HH. Note: children under 18 cannot self-Consent under any circumstances	Not recorded in MAPP HHTS	Not recorded in MAPP HHTS
FA	Functional Assessment (CANS-NY/CMHA)	This Consent is required to complete any HH or HCBS assessment within the UAS-NY for adult or children.	Not recorded in MAPP HHTS	Not recorded in MAPP HHTS

Withdrawing Consents

(Note: Withdrawing Consent to Enroll (01), also ends an Enrollment Segment for anyone being served as a child who is under 21, or anyone served as an adult under 18)

Consent Form	Consent Type(s)	Description	Documenting via Consent Upload	Documenting via Screen
5058	Consent to Withdraw Enrollment (01) and Sharing (02)	This withdraws Consent to Enroll and Consent to Share obtained via the form 5055.	Add 1 withdraw (W) line for the member with Consent type 01. All other Consent information must match the original Consent record and an end date must be entered. Withdrawing Consent to Enroll will automatically end Consent to Share and/or Consent to Share (Protected Services) if it exists	Navigate to the Consent tab on the member's page and click the modify option next to the Consent to Enroll record. Enter an end date. Withdrawing Consent to Enroll will automatically end Consent to Share.
5202	Consent to Withdraw Enrollment (01), Sharing (02), and Sharing Protected Services (03)	This withdraws Consent to Enroll, Share, or Share (Protected Services) obtained via the forms 5200, 5201 Section 1, and 5201 Section 2.	Add 2 withdraw (W) lines for the member with Consent type of 01 and 03. All other Consent information must match the original Consent record and an end date must be entered. Withdrawing Consent to Enroll will automatically end Consent to Share.	Navigate to the Consent tab on the member's page and click the modify option next to the Consent to Enroll record. Enter an end date. Repeat the same for the Consent to Share Protected Services. Withdrawing Consent to Enroll will automatically end Consent to Share and/or Consent to Share (Protected Services) if it exists.
5204	Consent to Withdraw Release of Education Records Consent	This withdraws Consent to release educational records obtained via form 5203.	Not recorded in MAPP HHTS	Not recorded in MAPP HHTS

*Consent to Enroll and Consent to Share can also be entered on the screen when a Segment is created, either via the Children's Health Home Referral Portal when a member is entered directly into a Segment by the Organization referring, or on the member's page on the Segment tab when a new Segment is created.

How to View Your Organization's Provider Relationships



Reminder: 12/01/2016
Information for: MCP, HH and CMA Workers

MCP, HH and CMA Workers can view relationships between their Organization and other Providers. For example, a MCP Worker can view a list of Health Homes with which his/her Organization has an established relationship. A HH or CMA Worker can view a list of Providers their Organization has a relationship with and is useful when identifying if auto-approval has or has not been setup between a specific CMA and HH.

Provider Relationship information can be viewed using the Shortcuts Panel within the Referrals and Members main tab (see steps below). Once accessed, Workers can view the status of each Provider Relationship (e.g., Active, Closed or Canceled), as well as the auto-approval and direct bill indicators.

The term "auto-approval" refers to a system indicator that is set up between the CMA and HH. All CMAs with a type of "Foster Care" have been set up with auto-approval. For VFCA-CMAs, this auto-approval should not be changed by the HH. This setting determines the status of the Outreach/ Enrollment Segment only when it is created by the CMA:

- The "No" value in this column indicates the HH needs to take action (e.g., accept the Segment) on the "Pending Active" Segment created by the CMA.
- The "Yes" value in this column indicates that the HH does not need to take action on the Segment created by the CMA. The Segment is automatically accepted after the CMA creates it, which is indicated by an "Active" status.
- A "blank" value in this column indicates no auto-approval setting is applicable

for the Organizations listed.

