

**New York State DOH
Health Home Care Management
Reporting Tool (HH-CMART)
Support Call
May 7, 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

Agenda

- ▶ Health Home CMART Resources
- ▶ NEW HH CMART FAQs Document and Most Popular FAQs- Resources
- ▶ New HH CMART Quick Reference Guide
- ▶ February 2014 Submission
- ▶ Data Issues and Possible Solutions
- ▶ Next Report Due August 4, 2014
- ▶ Top Tips for Submitting HH-CMART Files
- ▶ Feedback, Help & Ongoing Support
- ▶ Q & A

New : HH-CMART Frequently Asked Questions (FAQs) Document and Scenarios

- ▶ A HH CMART FAQ document will be posted on the HH website at this location:
- ▶ http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/assessment_quality_measures/process_measures.htm
- ▶ Provides clarity and answers to frequent questions we have received from feedback
- ▶ Includes Case Scenarios to assist with data entry
- ▶ Contributes to consistency in data submitted as we all strive for Quality Data Improvement
- ▶ We welcome additional feed back / questions for inclusion into this document. It will be updated when additions are made.

Most Popular FAQs

- ▶ **Q:** How does the Care Management agency get a copy of the Health Home CMART Tool (access database)?
- ▶ **A:** The Lead Health Home should share a separate copy of the Health Home CMART tool for each Care Management Agency.

- ▶ **Q:** How does the Care Management Agency send their data to the Health Home?
- ▶ **A:** Once the Health Home and the Care Management agency has a formal agreement, they can share individual members Health Home CMART data in the agreed upon method.

Most Popular FAQs

- ▶ **Q:** How are interventions identified and categorized in the Health Home CMART? Is there only one care management service (Fields 30-34) per visit?
- ▶ **A:** This question refers to the **Care Management Service Module** section of the HH-CMART (Fields 29-34, pages 16 and 17 of the Technical Specifications Version 2.0).
- ▶ **HH CMART FAQ document has scenarios that reference this module**
 - Data should be counted for the **Primary service** provided. Therefore, you will count one mode to one service type and total interventions should equal total counts of CM services.
 - The five fields (30-34) capture the count of interventions for care management activities conducted with the member during the reporting period.
 - During one care management session/meeting multiple interventions that span across these 5 fields may occur. **However, only one(1) should be counted.**
 - Therefore, if field 29 (Plan Update) is **YES**, and member support, health promotion, and care management activities occur during this session or meeting but the primary focus of the session was to educate the member on Health Promotion then a count will go to field 31-HealthPromote and will NOT be counted for any other field.

Most Popular FAQs

- ▶ **Q:** The Access Database is not loading the Excel import. What can I do?

- ▶ **A:** To start, make sure you have a new copy of the HH-CMART Access Database. Sometimes there are issues with importing into a tool once it has been used. If that does not work, here are some other things to check.
 - o The Excel document Column N should read EngagedCM notEngageCM.
 - o All field names should match what is found in the technical specifications
 - o There should be no spaces or punctuation in any of the field names.
 - o Delete extra columns and extra rows at end of file and try again
 - o Check the last column of the Excel file – AO or AY or something else. May have hidden columns with variables that do not belong or mis-spelled variables.
 - o 64-bit software does not allow navigation through screen – error message
 - o Make sure MS Access is installed on your computer – not working off a different application that embeds Access
 - o Installed versions of Excel and Access should not differ too much (e.g., Access 1997 and Excel 2007)
 - o Imported data are based on first tab in Excel file. If first tab contains errors, but the correct data are in second tab, will not import.
 - o Data should match the specs, e.g., dates, numbers, text
 - o Make sure the file is not password protected. It may not import if file has password.

HH-CMART Resources

▶ Obtaining the Health Home CMART Access Database

1) The Health Home CMART tool, as well as the template, are contained in a zip file that was sent out to the Health Homes. If the Health Home needs a new copy of the zip file, they should contact the Health Home program using the [Email NYS Health Home Program](#) webform on the Health Home website at this location:

https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

2) Programs are advised to save a blank copy of the database tool for each report. The tool should be renamed and saved for each report period. The blank should be preserved to use again for future reporting periods.

