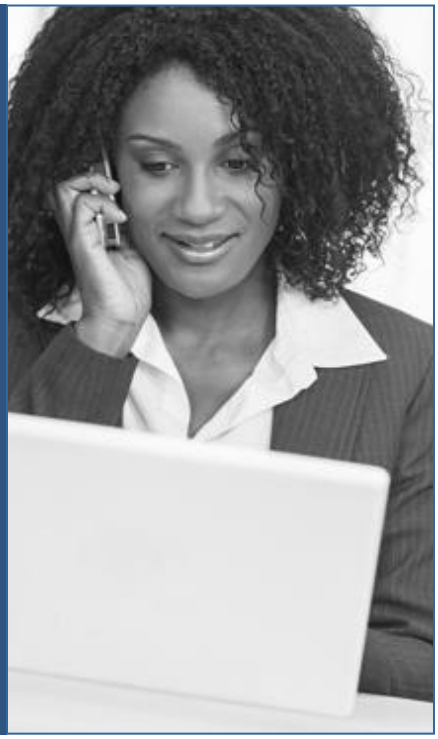
Medicaid Analytics Performance Portal Health Home Tracking System

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 1 Training Materials and focuses on system functionality workarounds, general training updates, and helpful tips to assist the end-user with completing certain tasks within the system. Topics within this document fall under one of the following categories:

Workaround - a temporary solution to help the end-user complete a task within the MAPP HHTS

Training Updates - additional information that will help the end-user understand the functions and capabilities of the MAPP HHTS

Helpful Tips - practical hints that will help provide a user-friendly experience within the HHTS

Inside This Issue

Workarounds

Providers & Program Names in MAPP HHTS Pages 3-4

Manually Withdrawing a Consent when an Enrollment Segment is Deleted Page 5

End Health Home Assignment Question Page 6

CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) Page 7-10

Training Updates

Indicating a Core Billable Service in the HML Billing Assessment Page 11

Inside This Issue (Continued)

Training Updates (Continued)

Creating an Enrollment/Transfer when No Relationship Exists between the Health Home & CMA	Pages 12
Assignment Change History	Page 13
Viewing the Segment History within the Segments Tab	Page 14-15
Hiatus Status for Outreach Segments	Page 16-19
Identifying a "Hiatus" Outreach Segment in the Enrollment Download File	Page 20-21
Modifying a "Pended" Segment	Page 22
Provider Relationship – Effective Date Verification	Page 23

Helpful Tips

Identifying Managed Care Members within the Member CIN Search	Page 24
Group by CIN and Action when uploading the Tracking File	Page 25
Helpful Link to Navigate from the Health Home Program Back to the Member Home Page	Page 26
Compatibility Settings in Internet Explorer	Page 26
Using the Print Icon	Page 27
Location of Performance Dashboards	Page 27
Test Your Knowledge	Page 28

Disclaimer: Any organization featured in the MAPP HHTS Newsletter is for example only.

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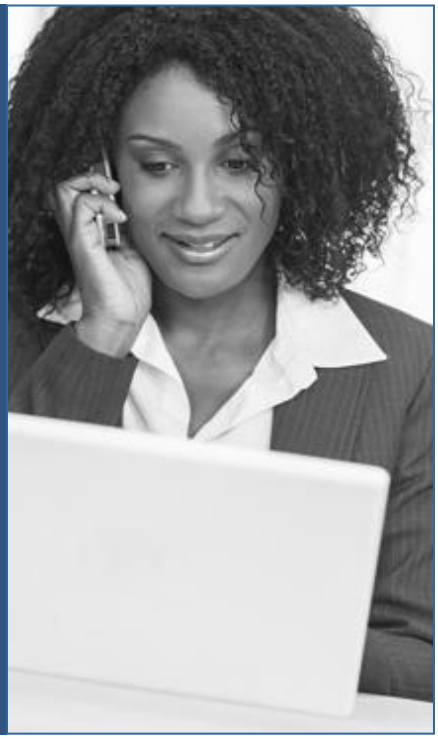
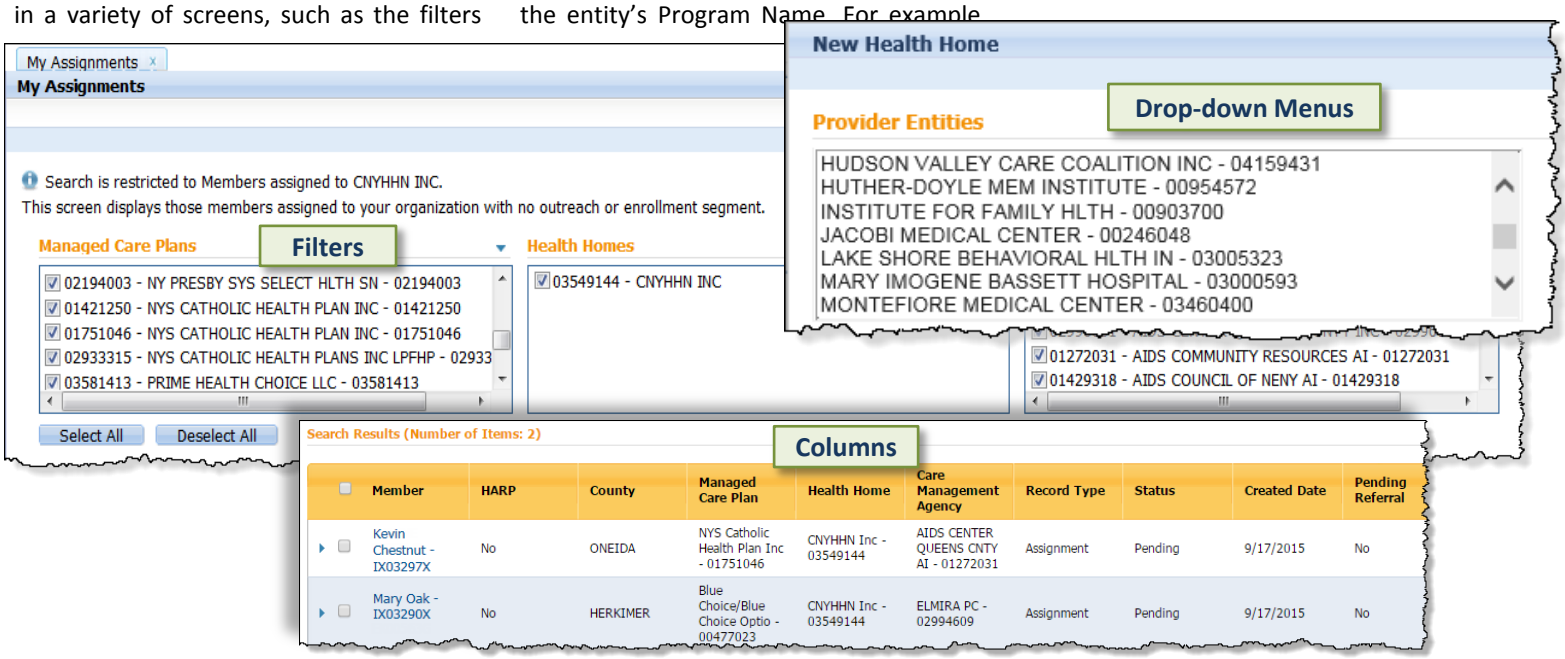


Providers & Program Names in MAPP HTTS

Workaround: 04/20/2016 (Go-live)
What is Impacted?: Any screen where Provider Names are displayed
Roles Impacted: All MAPP HHTS users

The **Provider Name** that is displayed within the MAPP HHTS screens is the name that is associated with the Provider's MMIS Provider ID, which comes from the NYS Medicaid's Medicaid Data Warehouse (MDW). The Provider Name can be found in a variety of screens, such as the filters within My Assignments and My Members, within columns when viewing search results, or when selecting Health Home or CMAs from a drop-down menu. End-users may not be familiar with an Organization's Provider Name but are more familiar with the entity's Program Name. For example, the MCP Program Name *"Fidelis Care NY"* may be familiar to end-users, but in MAPP HHTS, it is called *"NYS Catholic Health Plan Inc."* since this is the Provider Name (continued pg. 4).

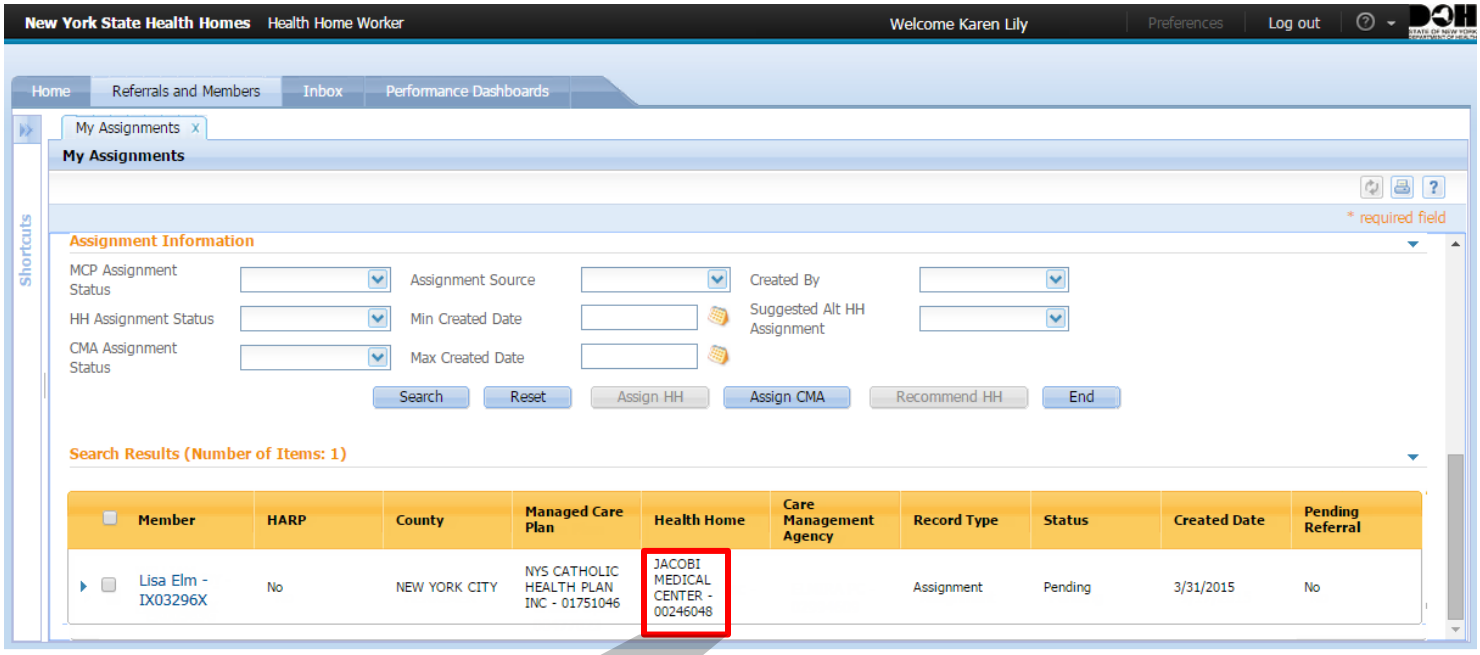


Providers & Program Names in MAPP HTTS (Continued)

To help end-users with Provider Names they may not be familiar with, a *"Provider vs Program Names Crosswalk"* (Excel format) has been created. This Crosswalk contains over 400 Provider Names with their corresponding MCP, Health Home or CMA Program Name.

The example below shows the Health Home Provider "JACOBI MEDICAL CENTER 00246048" within the search results. The Crosswalk is used to determine that the equivalent Program Name is "New York City Health and Hospitals Corporation".

The Crosswalk is located in the pre and post go-live locations listed below. A future release of the system will update most screens and downloads to display the Program Name instead of the MMIS ID.



Crosswalk

PROVIDER NAMES IN MAPP HHTS		PROGRAM NAMES FOR MCPs, HEALTH HOMES AND CMAs		
PROVIDER_ID	PROV_NAME	MCP_PROGRAM_NAME	HH_PROGRAM_NAME	CMA_PROGRAM_NAME
00246048	Jacobi Medical Center		New York City Health and Hospitals Corporation	
00354467	Niagra Falls Mem Med Ctr		Niagara Falls Memorial Medical Center	
03457054	North Shore University Hospital		North Shore Long Island Jewish Health Home	

Crosswalk File Name: HH-MCP-CMA Affiliations Provider and Program Name Crosswalk.xlsx

Prior to Go-Live: https://miscnytraining.cma.com/courses/mediaLibrary.aspx (requires LMS Login)

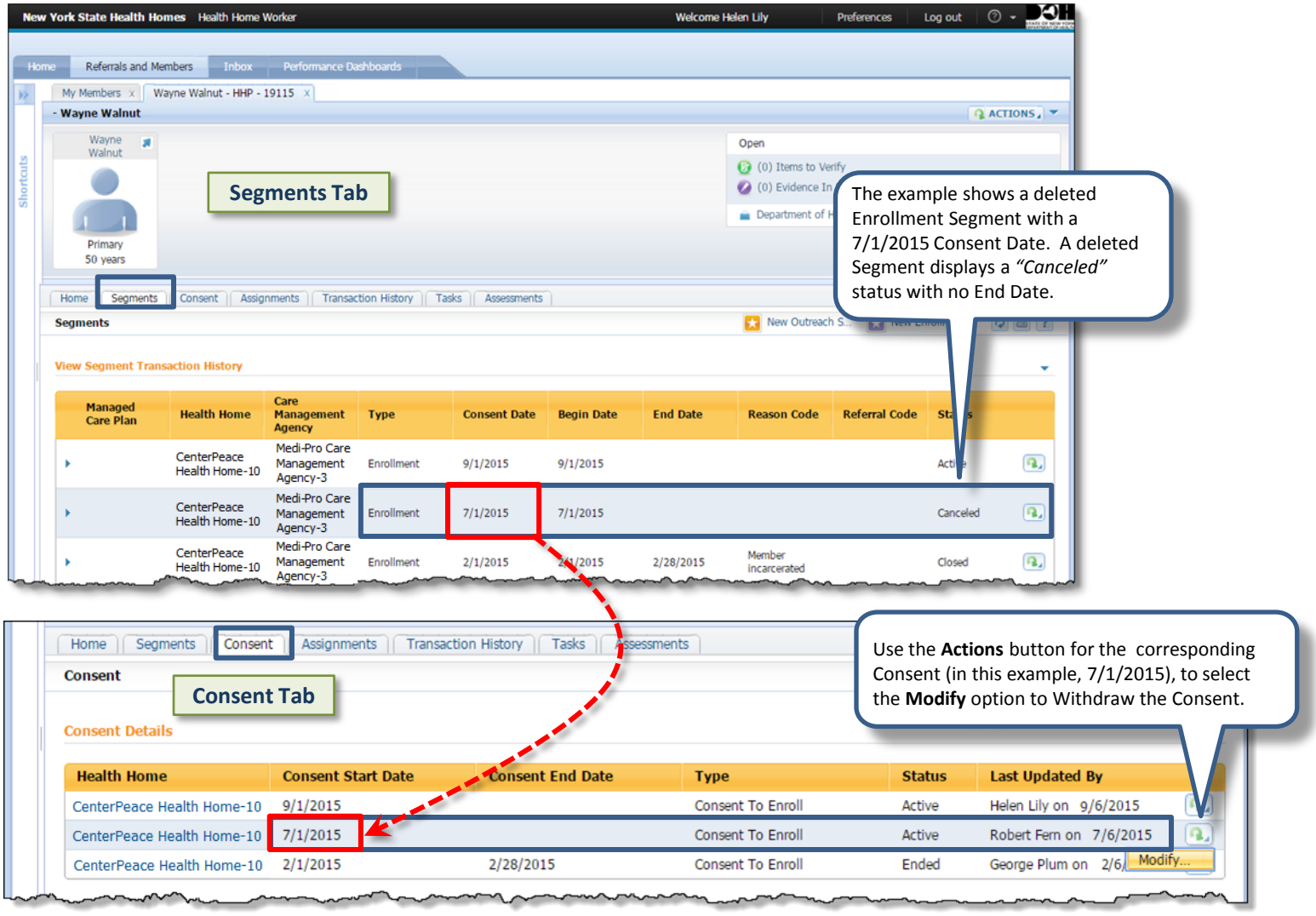
Post Go-Live: MAPP Portal Landing Page (requires HCS Login)

Note: Any organization featured in the MAPP HHTS Newsletter is for example only.

