

**New York State DOH
Health Home Care Management
Reporting Tool (HH-CMART)
Bi Weekly Support Calls – Session #16
September 4, 2013**



Questions?

- ▶ Please submit your questions in writing to the webinar
- ▶ If you would like to ask your questions, raise your hand (making sure you have entered your audio pin code) and we will unmute the call one at a time
- ▶ We are working on a Question and Answer document that will be posted on the Health Home website under the HH-CMART section

AGENDA

- ▶ Overview of August 5, 2013 Submission
- ▶ Intake Issues
- ▶ Data Completeness Issues
- ▶ Next Steps
- ▶ Next Submission

Overview of August 5, 2013 Submission

- ▶ 31 Health Homes submitted files with only one HH still outstanding due to systems issues.
- ▶ 70,225 HH segments were submitted for 68,719 members.
- ▶ 32,591 segments reported the member as engaged.
- ▶ Chronic Adult and Behavioral Health were the two dominant program types reported.

Data Intake Issues

Clarifications related to sending/receiving files



Data Intake Issues

▶ SUBMISSION FILE FORMAT

1. Lead Health Homes should **submit the Access HH-CMART tool itself, not** an Excel file.
 - Exported Excel files should not be submitted to DOH (see note below).
 - Files intended for importing into the HH-CMART should not be submitted.
2. Reminder re: Export feature
 - The purpose of the Export feature is to output the current submission so the HH can:
 - a. Archive the submission in Excel for future reference, and/or
 - b. Use the file as a template for updating information for the next submission (which could then be imported back into the tool).

Data Intake Issues

▶ IMPORT TEMPLATE

1. Incorrect Template

- An older version of the template has an incorrect column title for EngagedCM so that element does not import into the HH-CMART.
- Be sure to use the correct version of the template at:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/assessment_quality_measures/process_measures.htm

2. Incorrect column names and/or formats; Added/merged columns

- If you modify the import template, be sure to return the file to the original structure and column formats *before* importing. Otherwise data will not be imported correctly (if at all).

Data Intake Issues

MISSING REGISTRATION INFORMATION

- HH contact information should be entered on the front page of the HH-CMART (after choosing your HH # from the drop down menu)
- Enter staff person who should be contacted with data/submission questions.
- Must be manually entered.

HH Care Management 2012

File Home Create External Data Database Tools

View Paste Copy Format Painter Filter Ascending Descending Refresh Save Delete Find Text Formatting

Main Menu

Health Homes Care Management Assessment Reporting Tool Exit

Happy Health Plan

v1.0

Enter the # for your Health Home and press ENTER: 12345

Print Submission Cover Sheet

Enter Health Home's Registration Information:

Enter the name and address information of the contact person for your health home's submission.

First Name: Laura

Last Name: Morris

Address1: Office of Quality & Patient Safety

Address2: Corning Tower

City: Albany

State: NY

Zip Code: 12237

Email Address: nysqarr@health.state.ny.us

Work Phone: (518) 486-9012 Ext.

General Fax:

Data Entry

Manual Data Entry

Import Data

Reports: Print / Preview

Data Entry Errors

Frequencies

Member-Level Data

Export Data

Data Completeness Issues

Clarifications to improve the quality of the information submitted/received



Data Completeness Issues

▶ HH ID CLARIFICATION

- The HHID submitted should be that of the lead Health Home.
- Contact the Health Home Team if you are unsure about what your HHID should be and/or if your lead HH is not a listed option in the HH-CMART tool.
- This element should be submitted for all members/segments.

▶ PLAN ID CLARIFICATION

- This should be the OMC health plan ID for the member's Medicaid managed care health plan.
- This element should be submitted for all members/segments.
- We are working on compiling a reference document listing all Plan IDs for distribution to all HH/provider staff.

Data Completeness Issues

▶ MISSING VALUES

- Elements 1 – 17 are required for all members/segments (excluding those elements which DOH will extract from the Patient Tracking System).
- Elements 18 – 34 are required for all *engaged* members/segments
- Missing for Critical Elements:
 - 4 segments were missing Medicaid CIN (#4)
 - 3.4% of segments missing EngagedCM (#17)
- Elements with Substantial Missing:
 - Outreach Effort (#12) – 43.6% of segments missing
 - Program Type (#9) – 39.5% missing; Of engaged 24.2% missing.