- Each quarter, export all data out of the Health Home CMART tool. This export file should be named including quarter date, and saved in a location where all Health Home CMART data files are stored on for the Health Home, so a separate file of what was submitted is recorded.
- After the export all data in the tool should then be deleted OR follow the procedure for transfer of the data in the tool to Health Home.
- Programs are required to review the export file, and determine what individual data can be re-imported into a new blank tool in order to include them in the next quarter's report. Use the **new** Quick Reference Guide provided by the department for guidance.

NEW: HH-CMART Quick Reference Guide “Cheat Sheet”

Goal: Assists with data entry and what fields to change or review for each submission

Applies to EVERY record!			
Intake Items		Valid Response Values/Notes	EACH SUBMISSION
1.	PlanID	Plan ID if enrolled in a managed care plan or 8888888 for FFS members. If plan changes during reporting period, provide most up-to-date or current Plan ID	Only change if member changes Health Plan
2.	HHID	Value as assigned for lead Health Home	Once entered, NO CHANGE
3.	ReportDate	Jan-March = 1/YYYY; Apr-Jun = 2/YYYY; July-Sep = 3/YYYY; Oct-Dec = 4/YYYY	CHANGE for each submission
4.	CIN	Medicaid Client Identification Number; Value as specified	NO CHANGE
7.	DOB	Date prior to TriggerDate; 09/09/9999 (Missing)	Once entered, NO CHANGE
9.	ProgramType	HH Behavioral Health; HH Chronic Adult; HH Children; HH Dev Disabled; HH Long Term Care; HH Substance Use; HH HIV; Not Able to Contact; Review Pending; Missing	Once entered, NO CHANGE
10.	AbleContact	Yes; No; Yes_Hiatus Period; No_Hiatus Period; TCM-HH Conversion	NO CHANGE after AbleContact = Yes or TCM-HH Conversion
11.	ContactDate	09/09/9999 (Missing); Blank Cell (Not contacted)	NO CHANGE after Contacted
12.	OutreachEffort	Greater than or equal to zero; 999 (Missing); Should be 0 (zero) for initial conversion of TCM-Conversion Members; re-engagement - May count outreach again	NO CHANGE after Contacted; After Contacted, Zero entered
13.	AppropriateCM	Yes; No; Not Able to Contact; Review Pending	NO CHANGE after Contacted
14.	AssessedCM	Yes; No; Not Able to Contact; Review Pending	NO CHANGE after AssessedCM = Yes
15.	AssessDate	09/09/9999 (Missing); Blank Cell (Not assessed)	NO CHANGE after Assessed
16.	OptOut	Opted Out; Did Not Opt Out; Not Appropriate HH; Not Able to Contact; Review Pending	NO CHANGE after OptOut = Opted Out or Did Not Opt Out
17.	EngagedCM	Yes; No	Once entered, NO CHANGE

NEW: HH-CMART Quick Reference Guide

“Cheat Sheet” (cont)

Applies ONLY for Engaged! (Element 17 = YES)			
Care Management Services			
20.	Intensity	High ; Medium; Low; Missing	CHANGE for each submission
21.	CountMail	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
22.	CountPhone	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
23.	CountPerson	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
24.	CaseClosed	Closed; Open	See Scenarios for change
27.	CaseReopened	Reopened; Not Reopened; Missing; Not Closed	See Scenarios for change
29.	PlanUpdate	Yes; No; Missing	ONLY CHANGE for plan update during quarter
	Primary Service to be counted. Count one mode to one service type; total interventions should equal total of CM Services; each interventions counted uniquely once		
30.	CareManage	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
31.	HealthPromote	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
32.	TransitionCare	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
33.	MemberSupport	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission
34.	CommSocial	Greater than or equal to zero; 999 (Missing)	CHANGE for each submission

New : HH-CMART Quick Reference Guide

“Cheat Sheet” (cont)

- ▶ The rest of the document contains further details to assist with entry decisions
 - ▶ 1 ½ pages for: (FACT-GP information)
 - Applies ONLY for those Engaged who had an Initial, Annual, or Discharge Assessment completed in the Reporting Period Quarter!
 - If an updated assessment was not done for the reporting period, the fields should be submitted blank. Submit Initial, Annual or Discharge assessments as required.
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- ▶ Quick Reference Guide Scenarios (see bottom of guide)
 - Includes scenario examples regarding closed and reopened cases and how to answer Elements #24 and #27
 - ▶ If a person is **NOT** in outreach or engagement at submission data, do **NOT** include in submission.
 - Verify if record is closed in a prior quarter and do **NOT** include in current quarter submission.