Manually Withdrawing a Consent when an Enrollment Segment is Deleted

Workaround: 04/20/2016 (Go-live)
What is Impacted?: When multiple Consents with an "Active" status are displayed in the Consent Tab
Roles Impacted: Health Home and CMA Workers

When an Enrollment Segment (with a Consent Date) is deleted in the Segments Tab, this action does not delete or end the corresponding Consent Date within the Consent Tab. This could result in seeing more than one *"Active"* Consent. Notate the Consent Date for the Enrollment that was deleted, then navigate to the Consent Tab to withdraw the Consent. An example and reminder steps on how to withdraw a Consent are provided below. However, when a user enters a Consent Date that overlaps an existing Consent, the system modifies either the existing Consent or the new Consent so there is no overlap between active Consent records.



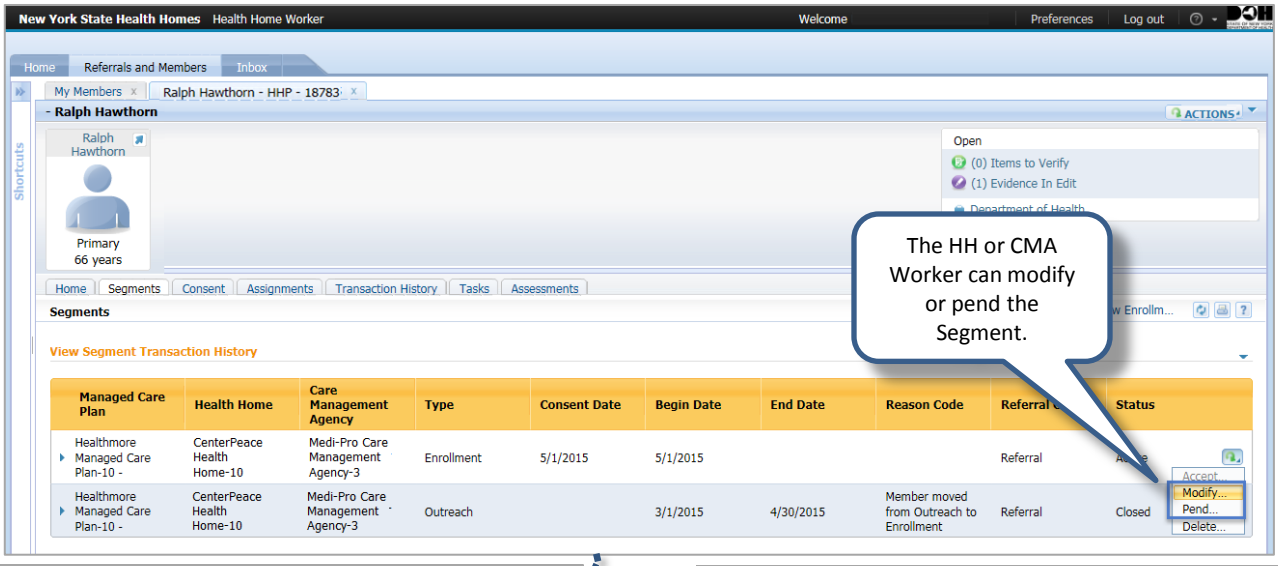
Reminder Quick Steps – How to Withdraw a Consent (these steps are the same steps provided in the HH or CMA ILT Guide)

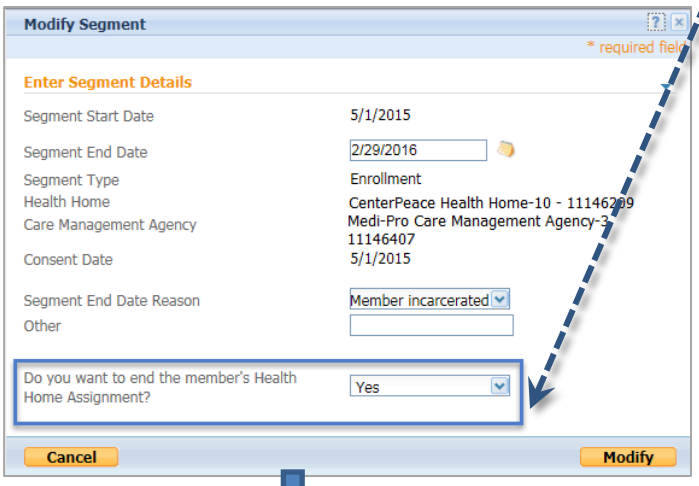
1. Navigate to the member's **Consent** tab.
2. Click the **Actions** button for the Consent corresponding to the *"Canceled"* Segment (in this example, 7/1/2015) and select **Modify**.
3. Enter a date in the **End Date** field within the *Modify Consent* pop-up.
4. Select the **Status** drop-down and select *"Withdrawn"*.
5. Click the **Modify** button. The Consent status changes to *"Withdrawn"* with the Consent End Date that was entered in Step #3.

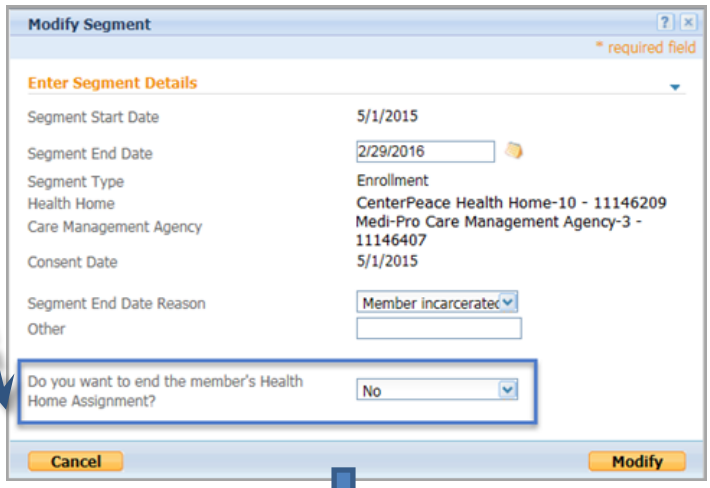
End Health Home Assignment Question

Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers

When a HH or CMA Worker creates, modifies, or pends an Outreach or Enrollment Segment, a question is listed at the bottom of the pop-up. This question states: "Do you want to end the member's Health Home Assignment?" and gives the user the ability to answer **Yes** or **No**. The End HH Assignment question allows the user to create a HH Assignment (for the time period immediately following the newly created Segment). If answered "No", the MAPP HHTS creates an *"Active"* HH Assignment starting the day after the Segment ends; a CMA Assignment will not be created. If answered "Yes", the MAPP HHTS creates neither an *"Active"* HH Assignment nor an *"Active"* CMA Assignment when the Segment ends. After a Segment ends, the MAPP HHTS always creates an *"Active"* MCP Assignment if the member is currently enrolled in a non-mainstream MCP.







The Segment remains *"Active"* until the Segment End Date has passed.

Once the End Date has passed:
- The Segment is *"Closed"*.
- No HH or CMA Assignment is created.

Even though the Segment is modified (ended), the HH Assignment displays an *"Active"* status.

Once the End Date has passed
- The HH Assignment is *"Active"*.
- The Segment is *"Closed"*.
- New *"Active"* HH Assignment with a Start Date
- No CMA Assignment is created.

CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval)

Workaround: 04/20/2016 (Go-live)
What is Impacted?: Segments that are acted upon prior to HH accepting or rejecting the Segment
Roles Impacted: Health Home and CMA Workers

When a Care Management Agency (CMA) is **not** set up for "auto-approval" with a Health Home (HH), and the CMA creates, modifies, or pends an Outreach or Enrollment Segment, the Segment has either a "Pending Active" status (when created), a "Pending Pended" status (when pended) or a "Pending Closed" status (when modified). Additionally, within the Segment action's pop-up, the CMA (without auto-approval) has the opportunity to answer the "Do you want to end the HH Assignment?" question with a **Yes** or **No** option. After the CMA performs a Segment action, it is the responsibility of the HH to accept or reject the CMA's Segment action in a timely manner, and the system will be updated accordingly.

At this point, the Health Home has the opportunity to accept or change the CMA's answer to the "Do You Want to End the HH Assignment?" question.

In the event that the Segment needs to be deleted, there are two scenarios to consider:

A. If the CMA answers "No" to the End HH Assignment Question on the original Segment action, and the Segment is then deleted, the original Assignment cannot revert back to a "Pending" status, as a new Assignment Record was created by answering the End HH Assignment as No. If this is the situation, HH and CMA Workers should note the following suggestion and workaround solution.

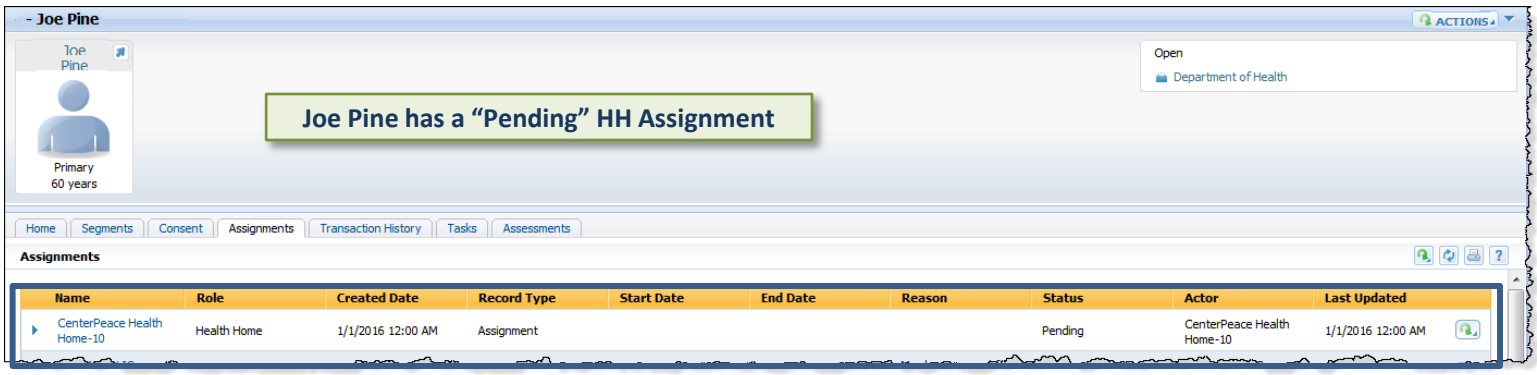
B. If the CMA answers "Yes" to the End HH Assignment Question on the original Segment action, and the Segment is then deleted, the MAPP HHTS has the ability to restore the original Assignment back to its initial status. If the original Assignment was in a "Pending" status, then it is restored back to a "Pending" status.

Solution:

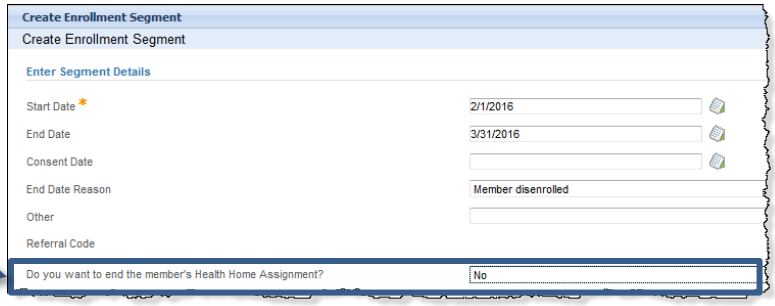
1. The HH must update the End HH Assignment Question to Yes upon acceptance of the Segment, and prior to deleting the "Pending" Segment, or
2. CMA Workers should consult with their Health Home before deleting a "Pending" Segment with an End Date.

Note: The HH should communicate to the associated CMA on a regular basis to confirm they are in agreement with the CMA's process, especially if a CMA is not set up for auto-approval.

Scenario A – The CenterPeace Health Home (HH) has an established relationship with the Medi-Pro Care Management Agency (CMA). The relationship between the HH and CMA, however, is not set up for auto-approval. The member, Joe Pine, has a *"Pending"* Assignment with the Health Home, but the CMA creates an Enrollment Segment and selects **"No"** to the 'Do You Want to End the HH Assignment?' question.



Step #1: After verifying Joe's *"Pending"* Health Home Assignment as noted above, the CMA Worker creates an Enrollment Segment to ensure that the original Health Home Assignment is reused, and selects "**No**" to the 'Do You Want to End the HH Assignment?' question.

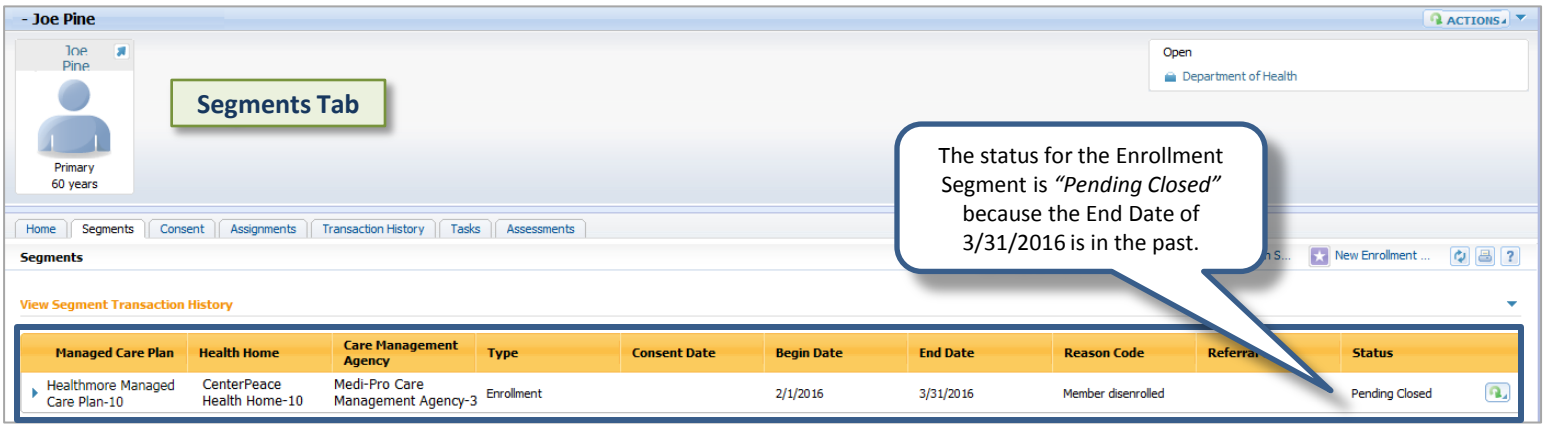


CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) – Continued

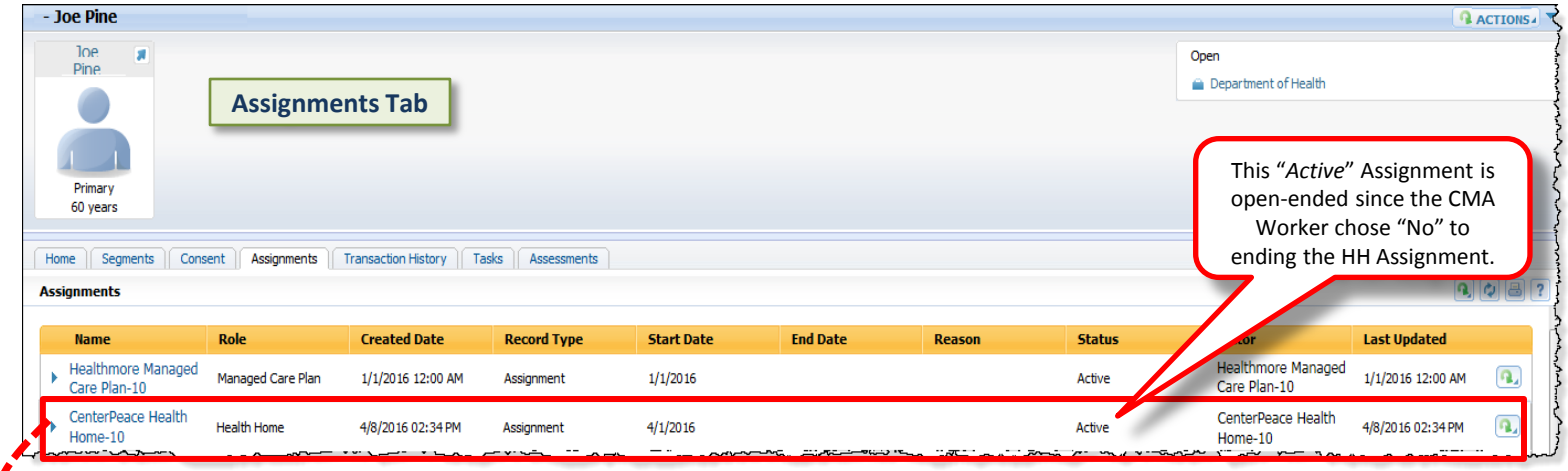
Workaround: 04/20/2016 (Go-live)
What is Impacted?: Segments that are acted upon prior to HH Submission
Roles Impacted: Health Home and CMA Workers

Scenario A (Continued)

Step #2: The CMA Worker navigates to Joe's Segments tab to verify the Enrollment Segment is created with a "*Pending Closed*" status.