Data Completeness Issues

▶ DUPLICATE CINS

- Duplicate CINS are allowed within a HH submission for cases where there are separate, unique segments for that member either with one provider or across providers within the HH.
 - These segments should not overlap, especially as data systems improve the ability to avoid two providers outreaching simultaneously to the same member.
 - A member should not be engaged with two providers in a HH simultaneously.
- DOH will be reviewing an error report flag related to this issue. For now, HHs should use the duplicate CIN flag to insure that members are not being doubly served.

Data Completeness Issues

▶ USING SPECIFIED RESPONSE VALUES

- Only those response values indicated in the Technical Specifications should be submitted.
 - The most recent specifications are available for download at:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/assessment_quality_measures/process_measures.htm
- Avoid adding additional spaces or characters.
 - For example “HH Children” is treated separately from “HH-Children”.
- Use the HH-CMART error and frequency reports to identify these issues prior to submission.
 - Incorrect values are indicated with a “*”.

Data Completeness Issues

▶ HH-CMART ERROR/FREQUENCY REPORTS

- Once data are entered/imported into the HH-CMART tool, please review the error and frequency reports to identify (and resolve) any data entry errors and element inconsistencies prior to submission.

- Accessing the reports in the tool:

The screenshot displays the 'Health Homes Care Management Assessment Reporting Tool' interface. The top navigation bar includes 'Main Menu', 'Health Homes Care Management Assessment Reporting Tool', and 'Happy Health Plan v1.0'. A search field for 'Enter the # for your Health Home and press ENTER:' contains the value '12345'. Below this is the 'Enter Health Home's Registration Information:' section, which includes fields for First Name (Laura), Last Name (Morris), Address1 (Office of Quality & Patient Safety), Address2 (Corning Tower), City (Albany), State (NY), Zip Code (12237), Email Address (nysqarr@health.state.ny.us), Work Phone ((518) 486-9012 Ext.), and General Fax. To the right of the registration form is a 'Data Entry' section with buttons for 'Manual Data Entry' and 'Import Data'. Below that is a 'Reports: Print / Preview' section, which is circled in red and contains buttons for 'Data Entry Errors', 'Frequencies', and 'Member-Level Data'. At the bottom of the right-hand column is an 'Export Data' button. The interface also features a 'Navigation Pane' on the left side.

Data Completeness Issues

- ▶ HH-CMART ERROR/FREQUENCY REPORTS
 - Viewing the error reports:

The screenshot shows the 'HH CMART' error report interface. The title bar indicates 'HH Care Management 2012'. The main window title is 'Happy Health Plan'. Below the title, there are buttons for 'Preview' and 'Print'. The report content is organized into a table with categories on the left and error details on the right.

To Preview or Print, Click on a Button: Preview Print	
	Summary of Number of Errors per Edit Check
	All Error Reports
Duplicate CINs	Each member should appear only once in the file
Missing Data	Required fields Items 1, 2, and 4: PlanID, HHID, CIN
Inconsistent Responses	If AbleContact (#10) = Yes, ContactDate (#11) should be entered If AbleContact (#10) = No, ContactDate (#11) should be blank
	If AssessedCM (#14) = Yes, AssessDate (#15) should be entered If AssessedCM (#14) = No, AssessDate (#15) should be blank
	OptOut (#16) and EngagedCM (#17) have inconsistent responses
	If EngagedCM (#17) = No, all remaining items should be blank
Format	CIN numbers (#4) are not Valid
Response Options: Values do not match response options of project	ProgramType (#9)
	AbleContact (#10)
	AppropriateCM (#13)
	AssessedCM (#14)
	OptOut (#16)
	EngagedCM (#17)
	Intensity (#20)

Data Completeness Issues

- ▶ HH-CMART ERROR/FREQUENCY REPORTS
 - Viewing the frequency report:

The screenshot displays the 'HH Care Management 2012' interface. At the top, there is a navigation bar with icons for 'Two Pages', 'More Pages', 'Refresh All', 'Excel', 'Text File', 'PDF or XPS', 'E-mail', 'More', 'Close Print Preview', and 'Close Preview'. Below this is a 'Frequencies Main' tab. The main content area shows a report titled 'HH CMART Frequencies of All Fields'. The report is divided into four sections, each with a table of data:

DOB	
Date Entered	6632
* Blank	516
Total	7148

ProgramType	
HH Behavioral Health	1493
HH Chronic Adult	5562
Missing	93
Total	7148

AbleContact	
Yes	1435
No	399
Yes Hiatus Period	34
No Hiatus Period	4
* Blank	5276
Total	7148

ContactDate	
Date Entered	5306
09/09/9999	1842
Total	7148

At the bottom of the report, there is a legend: '* Indicates cases that should be checked for accuracy'. The footer of the page shows the date and time '8/27/2013 11:23:29 AM' and 'Page 4 of 16'.