New : HH-CMART Quick Reference Guide

Scenarios

- ▶ 1. Client is discharged from care management during current quarter and not reopened during current quarter. The case is closed at the end of the reporting period and did not reopen during that period.
 - Element 24 (CaseClosed): Closed
 - Element 27 (CaseReopened): Not Reopened

- ▶ 2. Client is discharged from care management during current quarter and reopened during current quarter. Caveat – AND same care plan continued. If the member is re-engaged and same care plan is used, the case is not identified as closed at the end of the reporting period, even if it was closed for a period during the reporting period.
 - Element 24 (CaseClosed): Open
 - Element 27 (CaseReopened): Not Reopened

New : HH-CMART Quick Reference Guide

Scenarios

- ▶ Client is discharged from care management **before** current quarter and reopened during current quarter. Caveat – AND same care plan continued. If the case is open at the end of the reporting period, it is not reported as closed even if there was a closure for a part of that reporting period. In the prior reporting period, the case would have been closed at the end of the period. There is no need to revise a previous quarter's submission for this situation. For current quarter, the case is open at the end of the reporting period.
 - Element 24 = OPEN
 - Element 27 = NOT CLOSED
- ▶ Client is discharged from care management **before** current quarter and reopened during current quarter. Caveat - AND starts a new segment for a new issue with a new assessment and care plan during current quarter, a new segment is started. This is considered a reopening of care management for the member. The case would be indicated as open at the end of the reporting period and as reopened.
 - Element 24 = OPEN
 - Element 27 = REOPENED

February 2014 Submission

- ▶ Roughly 134,500 records were submitted.
- ▶ Overall, data quality continues to improve
- ▶ Common Issues:
 - Incomplete/Incorrect Data:
 - Missing DOB
 - Blank “Able to Contact” (approx. 15% Overall)
 - Outreach Effort (approx. 23% - use “0” if already Engaged and continuing)
 - Total # Interventions not equal to Total # CM services module
 - 1 to 1 match

Data Issues and Possible Solutions

- ▶ **Issue:** Inability to match members between Tracking System and HH-CMART records to pull in date elements from Tracking (DOH fill-in fields)
- ▶ **Impact:**
 - Some process measures cannot be calculated.
 - Example: Unable to track when people enter and leave a Health Home.
- ▶ **Solutions Under Consideration:**
 - Reactivate date fields and ask Health Homes to provide dates.
 - Trigger Date
 - Engaged Date
 - Closure Date and Reason For Closure
 - Reopen Date
 - Enhanced Data Completeness & Accuracy Report

Data Issues and Possible Solutions

- ▶ Example of gaps in information between Tracking System and HH-CMART

CALENDAR MONTH	MEMBER ID	HEALTH HOME ID	BEGIN SEGMENT	END SEGMENT	DIENROLL CODE	TRACKING SYSTEM	HH-CMART	BILLING
1-Jun-13	2468	13579	Y	Y		Y	Y	Y
1-Jul-13	2468	13579	Y	N		Y	Y	Y
1-Aug-13	2468	13579	N	N		Y	Y	Y
1-Sep-13	2468	13579	N	N		Y	Y	Y
1-Oct-13	2468	13579	N	N		Y	Y	Y
1-Nov-13	2468	13579	N	Y	03	Y	Y	Y
1-Dec-13	2468					N	N	Y

HEALTH HOME ID	REPORT PERIOD	MEMBER ID	TRIGGER DATE	ABLE CONTACT	CONTACT DATE	OPT OUT	ENGAGED CARE MANAGEMENT	CASE CLOSED	CLOSURE DATE	CASE REOPENED
13579	3	2468	1-Jul-13	Yes	24-Jul-13	Did Not Opt Out	Yes	open		Not Closed
13579	4	2468	1-Jul-13	Yes	16-Dec-13	Review Pending	No		30-Nov-13	