Step #3: Next, CMA Worker deletes the Enrollment Segment (prior to the Health Home rejecting the CMA's answer of End HH Assignment = No). The CMA Worker navigates to Joe's Assignments tab, and can see that he has a HH Assignment from 2/1/2016-3/31/2016 (to cover the period of the Enrollment Segment shown above), and a new open-ended Assignment starting on 4/1/2016.



Note: Because the CMA deleted the Enrollment Segment prior to the Health Home rejecting the HH Assignment, the system cannot restore the Health Home's original Assignment back to a "*Pending*" status.

Since the CMA answered "No" to the 'Do You Want to End the HH Assignment?' question, a new Assignment was created for the Health Home after the End Date of the Enrollment Segment. This new Health Home Assignment is what prevents the original Health Home Assignment from going back to a *"Pending"* status.

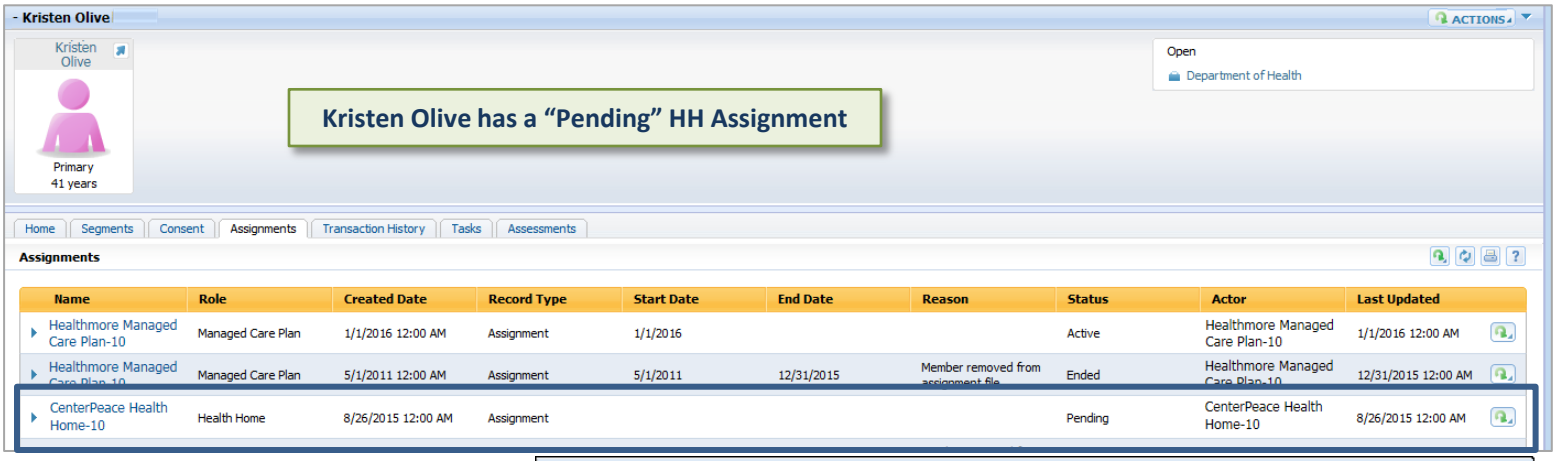
Solution: To effectively restore the original Health Home Assignment back to its original status, the Workaround Solution proposes to have the Health Home update the CMA's answer to the "Do You Want to End the HH Assignment? question to **"Yes"** prior to deleting the Segment.

Let's take a look at the next set of screen shots for a different member to help describe this solution…

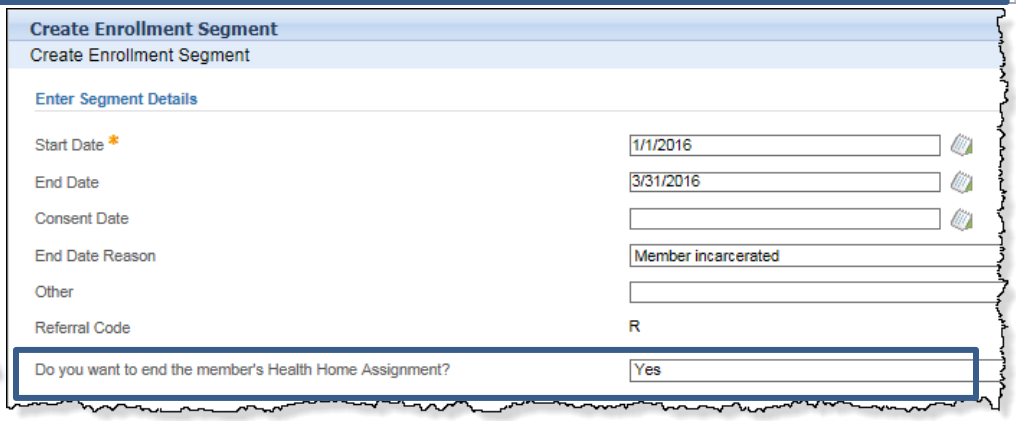
CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) – Continued

Workaround: 04/20/2016 (Go-live)
What is Impacted?: Segments that are acted upon prior to HH Submission
Roles Impacted: Health Home and CMA Workers

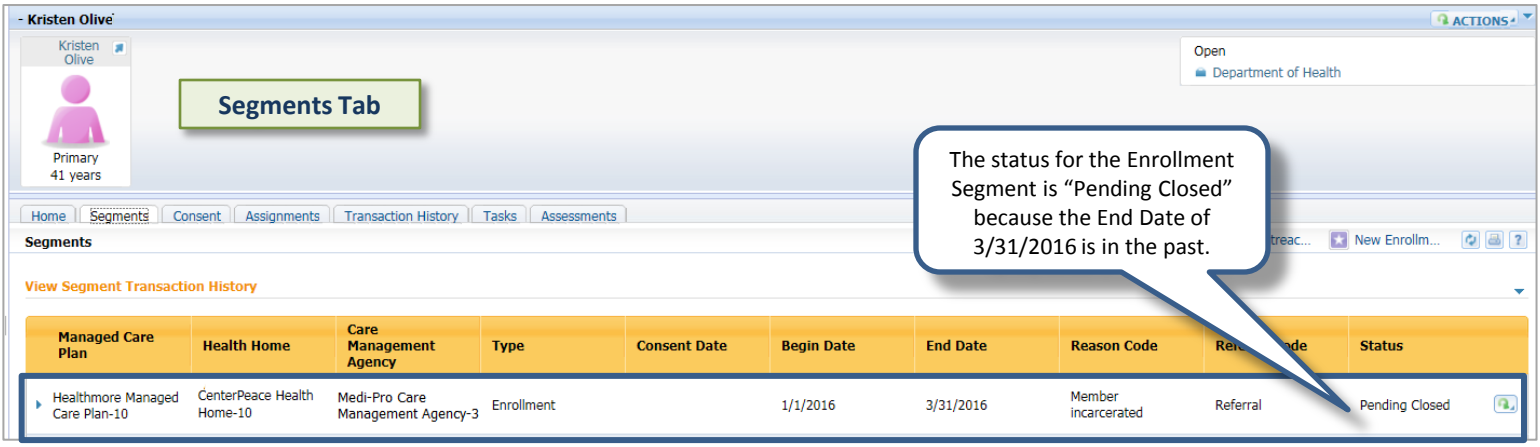
Scenario B - The CenterPeace Health Home (HH) has an established relationship with the Medi-Pro Care Management Agency (CMA). The relationship between the HH and CMA, however, is not set up for auto-approval. The member, Kristen Olive, has a *"Pending"* Assignment with the Health Home. The CMA creates an Enrollment Segment and selects **"Yes"** to the 'Do You Want to End the HH Assignment?' question.



Step #1: After verifying Kristen's *"Pending"* HH Assignment as noted above, the CMA Worker creates an Enrollment Segment and selects "**Yes**" to the 'Do You Want to End the HH Assignment?' question.



Step #2: The CMA Worker navigates to Kristen's Segments tab to verify the Enrollment Segment is created with a "*Pending Closed*" status, which also verifies the CMA and HH Organizations are not set up for auto-approval.

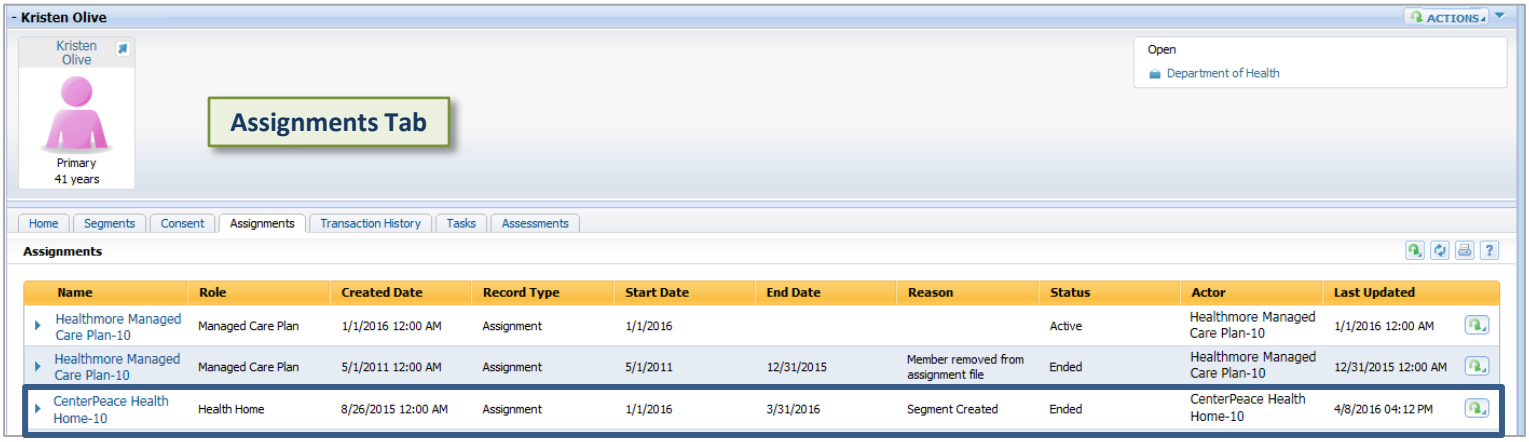


CMA Creates, Modifies, or Pends a Segment (Without Auto-Approval) – Continued

Workaround: 04/20/2016 (Go-live)
What is Impacted?: Segments that are acted upon prior to HH Submission
Roles Impacted: Health Home and CMA Workers

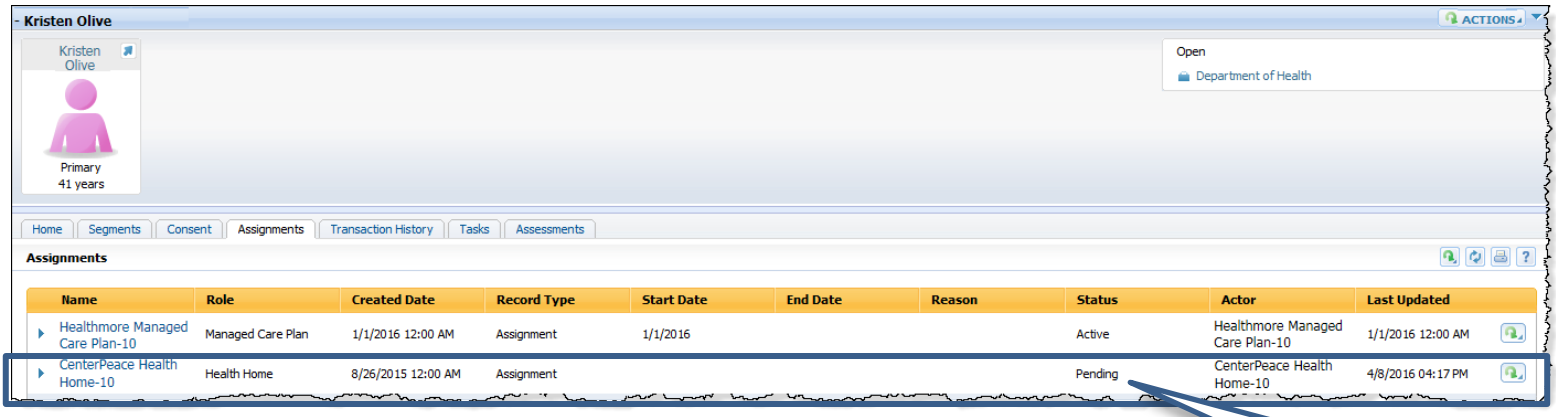
Scenario B – (Continued)

Step #3: The CMA Worker navigates to the Assignments tab, and sees that no future Assignments were created since the CMA Worker answered "**Yes**" to the 'Do You Want to End the HH Assignment?' question.



Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	Last Updated
Healthmore Managed Care Plan-10	Managed Care Plan	1/1/2016 12:00 AM	Assignment	1/1/2016			Active	Healthmore Managed Care Plan-10	1/1/2016 12:00 AM
Healthmore Managed Care Plan-10	Managed Care Plan	5/1/2011 12:00 AM	Assignment	5/1/2011	12/31/2015	Member removed from assignment file	Ended	Healthmore Managed Care Plan-10	12/31/2015 12:00 AM
CenterPeace Health Home-10	Health Home	8/26/2015 12:00 AM	Assignment	1/1/2016	3/31/2016	Segment Created	Ended	CenterPeace Health Home-10	4/8/2016 04:12 PM

Step #4: Finally, CMA Worker deletes the Enrollment Segment (prior to the Health Home reviewing the *"Pending"* Segment and answering the 'Do You Want to End the HH Assignment?' question). Because the CMA Worker answered "**Yes**", the MAPP HHTS has the capability to restore the Health Home's original Assignment back to a *"Pending"* status, as indicated in the screenshot below:



Name	Role	Created Date	Record Type	Start Date	End Date	Reason	Status	Actor	Last Updated
Healthmore Managed Care Plan-10	Managed Care Plan	1/1/2016 12:00 AM	Assignment	1/1/2016			Active	Healthmore Managed Care Plan-10	1/1/2016 12:00 AM
CenterPeace Health Home-10	Health Home	8/26/2015 12:00 AM	Assignment				Pending	CenterPeace Health Home-10	4/8/2016 04:17 PM

The original HH Assignment reverts back to a "Pending" status.

Reminder Quick Steps –

1. The HH Worker must update the 'Do You Want to End the HH Assignment?' Question to "Yes" upon acceptance of the Segment, and prior to deleting the "*Pending*" Segment.
2. CMA Workers should consult with their Health Home before deleting a "*Pending*" Segment with an End Date.

Note: For more information on the 'Do You Want to End the HH Assignment?' question, please see Page 6 of this Newsletter.