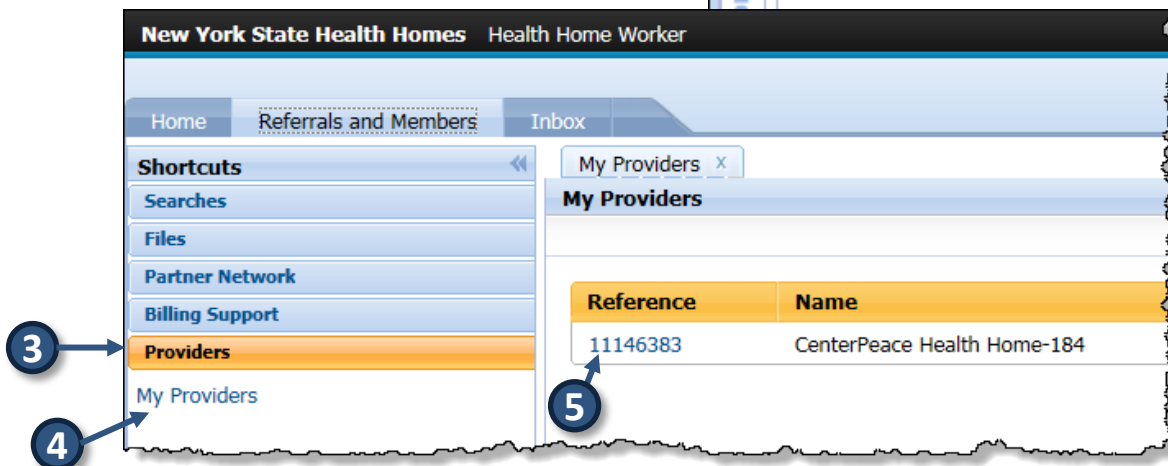
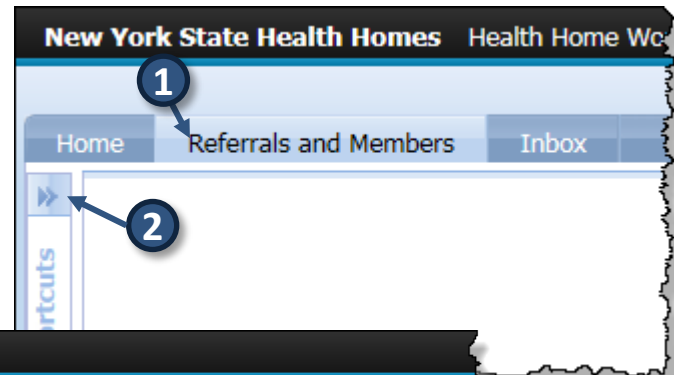
Direct Bill Column

- The "No" value in this column indicates that the MCP bills for all Health Home services rendered.
- The "Yes" value in this column indicates that the a Direct Bill relationship has been set up between the MCP and HH to allow HHs to bill Medicaid directly for all HH services until MCPs are able to take over HH billing.

Auto-Approval Column

How to View Provider Relationships for Your Organization:

- Step 1: Click the **Referrals and Members** tab.
- Step 2: Click the **Expand** button to open the Shortcuts Panel.
- Step 3: Click the **Providers** tab.
- Step 4: Click the **My Providers** quick link. Note: It may take a few seconds for the Reference ID to display.
- Step 5: Click the **Reference ID** blue hyperlink for the Organization.



(continued on next page)



How to View Your Organization’s Provider Relationships (Continued)

Step 6: Click the **Relationship ID** tab.

Step 7: Click the **Provider Relationships** inner tab.

CenterPeace Health Home-184
 304 Park Ave. South, 11th Fl., New York, New York, 10010
 Health Home
 Enrolled On 5/2/2014
 Not Recorded Not Recorded

Home Identity Credentials **Relationships** Contact

Provider Relationship

Managed Care Plan	Health Home	Care Management Agency	From	To	Relationship Status	Reason	Auto Approval	Direct Bill Override
Healthmore ManagedCare Plan 201-0745001	CenterPeace Health Home-184-11146383		10/1/2014		Active		Yes	Yes
Healthmore Managed Care Plan-201-11147410	CenterPeace Health Home-184-11146383		1/1/2014		Active		No	Yes
	CenterPeace Health Home-184-11146383	Medi-Pro Care Management Agency-204-11160103	1/1/2014		Active		No	No
	CenterPeace Health Home-184-11146383	Medi-Pro Care Management Agency-202-11160103	1/1/2014		Active		No	No

Once the Worker accesses the **Provider Relationships** inner tab, he/she can view a list of Organizations. Each row displays the relationship between two Organizations. For example, if you are a HH Worker, it displays a row for each MCP your HH has a relationship with, as well as each CMA. Most Organizations have many relationships, so scroll to the bottom of the screen to view information on additional pages (when applicable).

