



**Department  
of Health**

Medicaid  
Redesign Team

# **MAPP Statewide Implementation for Health Homes**

December 16, 2014

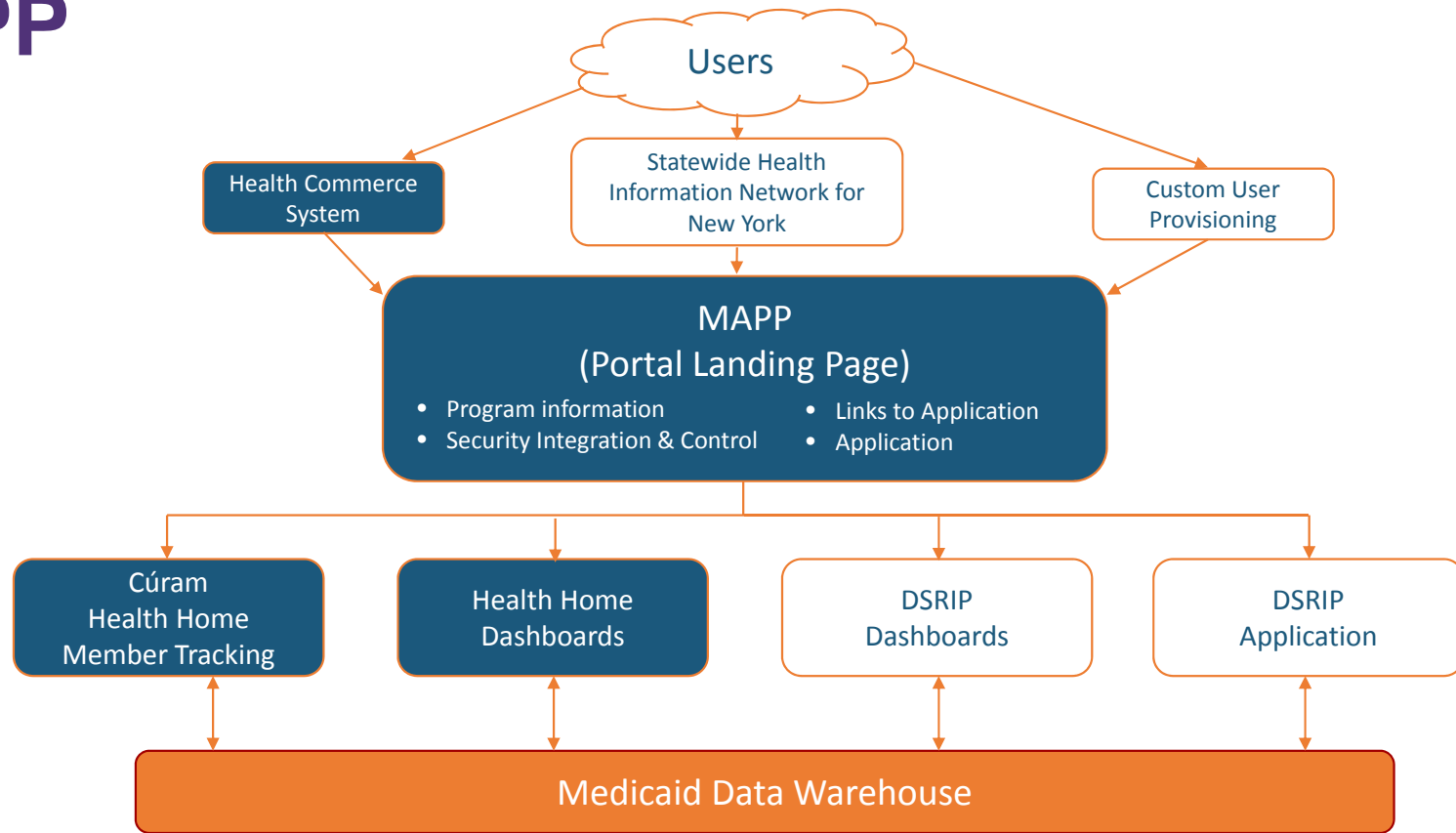
# Agenda

- MAPP Overview
- Statewide Implementation Phases
- Phase 1 Implementation
- HCS Overview

# What is MAPP?

- MAPP: Medicaid Analytics Performance Portal
- MAPP supports both Health Homes and DSRIP performance management technology needs
- MAPP Technology:
  - Serve as retail front-end to the Medicaid Data Warehouse for PPS / Health Home community
  - Robust dashboard capabilities provided by Salient
  - Online tools available in portal technology to support DSRIP
  - Health Homes Business and Care Management Functionality
  - Data management and analytics to drive performance

# MAPP



# Statewide implementation for Health Homes

- Phase 1
- Phase 2
- Phase 3

# Phase 1

- Replace existing Member assignment and tracking system and its associated functionality
- Provide more timely access to data from Medicaid Data Warehouse
- Provide enhanced user access to include Care Management Agencies
- Dashboard / Analytics capabilities
- Design for DOH-HH-CMA interoperability