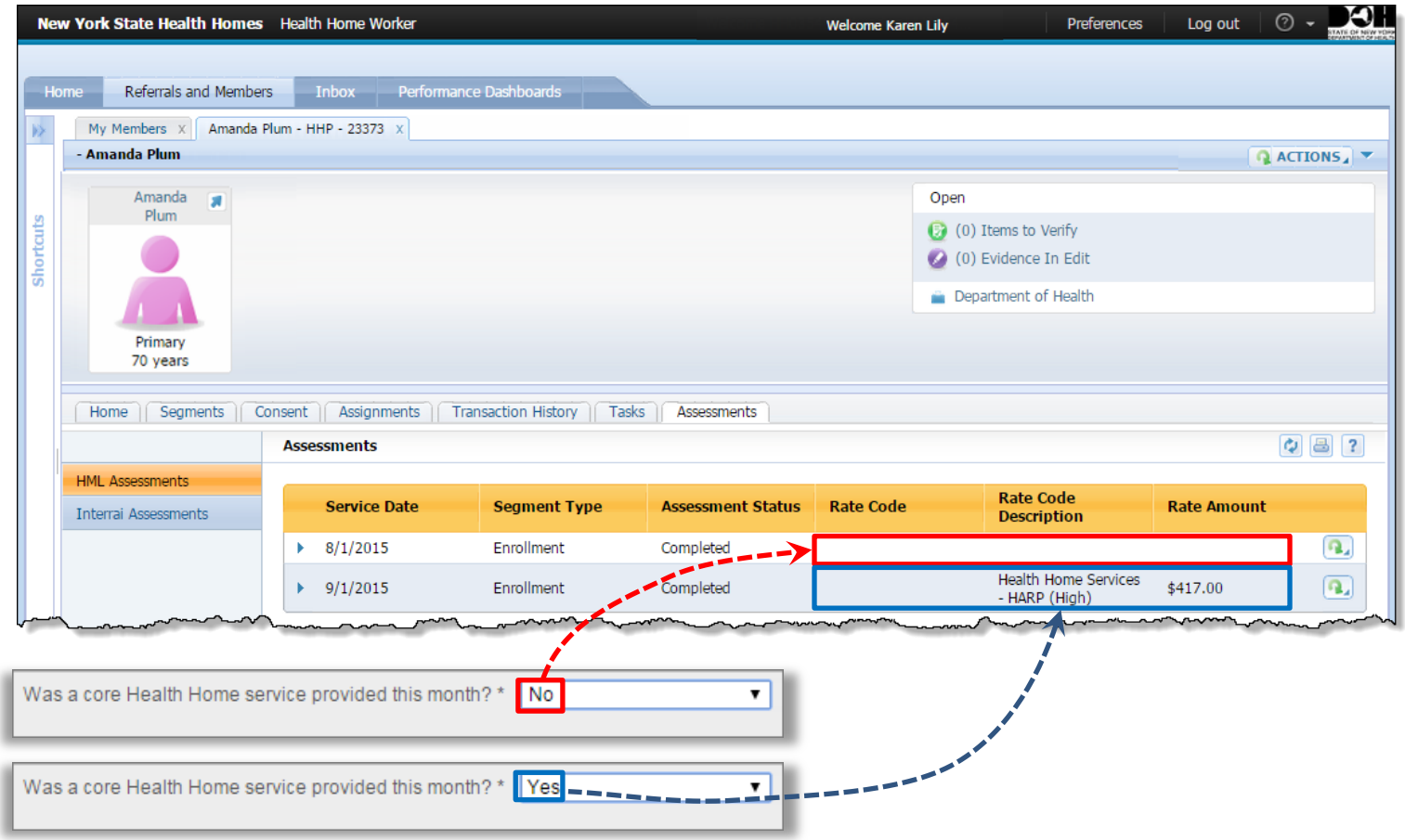
Indicating a Core Health Home Service in the HML Assessment

Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers who complete the HML Assessments (or other users who view the information)

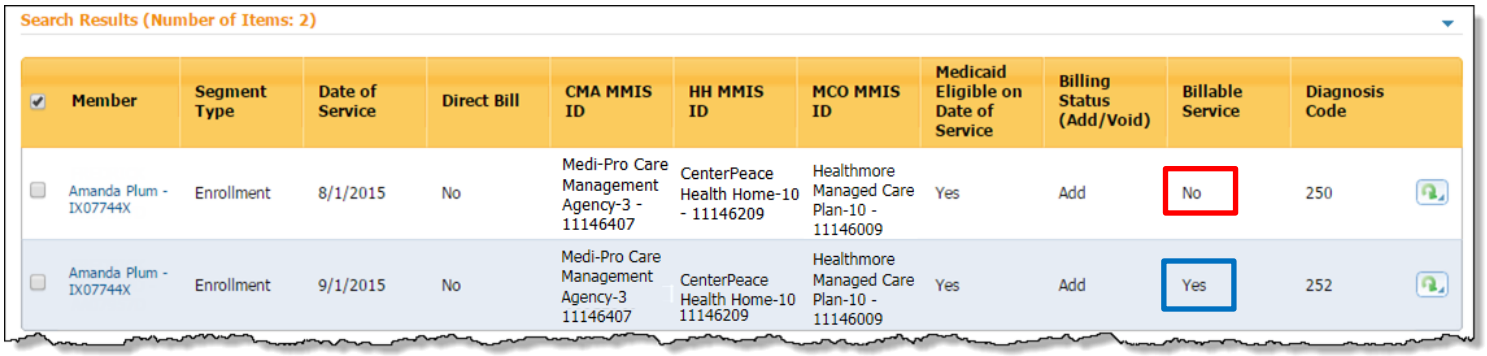
As a reminder, the High/Medium/Low (HML) Assessment uses a series of clinical and functional questions to determine the HML Rate Code Description and HML Rate Amount for a specific billing instance.

One specific Assessment question states *"Was a core Health Home service provided this month?"*. The answer to this question determines whether or not rate information displays within the member's Assessment tab:

- If the response is **YES**, then the Rate Code Description and Rate Amount displays in the Assessment tab. The Rate Code will display for Service Dates on or after 9/1/2016.
- If the response is **NO**, then neither the Rate Code, Rate Code Description nor Rate Amount displays.



Within the Billing Support tab, the *"Yes"* and *"No"* indicator is displayed in the Billable Service column (as shown in the example below):

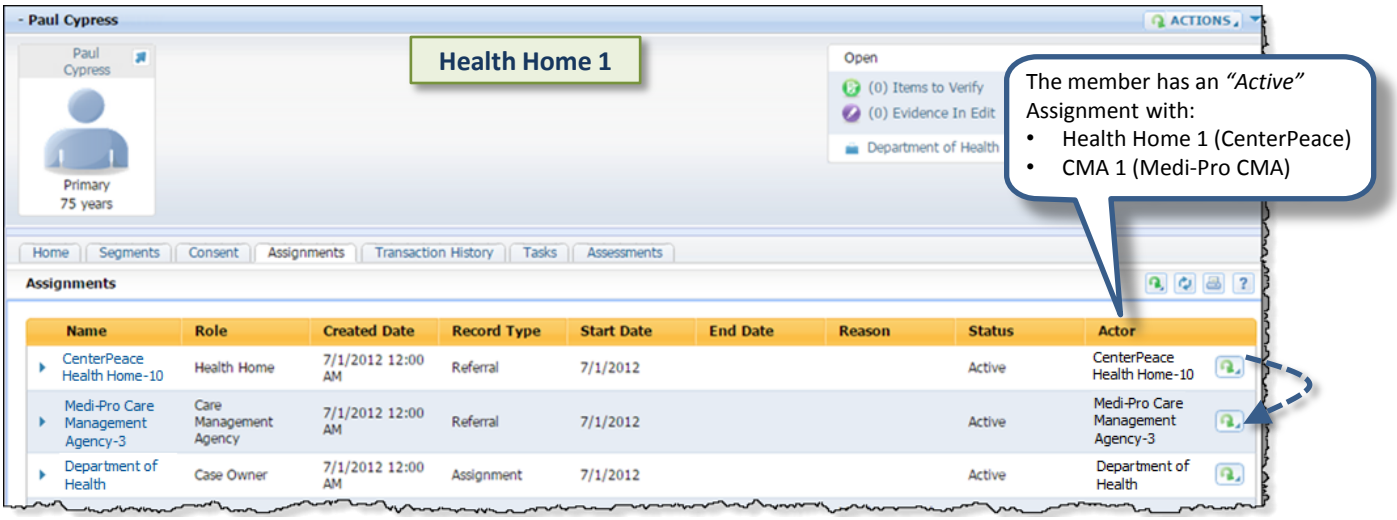


Creating an Enrollment or Transfer when No Relationship Exists between the Health Home & CMA

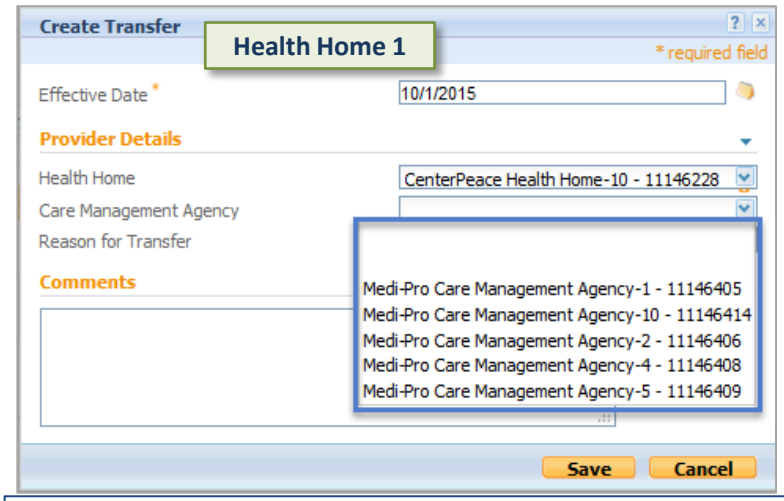
Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers

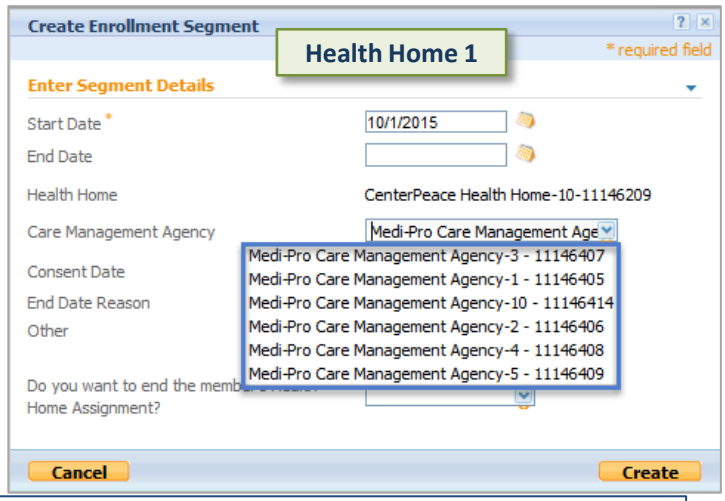
When creating a Transfer or an Enrollment Segment as a Health Home Worker, only the list of Care Management Agencies associated with the Health Home appears in the Care Management Agency drop-down. If the desired CMA is not in the Care Management Agency drop-down, this indicates no relationship currently exists between the HH and CMA. In this case, the HH Worker must send documentation of the HH/CMA approved BAA to the MAPP Customer Care Center to initiate the request to have the relationship created. After the relationship is created, the desired CMA will appear in the drop-down.

Scenario – In this example below, the member has an *"Active"* Assignment with Health Home 1 (CenterPeace Health Home-10) and CMA 1 (Medi-Pro Care Management Agency). Health Home 1 can either create a Transfer or an Enrollment Segment to another CMA, however a Provider Relationship does not exist between Health Home 1 and the CMA.



When the Worker from Health Home 1 attempts to create the Transfer or Enrollment Segment with a CMA, only the Care Management Agencies that have a current *"Active"* Provider Relationship with the Health Home display in the drop-down, as shown below.



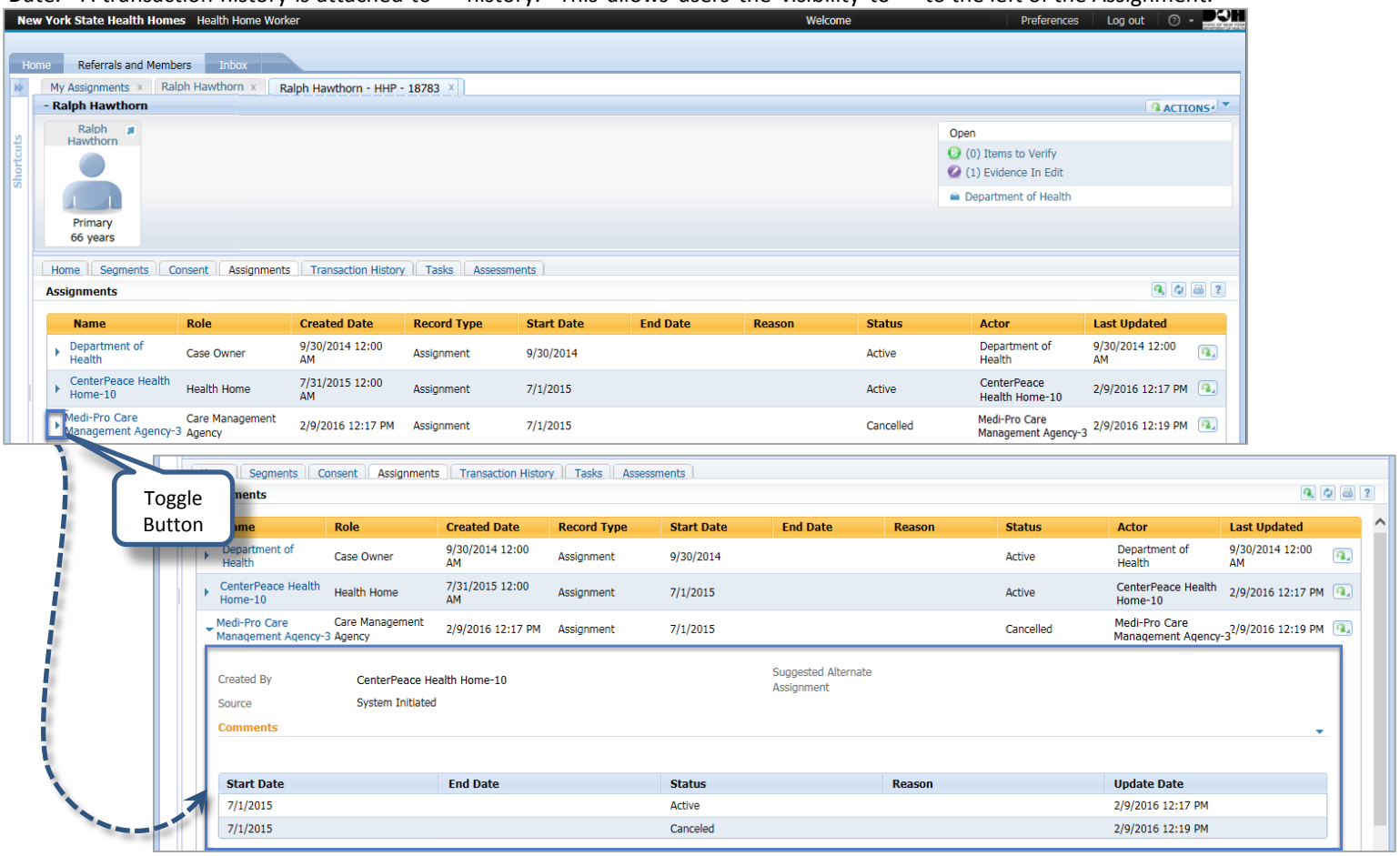


Note: The same applies for the CMA Worker who wants to create an Outreach or Enrollment Segment with a Health Home. Only Health Homes that have an *"Active"* relationship with the CMA display in the **Health Home** drop-down. In this case, the CMA Worker must contact the Health Home to request that the Health Home properly document the HH/CMA BAA with the Department of Health.

Assignment Change History

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

The Assignments tab within a member's Health Home Program (HHP) Page displays a history of each Assignment record including: Created Date, Start Date, End Date, Status, Reason, and Last Updated Date. A transaction history is attached to each Assignment record's history when the Assignment is created and every time the Assignment record's status, reason, or dates change. Each action generates a new line item in the Assignment record's history. This allows users the visibility to manage their Assignments and their downstream Assignments via the Assignments tab within the Integrated Case. To view a history of the Assignment Record, simply click on the **Toggle** button to the left of the Assignment.



Column Name *(*all column names are sortable by clicking the column header)*	Column Description
Created Date	The date the Assignment was created (when the "*Pending*" Assignment started). This date never changes.
Start Date	Date the Assignment moved into the *"Active"* status
End Date	End Date of the Assignment
Reason	Reason the Assignment Ended (can be system-generated or entered by a user)
Status	Displays changes in status of Assignment over time *(*For more information on Assignment Statuses, please reference Lesson 3 – Assignments in your ILT Guide)*
Updated Date	Date/Time an action was performed on an Assignment (In general, dates reflecting system-generated actions will contain a time stamp of 12:00 AM).