Data Issues and Possible Solutions

- ▶ **Issue:** People Mismatches Across Data Sources
 - Some people are only found in a single system.
 - HH-CMART,
 - Tracking System,
 - Billing
- ▶ **Impact:**
 - Some Process and Outcomes measures can not be calculated.
 - Example: Unable to accurately identify who is receiving Health Home Services.
- ▶ **Solution Under Consideration:**
 - Enhanced Data Completeness and develop HH Accuracy Report

Data Issues and Possible Solutions

▶ People Mismatches Across Data Sources

- Eligible Population December 2013 :
 - 118,330 distinct people
 - 5,676 people ONLY in Billing
 - 5,313 people ONLY in Tracking System
 - 19,150 people ONLY in HH-CMART

TOTAL: **30,139** people mismatched across systems

Data Issues and Possible Solutions

▶ People Mismatches Across Data Sources

CALENDAR MONTH	MEMBER ID	HEALTH HOME ID	OUTREACH/ ENGAGED CODE	BEGIN SEGMENT	END SEGMENT	TRACKING SYSTEM	HH-CMART	BILLING
1-Nov-12	123456	7891	O	Y	N	Y	Y	N
1-Dec-12	123456	7891	O	N	N	Y	Y	Y
1-Jan-13	123456	7891	O	N	Y	Y	Y	Y
1-Feb-13	123456	7891				N	Y	Y
1-Apr-13	123456	7891	E			N	Y	N
1-May-13	123456	7891	E			N	Y	Y
1-Jun-13	123456	7891	E			N	Y	Y
1-Jul-13	123456	7891				N	N	Y
1-Aug-13	123456	7891				N	N	Y
1-Sep-13	123456	7891				N	N	Y
1-Oct-13	123456	7891	E	Y	N	Y	Y	Y
1-Nov-13	123456	7891	E	N	N	Y	Y	N
1-Dec-13	123456	7891	E	N	Y	Y	Y	N

Data Issues and Possible Solutions

- ▶ Enhanced Data Completeness and Accuracy Report
 - We want to understand **YOUR** data, so we use it correctly.
 - Two Stage Implementation of Enhanced Completeness Reports
 - Stage 1 – Q1 2014 data will have ‘initial’ feedback concurrent with submission.
 - Stage 2 – Feedback concurrent with submission will begin for Q2 2014.
- ▶ Improved Data will lead to:
 - Improved Timeliness of Reports.
 - More Accurate Process Reports.
 - More Accurate Outcomes / Utilization Reports.
- ▶ Next Steps:
 - A conversation with Health Homes based on the Enhanced Report.

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.

Next HH-CMART Submission

When to Submit

- ▶ Data for the 1st Quarter of 2014 was due Monday, May 5, 2014
- ▶ The next submission date (Q2 of 2014) is due August 4, 2014

What to Submit on August 4th

- ▶ Data for ALL elements in the HH-CMART tool.
- ▶ This will include all data for the second quarter of 2014 (April – June 2014) .
- ▶ The report date field for this report is 2/2014.
- ▶ 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.

Top Tips for Submitting HH CMART DATA

- ▶ **The Health Home FACT-GP/HH Functional Assessments is required to assess every member**
 - Intervals required to report include Initial, Annual, Discharge
 - Submit the results of the most recent assessment for the reporting period
 - No other assessment intervals need be reported (i.e. updates, sentinel events etc.)
 - If the FACT-GP+HH Assessment is not completed for the reporting period for a member, fields (**35-49**) will be left blank.
 - Do not send if the data has not changed from previous quarterly report
 - Submission of subscores should include all sections (PWB, SWB, EWB, FWB) on FACT –GP; If any missing, “section subscore” is negated
 - The results of the FACT-GP Assessment and HH-Functional Questionnaire will not directly impact the acuity score of the member.
 - These assessments do not replace the initial comprehensive assessment.

Ongoing support

- ▶ The next submission date is August 4, 2014
 - Data from second quarter of 2014 (April - June)
- ▶ HH CMART Support Calls – TBD
 - HH CMART support webinars will take place as necessary.
 - DOH has a list of CMART contacts that are notified about each webinar and are emailed a registration link. To be put on this CMART list, contact the Health Home team by using the email in the next slide.
- ▶ 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

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

Questions

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