[Displaying rows 1 to 15 out of 49] 1 2 3 4 >>

In the example above, since “No” is indicated in the Auto-Approval column for CenterPeace HH-184 and Medi-Pro CMA-204, this means when a CMA Worker from Medi-Pro CMA-204 creates a Segment, it will have a “Pending Active” status, which requires CenterPeace HH-184 to take action on the Segment (i.e., accept the Segment which changes it to an “Active” status).

Since “Yes” is indicated in the Auto-Approval column for CenterPeace HH-184 and Medi-Pro CMA-202, this means when a CMA Worker from Medi-Pro CMA-204 creates a Segment, it will have an “Active” status; therefore, CenterPeace HH-184 does not need to take action.

Warning Message for Members that are Not Medicaid Eligible



Training Update: 12/01/2016
Information for: HH and CMA Workers

If a member is not Medicaid eligible, a **warning message** displays when creating an Outreach/Enrollment Segment during the Referral process (either using the Create Referral/Segment or the Children’s HH Referral Portal quick links with the Workspace).

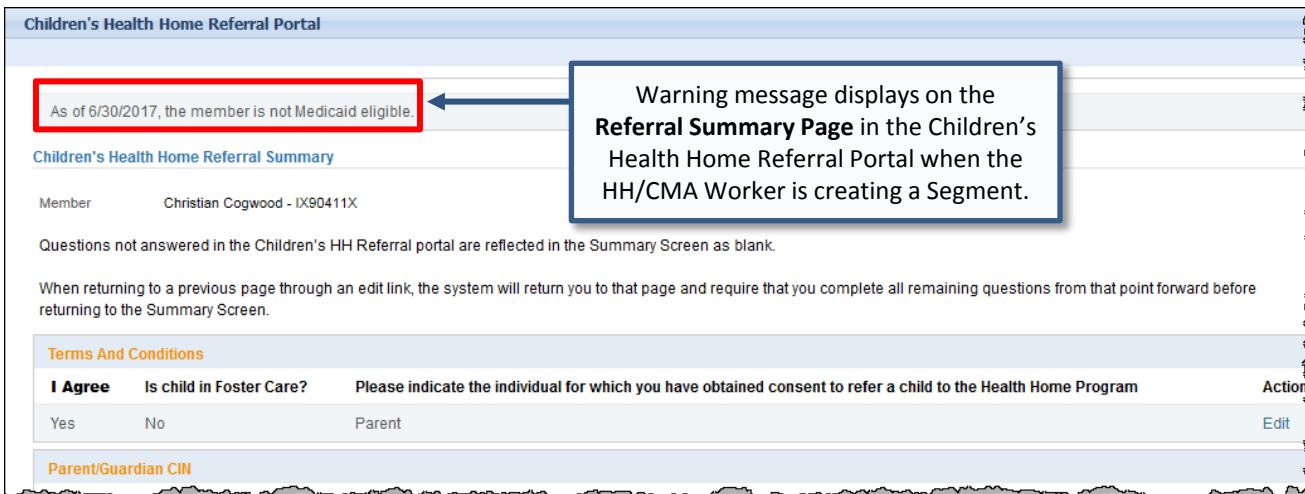
This warning message is an indicator to the Provider creating the Segment, that the

member is not Medicaid eligible as of the Segment Start Date. Despite this warning, the MAPP HHTS allows the HH/CMA Worker to continue to create the Segment during the Referral process.

At times, the Medicaid eligibility date may be listed in the future, such as in the first example, which indicates that the member lost and regained eligibility during the

Segment period and the Provider should review the members information in ePACES.

An example of the warning message is provided below for a member who is not Medicaid Eligible.



Children's Health Home Referral Portal

As of 6/30/2017, the member is not Medicaid eligible.