Viewing the Segment History within the Segments Tab

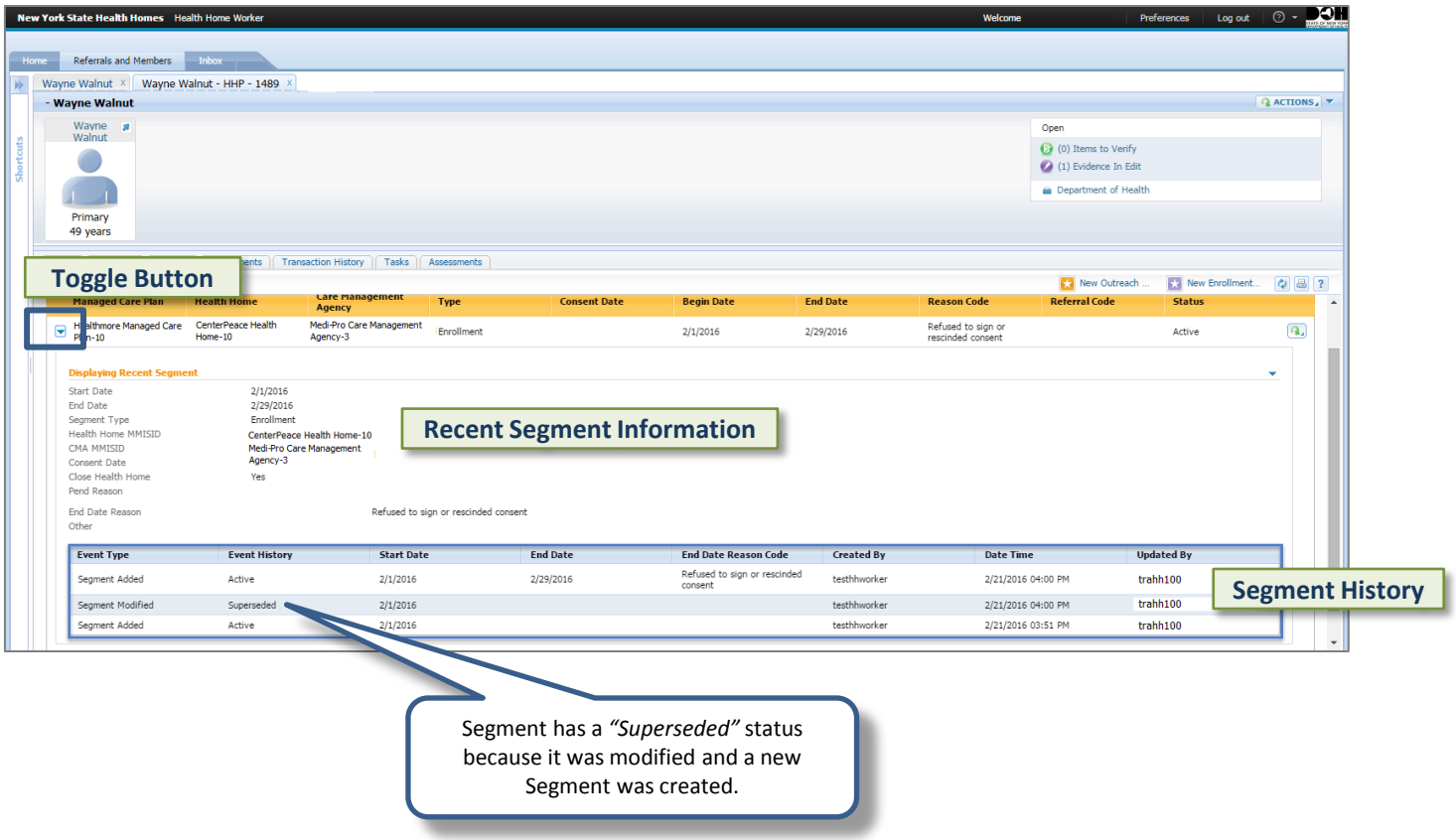
Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

The Segments tab within a member's Health Home Program (HHP) Page describes the current state of the Segment along with the Segment's history. A transaction history is attached to each Segment record when the Segment is created and every time the Segment record's status, reason, or start/end dates are modified. Each action generates a new line item in the Segment's record history. This allows users the visibility to see each member's lifecycle of Outreach or Enrollment Segments within their case.

To view more detailed information on a member's Segment Record, simply click on the **Toggle** button to the left of the Segment. When this button is expanded, information about the Segment's current state is described within the Recent Segment section, which includes: Start Date, End Date, Segment Type, Health Home and CMA MMIS IDs, Consent Date (if applicable), the "Yes/No" answer to the 'Do you want to End the Health Home Assignment?' question, and any applicable Pend/End reasons.

Additionally, a history of each Segment record includes even more detailed information such as: Event Type, Event History, Start Date, End Date, End Date Reason Code, Created By, Date/Time, and Updated By date.

The Segment status, *"Superseded",* is only visible within an individual Segment when the **Toggle** button is expanded. *"Superseded"* identifies an Outreach or Enrollment Segment that has been deleted because the Segment has been modified and is being fully replaced by the same Segment. A "*Superseded*" status will occur when a new Segment is created as the result of a system-initiated Segment modification to an existing Segment, where the prior Segment status will then be updated to "*Superseded*".



Viewing the Segment History within the Segments Tab (Continued)

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

As noted on the previous page, when the **Toggle** button is expanded, the information regarding the history of the Segment is displayed. The information listed is defined in the table below.

Column Name	Column Description
Event Type	Describes what occurred on the Segment Values for this field include: • Segment Added – set when a Segment is initially created • Segment Modified – set when a Segment has been updated • Segment Canceled – set when a Segment has been deleted, and there is not a subsequent action performed on the Segment • Segment Superseded – set when a Segment has been "overwritten" by the creation or modification of another Segment *(*Note: this will always be blank for an original Segment that was brought in through the Conversion Environment.)*
Event History	Describes the history of Segment modifications and Segment statuses Values for this field include: • Pending Active – Segment is awaiting HH approval because the HH and CMA relationship does not have approval override checked • Active – Segment created by a HH, DOH, or CMA that has approval override checked or a pending active assignment accepted by the HH • Pending Pended – Segment is awaiting HH approval because the HH and CMA relationship does not have approval override checked • Pended – Segment pended by a HH, DOH, or CMA that has approval override checked or a pending pended assignment accepted by the HH • Pending Closed – Segment is awaiting HH approval because the HH and CMA relationship does not have approval override checked • Closed – Segment is no longer active (segment end date has passed) • Pending Canceled - Segment has been deleted and is awaiting HH approval because the HH and CMA relationship does not have approval override checked • Canceled – Segment has been deleted • Hiatus – Outreach Segment that is created upon closing an Outreach Segment where the most recent month is active and the end date is system generated • Superseded – new Segment is created as a result of a Segment modification, the prior Segment status will be updated to "*Superseded*". The user will only see "*Superseded*" in the transaction history when the Event Type is Modified Segment the Event History is Superseded.
Start Date	Start Date of the Segment
End Date	End Date of the Segment
End Date Reason Code	The Reason for why a Segment was ended (can be system-generated or entered by a user)
Date Time	Represents the Date and Time a Segment was created or modified regardless of the input method *(*Note: If "Conversion" is listed, it is the date of Segment Creation in the pre-MAPP Tracking System.)*
Created By	User or system that created the original Segment
Updated By	User or system that performed an action on the Segment

Hiatus Status for Outreach Segments

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

The following logic is used to determine if an Outreach Segment in the MAPP HHTS should trigger the creation of a new Outreach Segment in the "*Hiatus*" status:

Segments converted into MAPP HHTS:
1. Converted Outreach Segments that contain 3 continuous months of Outreach AND have the Begin and End Dates listed below will trigger the creation of a new "*Hiatus*" Outreach Segment.

a. Jan. 1, 2016 – March 31, 2016; Dec. 1, 2015 – Feb. 29, 2016; Nov. 1, 2015 – Jan. 31, 2016

2. Outreach Segments with an End Date prior to 1/31/16 **or** Outreach Segments containing only 1 or 2 consecutive months will not trigger the creation of a "*Hiatus*" Outreach Segment.

Segments submitted directly into MAPP HHTS on or after April 20, 2016:
1. An Outreach Segment must have a system-generated End Date, meaning that the user submitted the Outreach Segment **without an End Date** and the MAPP HHTS calculated the appropriate End Date to ensure that the member does not exceed 3-months of Outreach in a 6-month period.

2. The End Date on the potential "*Hiatus*" Outreach Segment must be on or after the transaction date. If the MAPP HHTS determines that creating a "*Hiatus*" Outreach Segment would result in an End Date prior to the transaction date, **then the system will not create the "*Hiatus*" Outreach Segment.**

3. As long as the submitted Outreach Segment meets the criteria above, the system will create a three month "*Hiatus*" Outreach Segment regardless of how many months the original Outreach Segment contains.

MAPP HHTS Outreach Hiatus Examples *(for Segments submitted to MAPP HHTS on or after 4/20/16):*
1. An Outreach Segment submitted on 4/20/16 with a Begin Date of 10/1/15 and no End Date. The member does not have any other Outreach Segments. The MAPP HHTS will create a *"Closed"* Outreach Segment with an End Date of 12/31/15. This Segment would not trigger the creation of a *"Hiatus"* Outreach Segment because the End Date on the potential "*Hiatus*" Outreach Segment is prior to the transaction date.

2. An Outreach Segment submitted on 4/20/16 with a Begin Date of 1/1/16 and an End Date of 3/31/16. The system creates a "*Closed*" Outreach Segment and would not trigger the creation of a "*Hiatus*" Outreach Segment because the Segment was submitted with an End Date.

3. An Outreach Segment submitted on 4/20/16 with a Begin Date of 1/1/16 and no End Date. The member does not have any other Outreach Segments. The MAPP HHTS will create a *"Closed"* Outreach Segment with an End Date of 3/31/16 and would trigger the creation of a *"Hiatus"* Outreach Segment with a Begin Date of 4/1/16 and an End Date of 6/30/16.

4. An Outreach Segment submitted on 4/20/16 with a Begin Date of 1/1/16 and no End Date. The member had one month of Outreach in December 2015. The system will create a "C*losed"* Outreach Segment with an End Date of 2/29/16 and would trigger the creation of a "*Hiatus"* Outreach Segment with a Begin Date of 3/1/16 and an End Date of 5/31/16.

Each night, the MAPP HHTS runs the Segment End Date batch, which looks for Segments that have recently ended, changes the Segment's status, and if appropriate, creates a "*Hiatus"* Outreach Segment. This batch will:

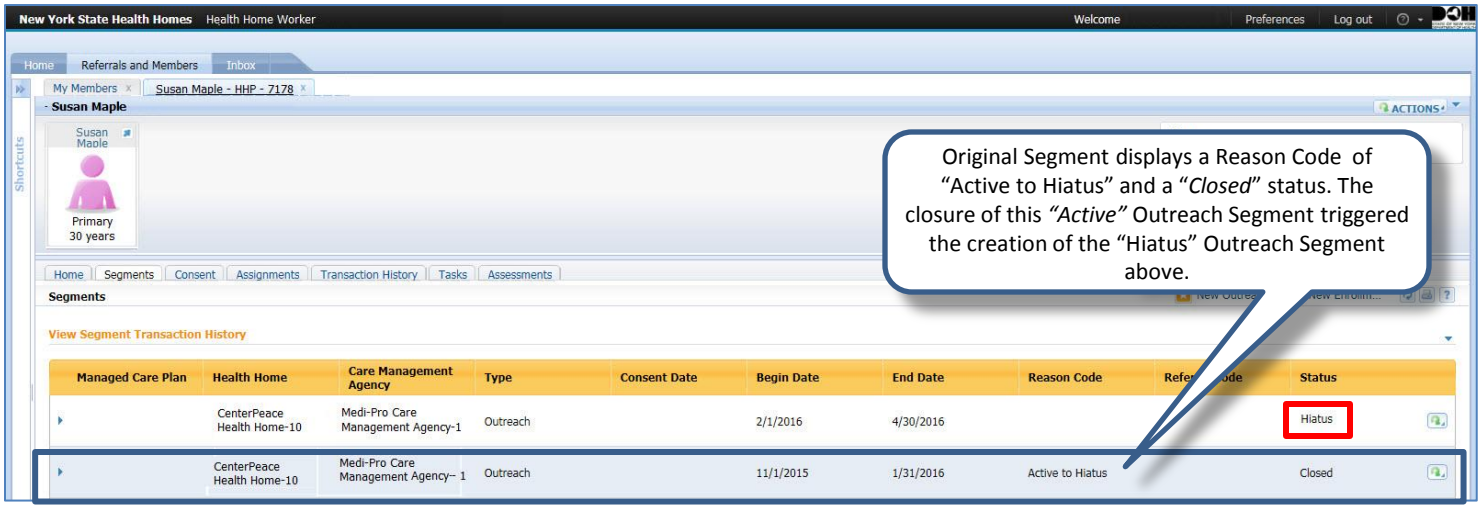
1. Move any "*Active*" Outreach Segments into the "C*losed"* status with the appropriate system-generated End Date Reason Code and, if appropriate, create a new Outreach Segment in the "*Hiatus"* status.

2. Move any "*Hiatus"* Outreach Segments into the "C*losed"* status with the appropriate system-generated End Date Reason Code and create "*Active"* Assignments for the HH and CMA.

Hiatus Status for Outreach Segments (Continued)

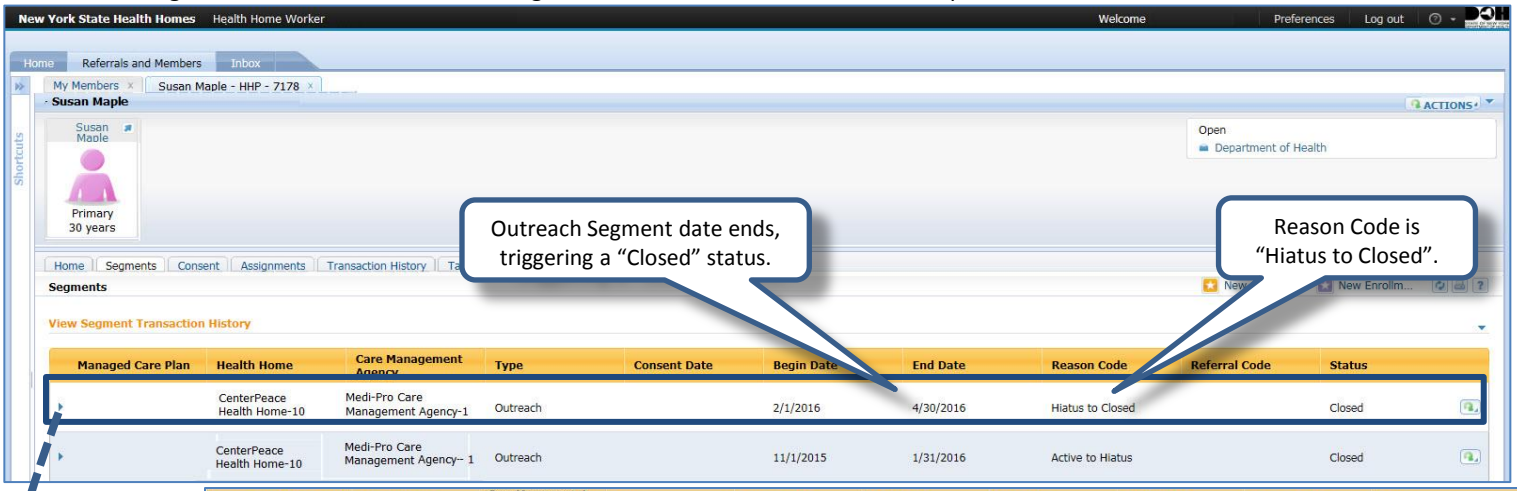
Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

Scenario 1 (Part A) – In the screenshot below, the original Outreach Segment (with a 11/1/2015 Start Date) is in a "*Closed*" status. This triggered the creation of the "*Hiatus*" Outreach Segment. Note the "*Closed*" Segment has a Reason Code of "Active to Hiatus" in the Reason Code field.

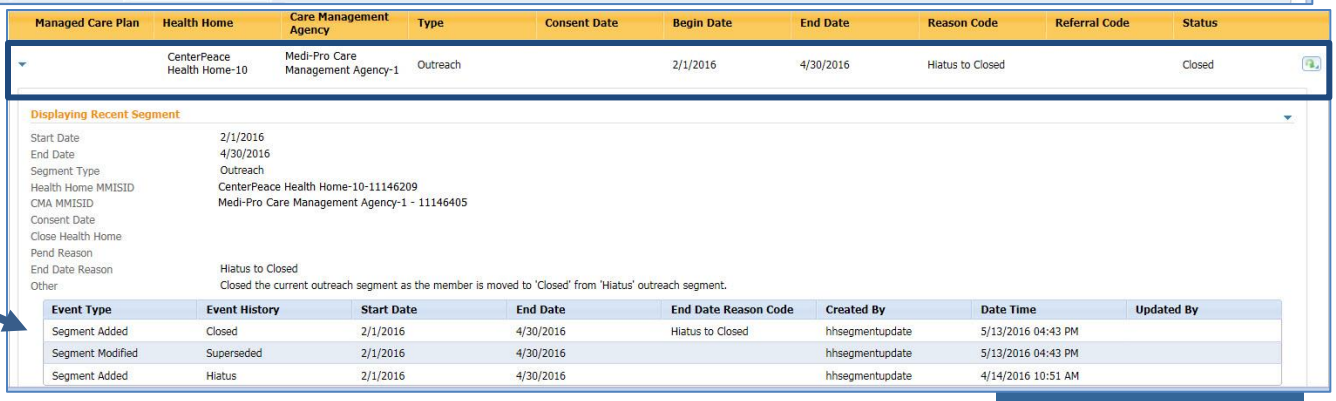


Managed Care Plan	Health Home	Care Management Agency	Type	Consent Date	Begin Date	End Date	Reason Code	Referral Code	Status
	CenterPeace Health Home-10	Medi-Pro Care Management Agency-1	Outreach		2/1/2016	4/30/2016			Hiatus
	CenterPeace Health Home-10	Medi-Pro Care Management Agency-- 1	Outreach		11/1/2015	1/31/2016	Active to Hiatus		Closed

Scenario 1 (Part B) – After the Segment End Date Batch runs on May 1, 2016, the HH Worker logs back into the MAPP HHTS and sees the updated status and Reason Code for the previous "*Hiatus*" Outreach Segment with a Start Date of 2/1/2016. After the "*Hiatus*" Outreach Segment date ends, the status changes to "*Closed*" and the Reason Code updates to "Hiatus to Closed".