Looking Ahead

Next Steps and Upcoming Deadlines



Next Steps – DOH

1. Distribute a *Modified* HH-CMART Tool and Specifications
 - PlanID (#1) – Modifying field to adjust for characters in some plan IDs.
 - CIN (#4) – Changing the parameters of the duplicate CIN edit check to identify unique segments.
 - ProgramType (#9) – Adding response options of ‘Substance Use’, ‘HIV’, and ‘Not able to contact’.
 - Latter to be used when the member has not been able to be contacted and the reason for care management services is unknown.

Next Steps – DOH

1. Distribute a *Modified* HH-CMART Tool and Specifications
 - AbleContact (#10) – Changing error report logic to not identify ‘blank’ for people already in CM as an inconsistent response.
 - AppropriateCM (#13) and AssessedCM (# 14) – adding response option for ‘In Progress’ for situations where the intake is still occurring and the determinations cannot be made by the end of the reporting period.
 - OptOut (#16) – Adding response options of ‘In Progress’ and ‘Not Able to Contact’

Next Steps – DOH

2. Send Health Home Specific Feedback
 - DOH will be distributing a data completeness summary to each lead Health Home in the next few weeks.
 - This summary will highlight data issues related to missing information, incorrectly specified responses, and illogical associations across elements.
 - Many of these issues can also be identified through the HH-CMART's error and frequency reports.
 - The next 'next step' - Feed back measure and programmatic summaries to HH's.

Next Steps – Health Homes

1. Make corrections to data systems/collection process
 - In most cases Health Homes will not be required to resubmit corrected data where we find incompleteness or inconsistencies.
 - Instead we are asking that you to focus on correcting your HH's collection and systems issues to improve data quality for future submissions.

Next HH-CMART Submission

When to Submit

- ▶ **Monday, November 4, 2013**

What to Submit

- ▶ Data for ALL elements in the HH-CMART tool.
- ▶ This will include all data for the third quarter of 2013 (July – September 2013) .
- ▶ The report date field for this report is 3/2013.
- ▶ All data should be entered into the HH CMART (Access) tool and the tool itself should be submitted.

Who Submits

- ▶ Lead Health Homes are responsible for sending data for all downstream HH's and CM providers.

Next HH-CMART Submission

How to Submit

- ▶ The CMART tool should be submitted using the **NEW HCS Health Home CMART File Upload** application.
 1. Log into the HCS.
 2. Click the 'Applications' tab at the top of the Home page.
 3. Click on the 'H' tab at the top of the Applications page.
 4. Find the "Health Home CMART File Upload" link.
 - Clicking on the link will bring you directly to the upload page.
 - Clicking on the "+" icon in the 'Add/Remove' column will add it to "My Applications" on left side of screen for future access.
 5. Click "Browse" to choose the CMART tool for submission. Include any comments in the box. Click "Upload".
 6. The file will be sent directly & securely to the QARR BML email account. We will notify you of receipt.

Feedback and Help

- ▶ We encourage your feedback by either:
 - Emailing the Health Home Team with the subject of *Quality Metrics* via the Health Home website at:
https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action
 - or
 - Calling the Health Home provider line: 518.473.5569
- ▶ Additional HH-CMART resources are available at:
http://www.health.ny.gov/health_care/medicaid/programs/medicaid_health_homes/assessment_quality_measures/process_measures.htm

Ongoing support

- ▶ Weekly support calls are now **Bi-Weekly**, Wednesdays from 10 a.m. to 11 a.m.
 - **The next call will be September 18, 2013.** We will discuss data logic checks and how these data will be used by DOH going forward.
- ▶ DOH expects to release FAQ's and Case Scenarios soon.
- ▶ Slides from all webinars can be accessed by visiting the Health Home website at:
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/meetings_webinars.htm

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