Children's Health Home Referral Summary

Member: Christian Cogwood - IX90411X

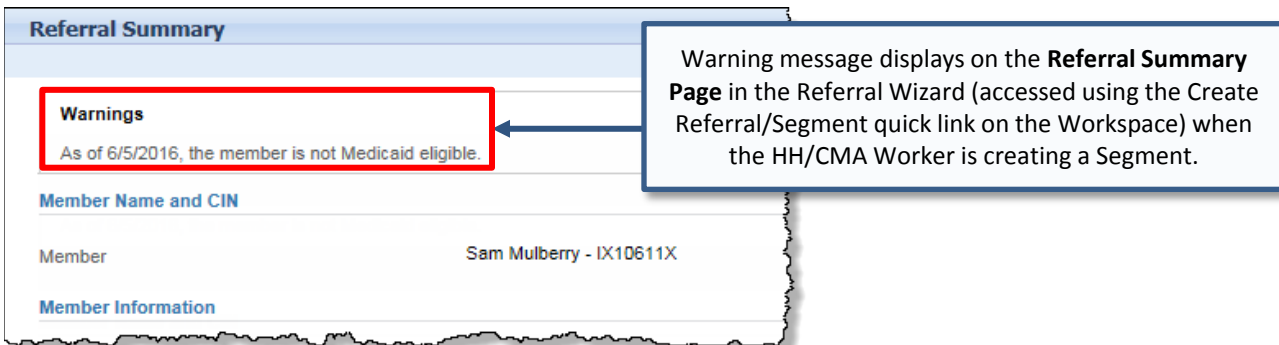
Questions not answered in the Children's HH Referral portal are reflected in the Summary Screen as blank.

When returning to a previous page through an edit link, the system will return you to that page and require that you complete all remaining questions from that point forward before returning to the Summary Screen.

Terms And Conditions			
I Agree	Is child in Foster Care?	Please indicate the individual for which you have obtained consent to refer a child to the Health Home Program	Action
Yes	No	Parent	Edit

Parent/Guardian CIN

Warning message displays on the **Referral Summary Page** in the Children’s Health Home Referral Portal when the HH/CMA Worker is creating a Segment.



Referral Summary

Warnings

As of 6/5/2016, the member is not Medicaid eligible.

Member Name and CIN

Member: Sam Mulberry - IX10611X

Member Information

Warning message displays on the **Referral Summary Page** in the Referral Wizard (accessed using the Create Referral/Segment quick link on the Workspace) when the HH/CMA Worker is creating a Segment.