Managed Care Plan	Health Home	Care Management Agency	Type	Consent Date	Begin Date	End Date	Reason Code	Referral Code	Status
	CenterPeace Health Home-10	Medi-Pro Care Management Agency-1	Outreach		2/1/2016	4/30/2016	Hiatus to Closed		Closed
	CenterPeace Health Home-10	Medi-Pro Care Management Agency-- 1	Outreach		11/1/2015	1/31/2016	Active to Hiatus		Closed



Displaying Recent Segment

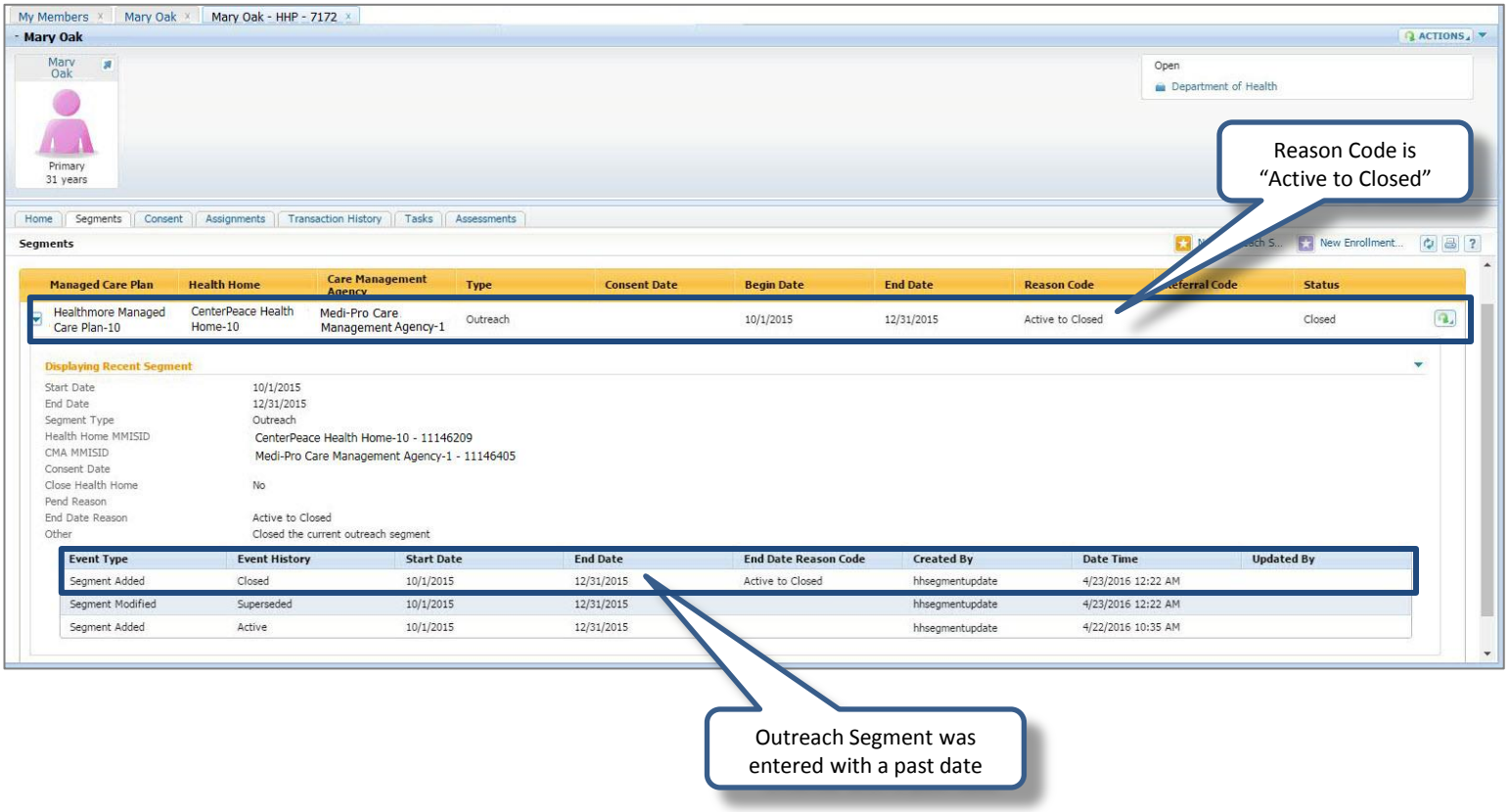
Start Date	2/1/2016
End Date	4/30/2016
Segment Type	Outreach
Health Home MMISID	CenterPeace Health Home-10-11146209
CMA MMISID	Medi-Pro Care Management Agency-1 - 11146405
Consent Date	
Close Health Home	
Pend Reason	
End Date Reason	Hiatus to Closed
Other	Closed the current outreach segment as the member is moved to 'Closed' from 'Hiatus' outreach segment.

Event Type	Event History	Start Date	End Date	End Date Reason Code	Created By	Date Time	Updated By
Segment Added	Closed	2/1/2016	4/30/2016	Hiatus to Closed	hhsegmentupdate	5/13/2016 04:43 PM	
Segment Modified	Superseded	2/1/2016	4/30/2016		hhsegmentupdate	5/13/2016 04:43 PM	
Segment Added	Hiatus	2/1/2016	4/30/2016		hhsegmentupdate	4/14/2016 10:51 AM	

Hiatus Status for Outreach Segments (Continued)

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

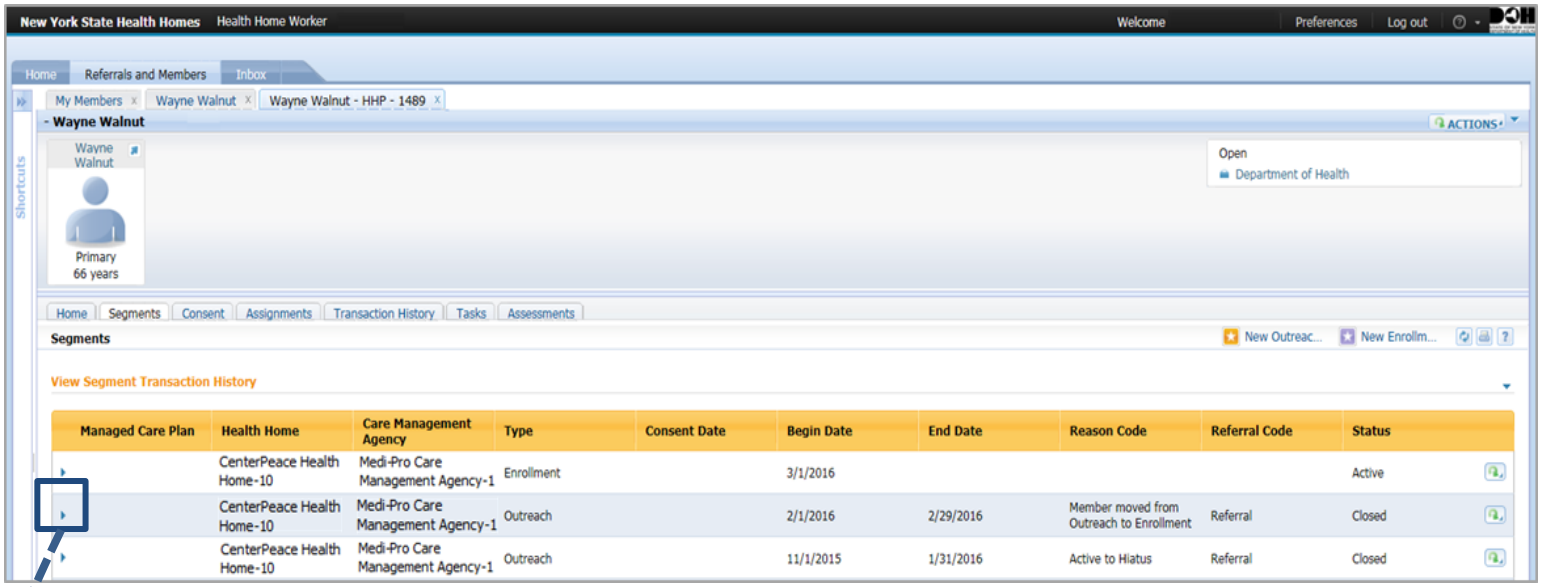
Scenario 2 – The screenshot below shows an Outreach Segment that did not trigger the creation of an Outreach Segment in the "*Hiatus*" status. The Reason Code displays as "Active to Closed."

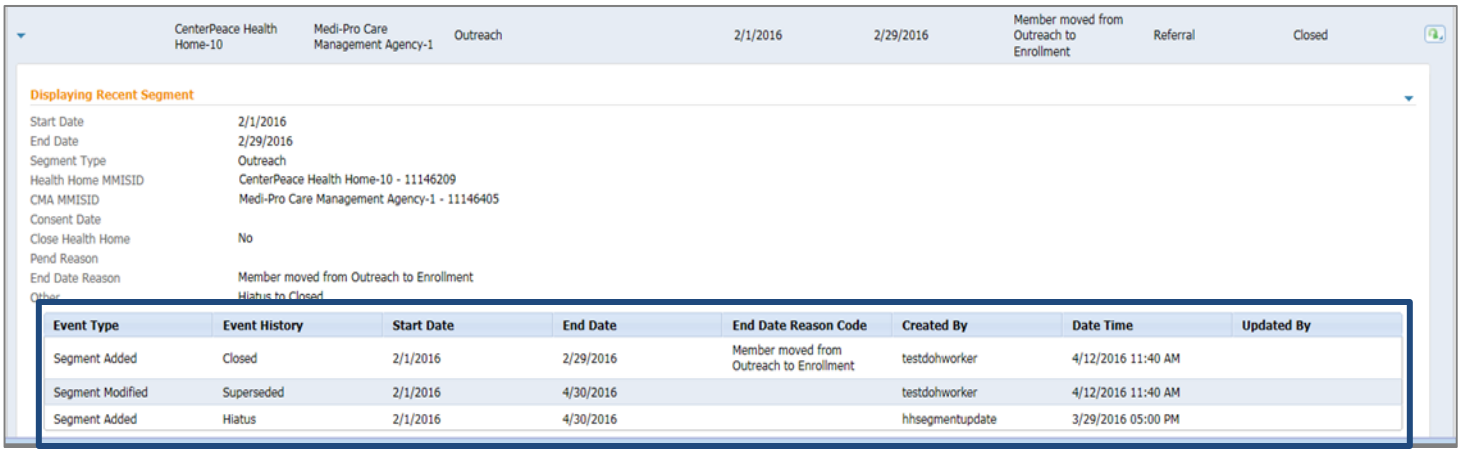


Hiatus Status for Outreach Segments (Continued)

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

To recap, in order to see detailed information on the lifecycle of all individual Segments, click on the **Toggle** button to expand the line items.





Note: For the Segment history above, the Outreach Segment started on 2/1/2016 in "*Hiatus*" status. Once the End Date is met, it moved to a "*Closed*" status, with an End Reason of "Hiatus to Closed". In this scenario, a MAPP HHTS user created an Enrollment with a 3/1/2016 Start Date, which is defined by the "Member moved from Outreach to Enrollment" in the End Date Reason Code field.

Identifying a "Hiatus" Outreach Segment in the Enrollment Download File

Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers

Currently, when the DOH, MCP, HH or CMA Worker downloads the Enrollment Download File, they see a series of columns with important information regarding the Segment such as: Member ID, HH and CMA MMIS ID, Begin Date, Insert Date, Status, and Segment End Date Description, among many others.

For the Outreach Segments in "*Hiatus*" status, the **Status** Column contains a value of *"Hiatus"* and the column labeled **Insert Date** currently reflects the Insert Date of the corresponding "*Closed*" Outreach Segment (see example below)

With a future enhancement, the Insert Date for Outreach Segments in "*Hiatus*" status will equal the day the Segment End Date batch ran and created the "*Hiatus*" Segment in the MAPP HHTS.

Currently, when the Enrollment Download File is opened, this is what displays to the DOH, MCP, HH, or CMA Worker:

Member ID	Begin Date	End Date	O/E Code	Health Home MMISID	Care Management Agency MMISID	Insert Date	Latest Modified Date	Status Start Date	Status End Date	Status	Segment End Date Description
IX06935X	12012015	2292016	O	11146209	11146405	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X	3012016	5312016	O	11146209	11146405	1182016	2292016	3012016	5312016	Hiatus	
IX06734X	1[illegible]016	2292016	O	11146209	11146405	3282016	[illegible]292016	1012016	2292016	Closed	Active to Hiatus
IX06734X	3012	5312016	O	11146209	11146405	3282016	2[illegible]	3012016	5312016	Hiatus	

This is two Segments listed for the same Member ID.

Currently, the **Insert Date** for the "Hiatus" status matches the Insert Date of the corresponding "Closed" Segment above.

In the future, the Insert Date will equal the date the Segment End Date batch is run in the MAPP HHTS. For example, in the above scenario, let's say the batch ran on **3/1/2016.** Once fixed, this is what will display in the Enrollment Download File:

Member ID	Begin Date	End Date	O/E Code	Health Home MMISID	Care Management Agency MMISID	Insert Date	Latest Modified Date	Status Start Date	Status End Date	Status	Segment End Date Description
IX06935X	12012015	2292016	O	11146209	11146405	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X	3012016	5312016	O	11146209	11146405	3012016	2292016	3012016	5312016	Hiatus	
IX06734X	1012016	2292016	O	11146209	[illegible]405	3282016	2292016	1012016	2292016	Closed	Active to Hiatus
IX06734X	3012016	5312016	O	11146209	11146405	3012016	2292016	3012016	5312016	Hiatus	

Once fixed, the **Insert Date** for the "Hiatus" status is equal to the date the Segment End Date batch was run in the MAPP HHTS.

Identifying a "Hiatus" Outreach Segment in the Enrollment Download File (Continued)

Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers

Scenario (Part A) – For the member listed below, an original Outreach Segment (with a 12/1/2015 Start Date) was created with no End Date. At the time of Segment creation, the MAPP HHTS determines if the member is eligible for 1, 2, or 3 months of Outreach and the system generates the End Date. Once the system-generated End Date is reached, the Segment End Date Batch is run and a Segment End Date Description of "Active to Hiatus" is listed for the Outreach Segment. As a courtesy to the Health Home, the Outreach Segment is put into "*Hiatus*" status for three months (3/1/2016 through 5/31/2016). This allows the Health Home more time to identify the member and potentially enroll him or her in a Health Home Program. When the HH Worker downloads the Enrollment Download file on 3/1/2016, the following results display.

Member ID	Begin Date	End Date	O/E Code	Health Home MMISID	Care Management Agency MMISID	Disenrollment Reason Code	Insert Date	Latest Modified Date	Status Start Date	Status End Date	Status	Segment End Date Description
IX06935X	12012015	2292016	O	11146209	11146405	31	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X	3012016	5312016	O	11146209	11146405		3012016	3012016	3012016	5312016	Hiatus	

Note: As indicated in the example above, Outreach Segments that triggered the creation of a "*Hiatus*" Outreach Segment will contain a value of "*Closed*" in the Status field and a value of "Active to Hiatus" in the Segment End Date Description field.

Scenario (Part B) – Continuing with this scenario, the Health Home was unable to identify the member and enroll him or her into the Health Home Program. Therefore, the original Outreach Segment (with a 12/1/2015 Start Date) remains the same with a "*Closed*" status, but the previous "*Hiatus*" Outreach Segment moves to a "*Closed*" status with a Segment End Date Description of "Hiatus to Closed" and an End Date of 5/31/2016.

Member ID	Begin Date	End Date	O/E Code	Health Home MMISID	Care Management Agency MMISID	Disenrollment Reason Code	Insert Date	Latest Modified Date	Status Start Date	Status End Date	Status	Segment End Date Description
IX06935X	12012015	2292016	O	11146209	11146405	31	1182016	2292016	12012015	2292016	Closed	Active to Hiatus
IX06935X	3012016	5312016	O	11146209	11146405	30	3012016	6012016	3012016	5312016	Closed	Hiatus to Closed

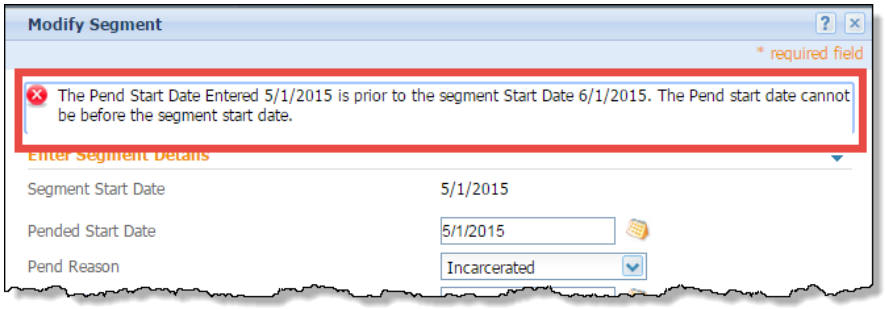
Note: As indicated in the example above, Outreach Segments that were initially created in the *"Hiatus"* status and are now closed will contain a value of *"Closed"* in the Status field and a value of "Hiatus to Closed" in the Segment End Date Description field. (See the red highlighted boxes in both screenshots.)

Modifying a "Pended" Segment

Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers

When modifying the Pended Start Date of an Outreach or Enrollment Segment with a *"Pended"* status, it is important to understand the following scenario to avoid a system error:

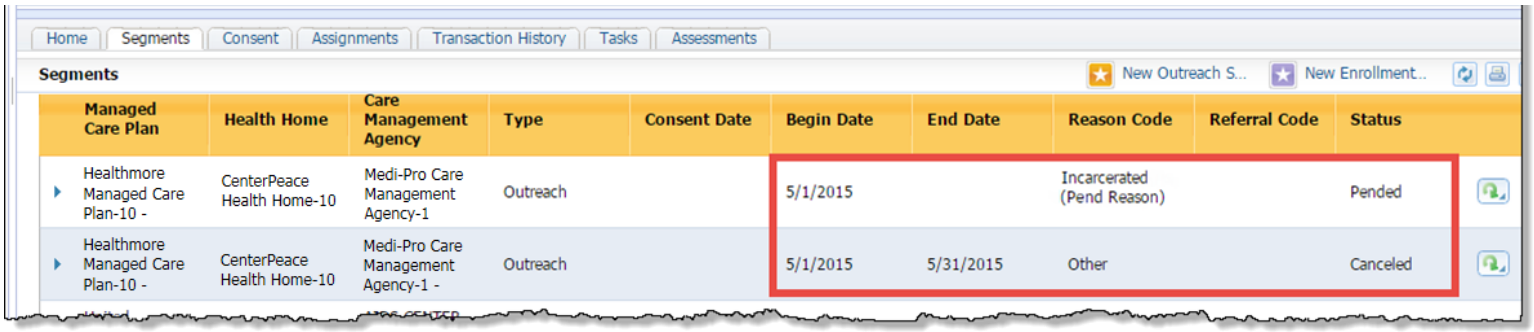
Scenario – Karen has a member with an *"Active"* Outreach Segment with a Segment Start Date of 5/1/2015. Later in June, Karen discovers the member was incarcerated. She pends the Segment using the default Pend Start Date of 6/1/2015. This action changes the status of the first record to *"Closed"* and creates a new Segment with a status of *"Pended"*. Immediately after Karen pended the Segment, she realizes the Pended Start Date should have been 5/1/2015. When she tries to modify the Segment's Pended State Date to the correct date of 5/1/2015, the system produces the following error message:



Solution – To avoid getting the error above, Karen needs to delete both the *"Pended"* and *"Closed"* Segment, then create a new Segment with a Start Date of 5/1/2015. Once the new Segment is created, she needs to pend the Segment with a Pend Start Date of 5/1/2015.

1. Navigate to the member's **Segments** tab.
2. Click the **Actions** button and select **Delete** for the *"Closed"* Segment. This action changes the status to *"Canceled"*. [1]
3. Click the **Actions** button and select **Delete** for the *"Pended"* Segment. This action changes the status to *"Canceled"*. [1]
4. Click the **New Outreach** (or New Enrollment) button to open the *Create Outreach (or Enrollment) Segment* pop-up.
5. Enter the desired **Start Date** (e.g., 5/1/2015) and other details as needed.
6. Click the **Create** button. The Segment created has an *"Active"* [2] status.
7. Click the **Actions** button and select **Pend** for the *"Active"* [2] Segment created in Step 6.
8. Enter the same date used in Step 5 in the **Pend Start Date** field in the *Pend Segment* pop-up.
9. Select the desired reason in the **Pend Reason** drop-down, then click the **Pend** button.

These steps produce a *"Pended"* [3] Segment with the correct Start Date, as shown in the example below.



[1] The status is *"Pending Canceled"* for CMAs with no auto-approval, requiring the approval of the Health Home.

[2] The status is *"Pending Active"* for CMAs with no auto-approval, requiring the approval of the Health Home.

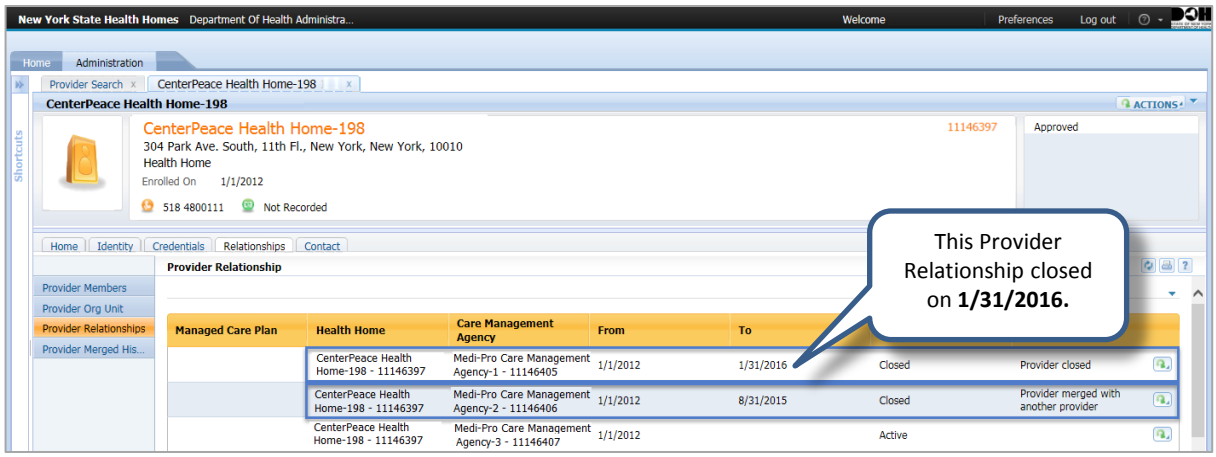
[3] The status is *"Pending Pended"* for CMAs with no auto-approval, requiring the approval of the Health Home.

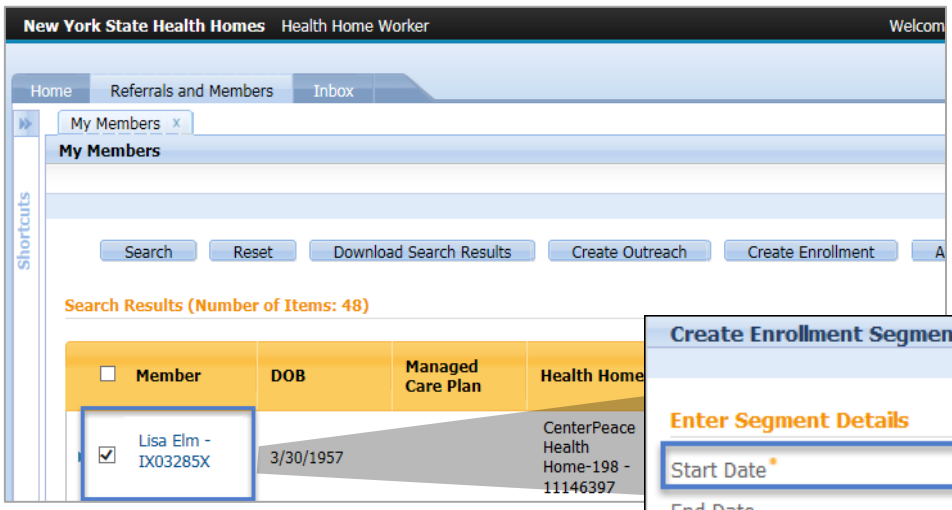
Provider Relationships – Effective Date Verification

Training Update: 04/20/2016 (Go-live)
Roles Impacted: Health Home and CMA Workers

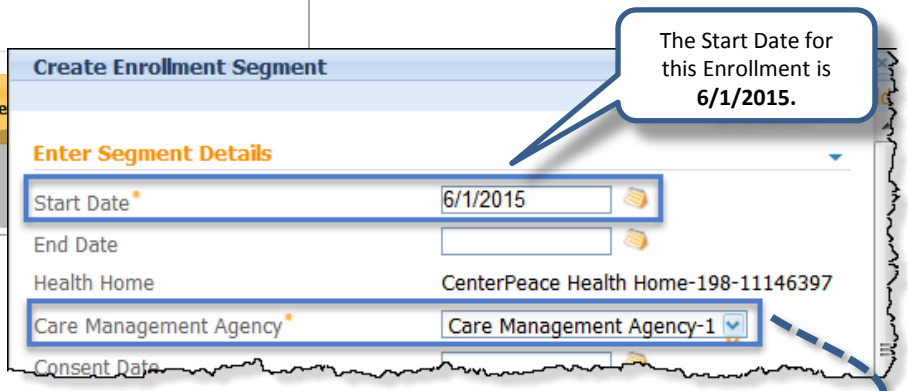
The MAPP HHTS validates the creation or modification of a Segment is within the Effective Start and End Date of the Provider Relationship. Additionally, if the Pend Start Date is prior to the Effective Start Date of the Provider Relationship or if the Pend End Date is after the Effective End Date of the Provider Relationship, an error message displays. It is important to note that a HH and CMA Worker can retro-actively create an Outreach or Enrollment Segment for a member, even if the Provider Relationship is *"Closed"* at the current time, as long as the Provider Relationship was *"Active"* during the Start/End time period of the Segment.

Only the DOH Administrator Role can create and close a Provider Relationship, however the HH Administrator can choose whether or not the HH and CMA Organizations should be set up for auto-approval.





The HH Worker for CenterPeace Health Home creates an Enrollment Segment for Lisa Elm with Medi-Pro Care Management Agency-1 and inputs a Start Date of **6/1/2015**. This can be done retro-actively because at that point-in-time, the Provider Relationship between the HH and CMA was *"Active"*.



Because the HH Worker entered a Start Date of **6/1/2015** and the Provider Relationship between the HH and the CMA was **active during that time**, the Enrollment Segment is displayed.

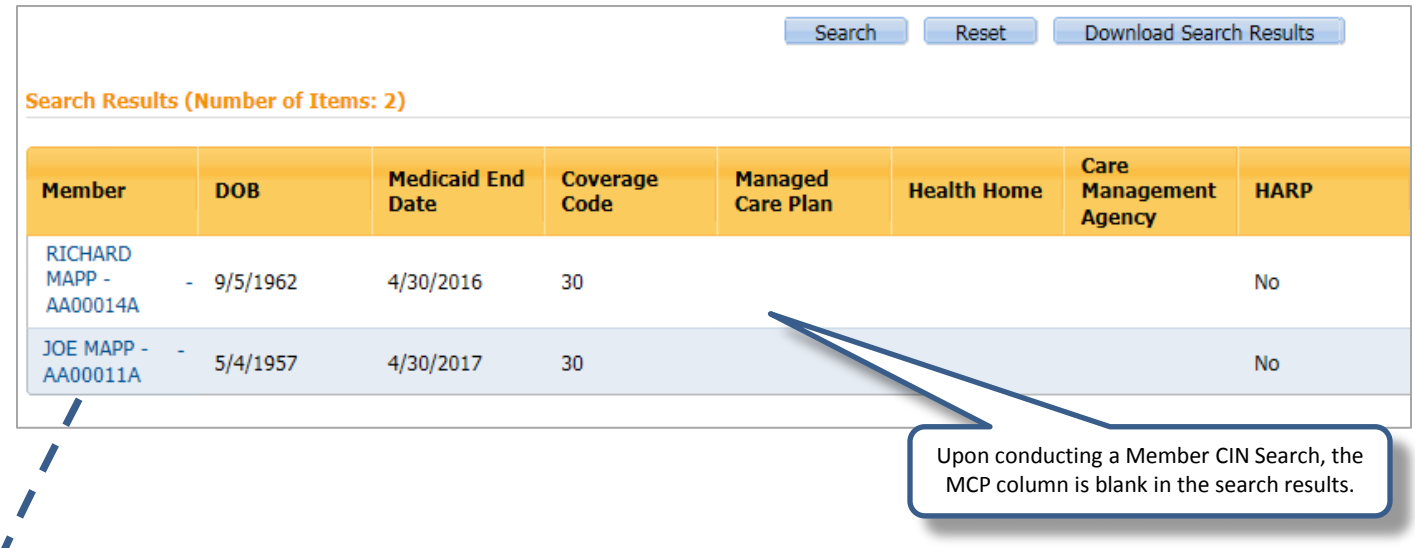
Member	DOB	Managed Care Plan	Health Home	Care Management Agency	Segment	Begin Date	End Date	Status
Lisa Elm - IX03285X	3/30/1957		CenterPeace Health Home-198 - 11146397	Medi-Pro Care Management Agency-1 - 11146405	Enrollment	6/1/2015		Active

Identifying Managed Care Members within the Member CIN Search

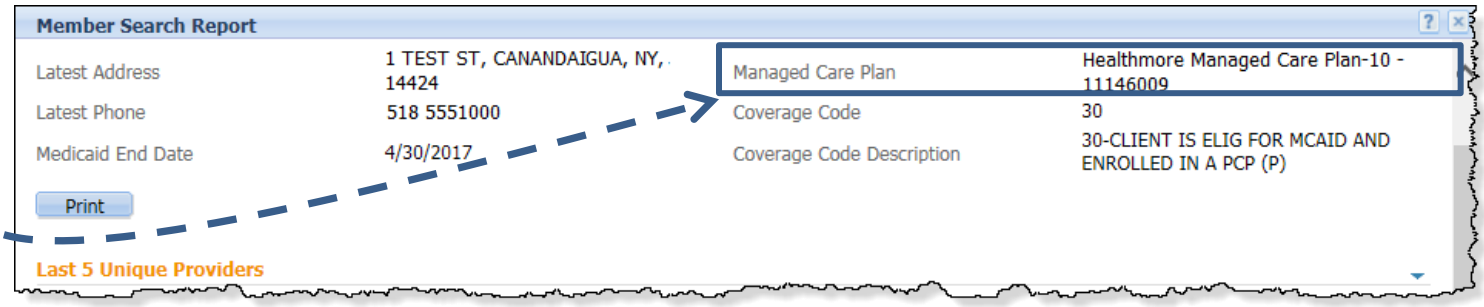
Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

The Member CIN Search allows users to search for members within the Medicaid population regardless of a connection with the user's Organization. The user needs the member's CIN in order to perform this search. When performing a search, the Member CIN Search results display the member's current MCP in the Managed Care Plan column when a member is enrolled in a MCP in the Medicaid Data Warehouse (MDW) and the member is actively involved in the Health Home Program, meaning the member is on the Assignment File or in Outreach or Enrollment status. If the member is **not** on the Assignment File or in Outreach or Enrollment status, but is enrolled in a MCP in the MDW, the Coverage Code column will contain a value of "30" (indicating that the member is enrolled in an MCP), but the Managed Care Plan column will be blank. Once the user clicks on the member's name hyperlink to display the Member Search Report, the MCP in the MDW displays along with the Outreach or Enrollment Start and End Dates (if applicable). If the member's Medicaid End Date is in the past, then the member's Coverage Code as of their Medicaid End Date will be displayed in the **Coverage Code** column. This means that a member with a Medicaid End Date in the past may have Segment information listed, have a Coverage Code of "30", but not have any information listed in the Managed Care Plan column nor have MCP information listed in the member's Member Search Report.

Scenario – A MCP, HH, or CMA Worker conducts a Member CIN Search for two members that are not on the MAPP HHTS Assignment file, but are enrolled with an MCP in the MDW. The search results are displayed below.