Pending Referral Indicator on the My Assignments Screen



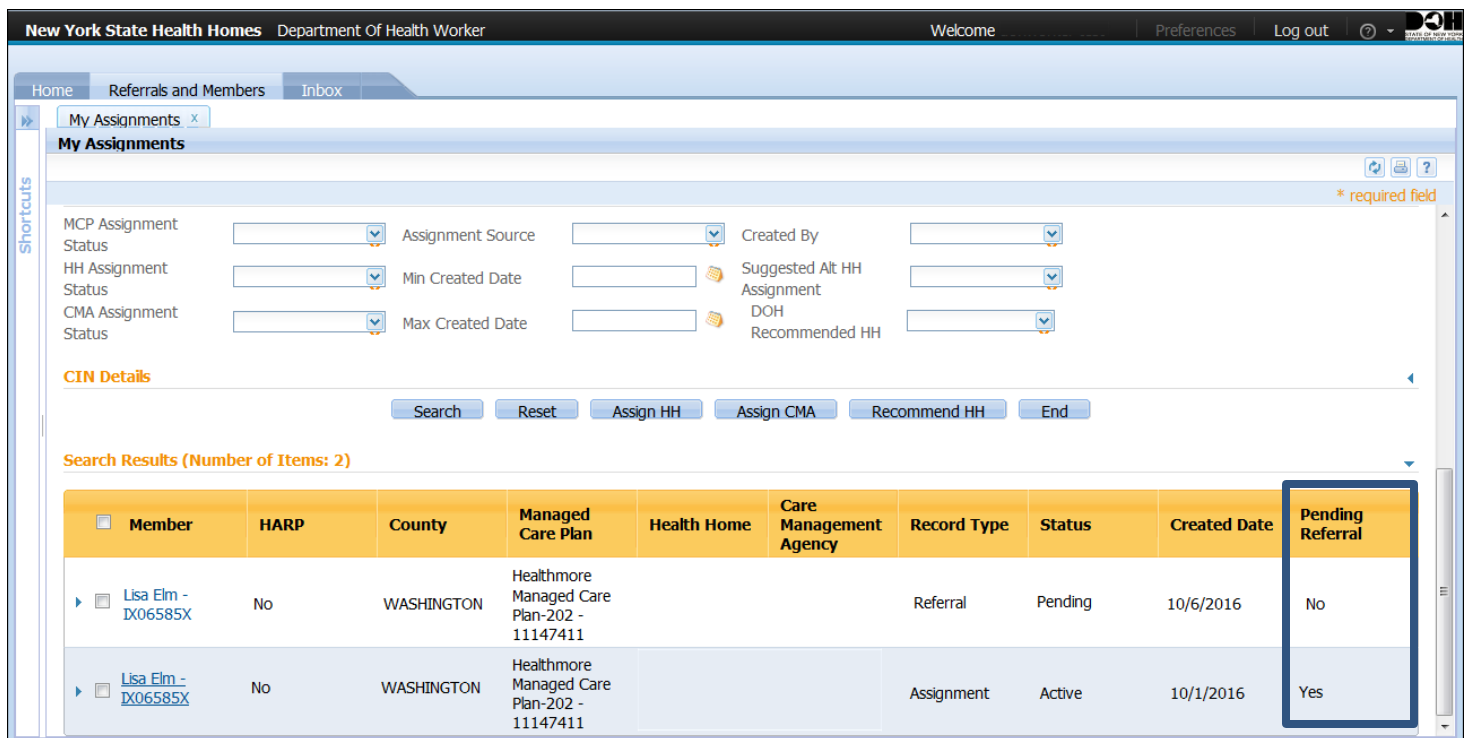
Training Update: 12/01/2016

Information for: All Users with the Worker or Read-Only Role

The MAPP HHTS populates the “Pending” Referral field in the search results with a “Yes” to indicate when a member has a “Pending” Referral with a **different** Provider than the Provider the Worker is logged in as.

For DOH, Office of Mental Health (OMH) and Office of Alcoholism and Substance Abuse Services (OASAS) users, both records are visible on the My Assignments tab:

- The Assignment Record with the “Pending” Referral indicator
- The “Pending” Referral Record



The screenshot shows the 'My Assignments' screen in the New York State Health Homes system. It includes a search filter section with dropdowns for MCP, HH, and CMA assignment status, and input fields for assignment source, dates, and suggested/recommended health homes. Below the filters are buttons for 'Search', 'Reset', 'Assign HH', 'Assign CMA', 'Recommend HH', and 'End'. The search results table shows two entries for member Lisa Elm - DX06585X. The first entry is a 'Referral' with a 'Pending' status and a 'No' in the 'Pending Referral' column. The second entry is an 'Assignment' with an 'Active' status and a 'Yes' in the 'Pending Referral' column. The 'Pending Referral' column is highlighted with a blue box.

Member	HARP	County	Managed Care Plan	Health Home	Care Management Agency	Record Type	Status	Created Date	Pending Referral
Lisa Elm - DX06585X	No	WASHINGTON	Healthmore Managed Care Plan-202 - 11147411			Referral	Pending	10/6/2016	No
Lisa Elm - DX06585X	No	WASHINGTON	Healthmore Managed Care Plan-202 - 11147411			Assignment	Active	10/1/2016	Yes



Keep In Mind...

Even though there are scenarios where a member can have two Assignments, the Assignment File Downloads displays one row for the member listed, based on the Provider that is downloading the information.

If Provider 1 has a member with a "Pending" Assignment, then when he/she downloads the Assignment file, the member's "Pending" Assignment is displayed. If that same member also has a "Pending" Referral with Provider 2, then when Provider 2 downloads the Assignment file, only the member's "Pending" Referral is displayed. Since the files are Provider-specific, the record with the corresponding Provider is displayed for the member.