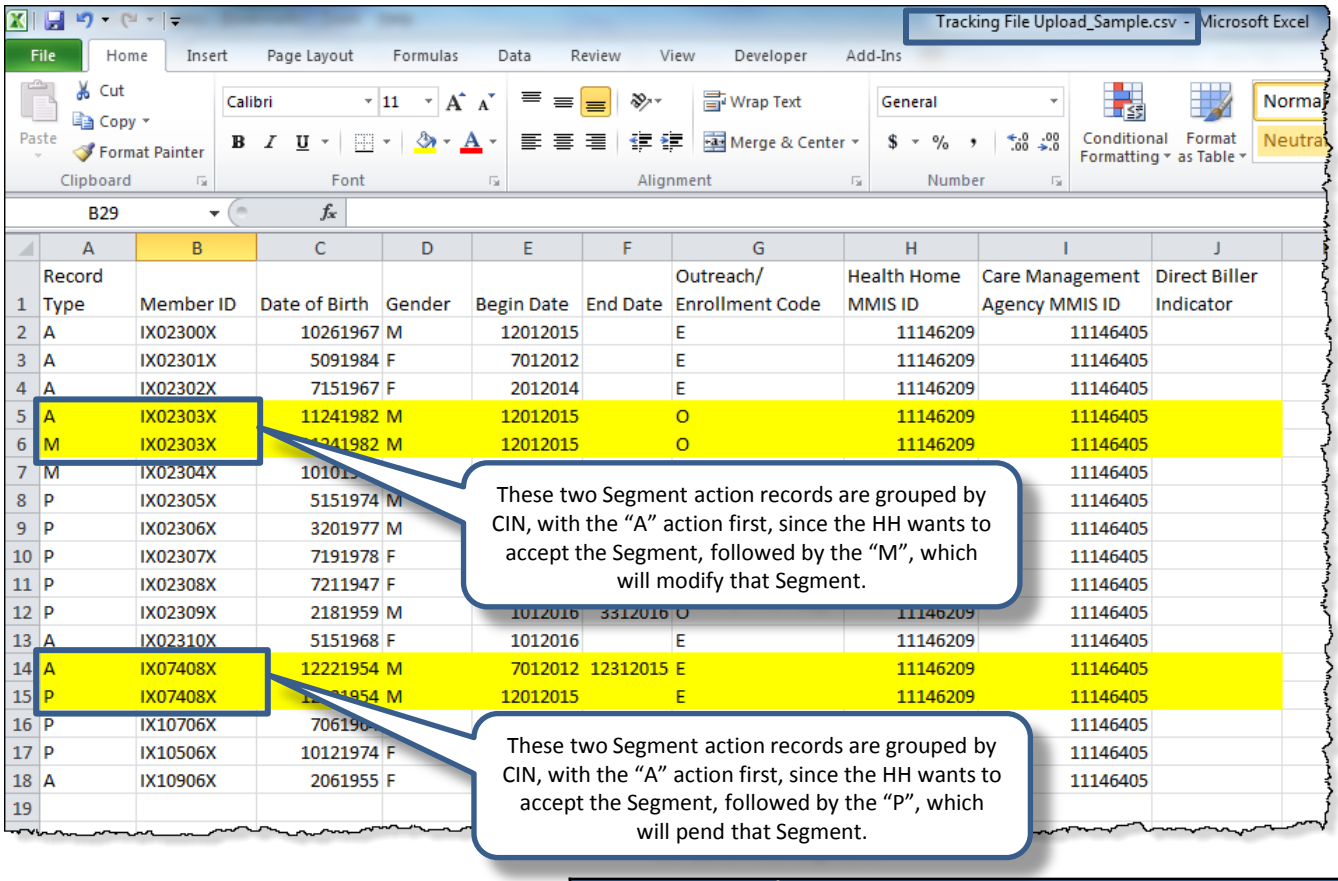
This indicates that the members above are not on the Assignment File. To verify if the member is or is not enrolled in a Managed Care Plan, the user must click on the member's hyperlink to open the Member Search Report. The member's Managed Care Plan displays once the Member Search Report is opened.



Group by CIN and Action when uploading the Tracking File

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: MCP, HH, and CMA Workers

When creating a file to upload, the rows should be grouped by the CIN and then by the file action (this is in the event that there are multiple actions taken on the same CIN in the same file). In this event, be sure to pay particular attention to the order of operation for these actions, as the correct order dictates your desired action. For example, a Segment cannot be modified if it has not yet been created or accepted. Also note that the process that validates the records is performed exclusively for each row in the Tracking File. Following the example below, if the record is a "C" (Create), this may pass the validation, but the following "M" (Modify) record may appear to fail the validation. However, this will not be the case during the actual processing of the file. During the processing, both the "C" and "M" records will process correctly. When using Microsoft Excel to upload a .csv file and the file contains multiple file actions, the Tracking File may not contain the "Delete File" action in in addition to another action. If there are multiple actions, and "Delete" is one of those actions, then the Delete rows must be partitioned to a separate file. The reason for this is because when using Microsoft Excel to create .csv files, it auto-populates additional (and unnecessary) commas that cause an exception within the MAPP HHTS. This is not the case for a .txt file or when uploading .csv files without using Microsoft Excel.



Note: Here is a table of the Record Types and the actions they perform in the MAPP HHTS as they are validated and processed through the Tracking File Upload.

Record Type	Action
A	Accept
C	Create
M	Modify
P	Pend
D	Delete (*Note: must be in a separate File Upload when using Microsoft Excel to create .csv files)

Helpful Link to Navigate from the Health Home Program Page Back to the Member Home Page

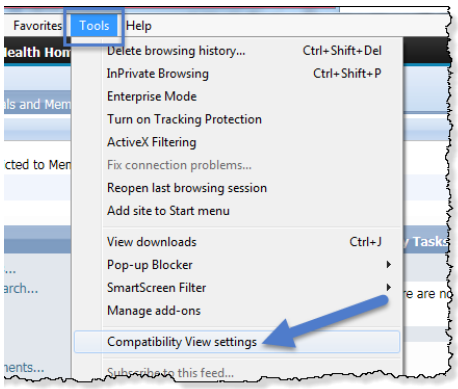
Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: All MAPP HHTS users (except those with a Screener or Gatekeeper role)

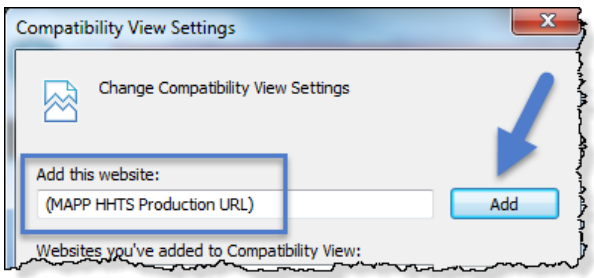
If you only have the member's Health Home Program (HHP) Page open and need to navigate to the Member Home Page to view the Personal Information tab or the member's CIN for example, use the member's **Name** link within the Context Panel to quickly navigate to the Member Home Page. This link saves time in navigating back to the search results within the My Members tab in order to click the member's hyperlink within the Member column.

Compatibility Settings for Internet Explorer

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: All MAPP HHTS users

When using the MAPP HHTS in Internet Explorer (IE), it is important to verify that the Production website (URL) is added to the Compatibility View Settings so that all screens and pop-ups display correctly. Follow the instructions below.





Quick Steps -

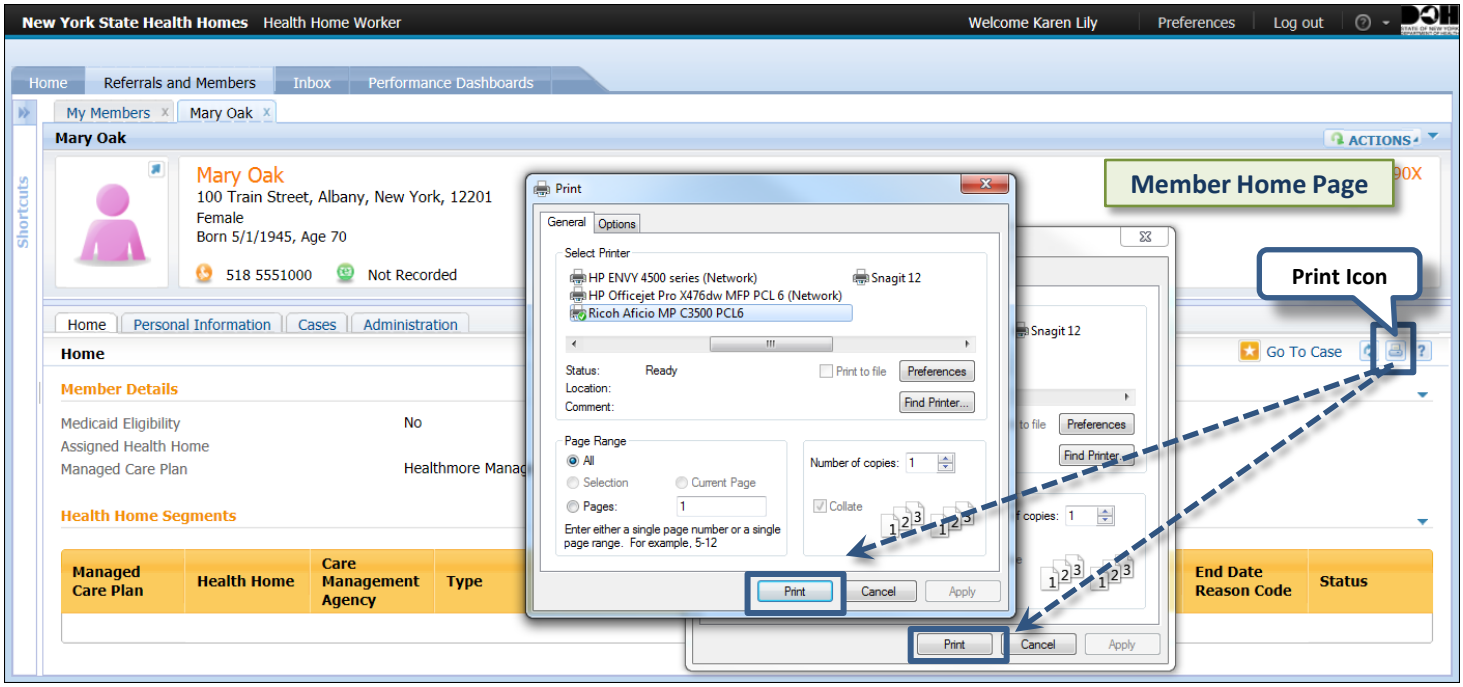
1. Click the **Tools** menu option.
2. Select Compatibility View Settings.
3. Verify the MAPP HHTS Production URL displays.
4. Click the **Add** button.

Note: Recommended browsers for the MAPP HHTS are Firefox, Google Chrome, and Internet Explorer (version 11 or higher). Do not use other browsers such as Safari.

Using the Print Icon

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: All MAPP HHTS Users

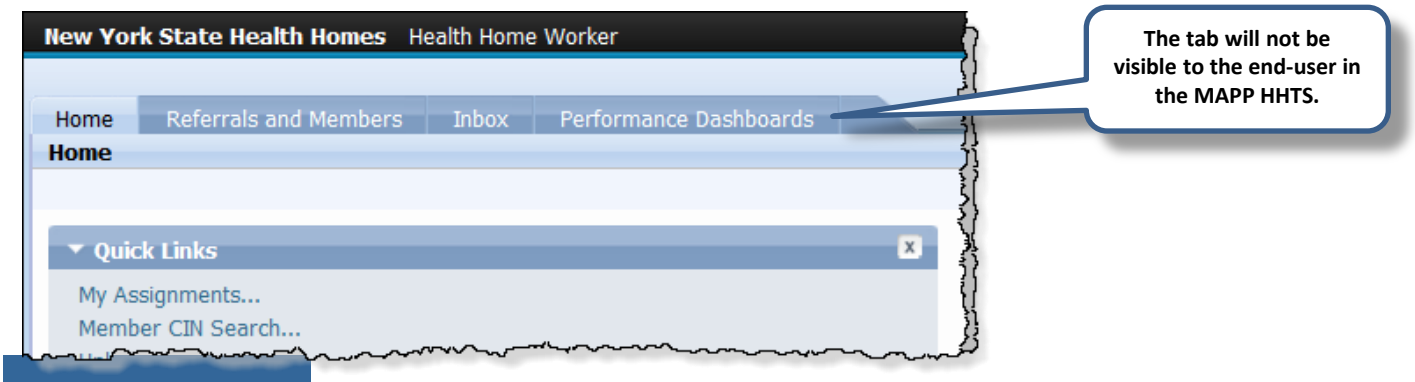
When printing information within the MAPP HHTS, specifically pages that include the Context Panel such as the Member Home Page and the Health Home Program Page, the Internet browser being used can determine the Print options for the page. Depending on the amount of information that needs to be printed, there may be multiple Print pop-ups that display. The end-user should click each Print button until the pop-ups disappear to make sure all information prints. The example below displays the Print functionality for the Member Home Page in Internet Explorer.



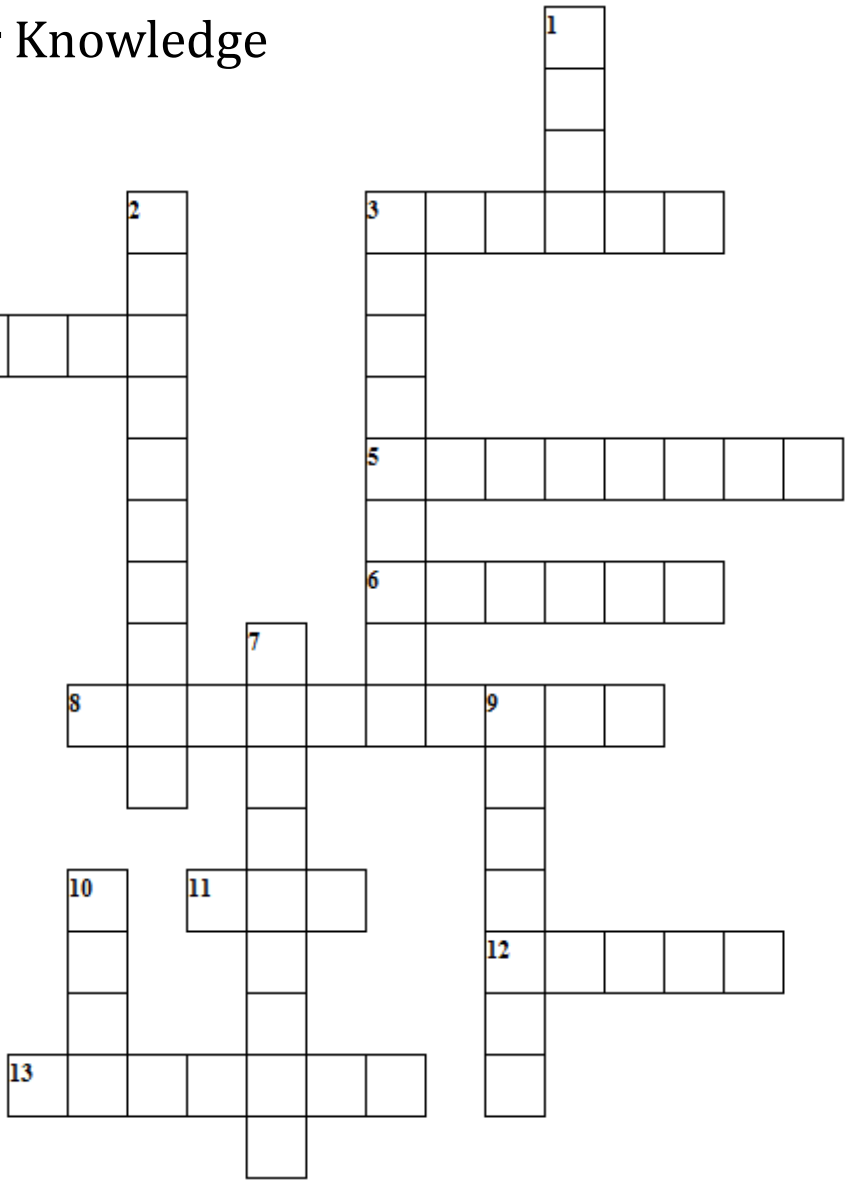
Location of Performance Dashboards

Helpful Tip: 04/20/2016 (Go-live)
Roles Impacted: All MAPP HHTS Users

In the Phase I Training Materials, which includes all ILT Guides and Web-based Trainings, you will notice a tab at the top of the Health Home Tracking System called Performance Dashboards. In the Production Environment, this tab is **removed** and all Health Home Dashboards will be accessible from the MAPP Portal Landing Page instead.



Test Your Knowledge



Across

3. Type of role that can accept an Assignment
4. Status of an Outreach that was deleted
5. Name of tab where Outreach and Enrollments are located
6. Status for an Assignment that has been accepted by the Provider
8. Person responsible to create new users in the MAPP HHTS
11. Assessment that uses clinical/functional questions to determine billing tier with Service Date 10/1/2015 and beyond
12. The tab where Work Queues are located
13. The My _____ tab is used search for members with Outreach/Enrollments

Down

1. The Manage Members tab allows users to accept members in ____.
2. Refers to the method used to navigate to a specific members HHP Page
3. Main screen where quick links to functions are located
4. Item needed to create a Referral
7. Used when pasting multiple CINs in a Member CIN Search
9. Status for an Assignment awaiting acceptance by the Provider
10. Filter option that allows you to view FFS members when searching

Across 3. Worker 4. Canceled 5. Segments 6. Active 8. Gatekeeper 11. HML 12. Inbox 13. Members

Down 1. Bulk 2. Individual 3. Workspace 4. CIN 7. Delimiter 9. Pending 10. None