Target Deployment – February 27, 2015

# Phase 1 Scope

- Identification of Health Home eligible population
- Assign eligible individuals to Health Homes
- Outreach of CMAs and Health Homes to potential members
- Enroll individual into a Health Home once outreach is complete
- Referral of potential members
- Billing Support
- Transfer of individuals between Health Homes
- Dashboards to evaluate the performance of the Health Home program

## Phase 2

- Member Tracking Children Functionality
- Referral Capability
- Assessment functionality
- Children consent

Target Deployment – July 2015



## Phase 3

- Care Plan functionality building blocks
- Enhanced Interoperability Capability
- RHIO/SHIN-NY integration – start
- Additional dashboard/analytic capabilities

Target Deployment – December 2015

# Phase 1 Statewide Implementation

- Organization and Staff Set-up In Health Commerce System
- Training
- MAPP Roles
- Communication

# Phase 1 Health Commerce System

- Organizational Set-up In HCS

- ✓ Health Homes and Managed Care Organizations already set up
- ✓ Care Management Agencies are being set up
  - Submit organization information to DOH
  - Follow instructions to complete process
- \* Ensure that Care Management Agencies in your network have completed this step.
- \* DEAA **must** be in place between Health Home and Care Management Agency

- HCS User Accounts for Staff

- ✓ All MAPP Users must have their own active HCS User Account
- ✓ Work with HCS Coordinator to complete this process
- \* HCS Organization Account must be set up before Care Management Agencies can complete this step.

# HCS Roles for Staff

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

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

# Phase 1 Training

- MAPP Administration
  - Webinar for MAPP Gatekeepers
- Navigation and Overview
  - Web-based Training
  - Pre-requisite for all training
- MAPP End-User
  - One-day regional, Instructor-led Training
  - Customized for Health Homes and Managed Care Organizations (up to 5 staff per agency)
  - Customized for Care Management Agencies who will send one “super user” representative.

# MAPP Roles

<b>MAPP Administration</b>	The MAPP Administration user will have the ability to create and manage their organization's MAPP users and assign the MAPP access type or role (Worker, Screener, and Read-Only user role) to each user.
<b>MAPP Screener</b>	The MAPP Screener will be able to lookup a Medicaid member in MAPP to determine if a member is already in assignment, outreach or enrollment status with a Health Home.
<b>MAPP Read Only</b>	The MAPP Read Only user will be able to lookup a Medicaid member in MAPP to determine if a member is already in assignment, outreach or enrollment status with a Health Home. Additionally, the Read Only user will be able to view information for their members in MAPP but not create, accept or upload information to MAPP.

# Health Home and Managed Care Next Steps

<b>Staff Set up In HCS</b>	<ol style="list-style-type: none"> <li>1. Identify MAPP SPOC.</li> <li>2. Identify MAPP Gatekeeper.</li> <li>3. Identify staff that will require access to the MAPP.</li> <li>4. Identify your organization's HCS Coordinator. The HCS Coordinator will need to: <ul style="list-style-type: none"> <li>• confirm that each staff member has their own active HCS User Account. If there is no HCS user account, use the HCS paperless process.</li> <li>• assign staff to one of the HCS roles (MAPP Gatekeeper, MAPP SPOC, and MAPP User)</li> </ul> </li> </ol>	<p style="text-align: center;">By December 31, 2014</p>
<b>MAPP Gatekeeper Training</b>	<ol style="list-style-type: none"> <li>1. Registration information will be emailed to MAPP Gatekeepers and MAPP SPOC.</li> <li>2. Webinar will be held in January.</li> <li>3. MAPP Gatekeeper will assign appropriate role to staff</li> </ol>	<p style="text-align: center;">By January 31, 2015</p>



# Health Home and Managed Care Next Steps

<b>MAPP Web-based Training</b>	<ol style="list-style-type: none"><li>1. Registration information will be emailed to MAPP SPOC.</li><li>2. MAPP SPOC will ensure appropriate staff register.</li></ol>	By February 6, 2015
<b>Regional Instructor-led Training</b>	<ol style="list-style-type: none"><li>1. Registration information will be emailed to MAPP SPOC.</li><li>2. MAPP SPOC will ensure appropriate staff register. MAPP SPOC will ensure that staff schedules are adjusted to enable staff to attend training course as a group.</li></ol>	By February 27, 2015



# Care Management Agencies

<p><b>Organizational Set-up in HCS</b></p>	<ol style="list-style-type: none"> <li>1. Organization submits HCS Director and Coordinator account requests to DOH by December 19, 2014.</li> <li>2. DOH will generate account requests.</li> <li>3. HCS Director and Coordinator will complete account application process (print application, have completed application notarized, and mail notarized, original application to the Commerce Accounts Management Unit (CAMU)).</li> <li>4. CAMU will process application within two weeks of receipt.</li> </ol>	<p>By December 19, 2014</p>
<p><b>Staff Set up In HCS</b></p>	<ol style="list-style-type: none"> <li>1. Identify MAPP SPOC.</li> <li>2. Identify MAPP Gatekeeper.</li> <li>3. Identify staff that will require access to the MAPP.</li> <li>4. Identify your organization’s HCS Coordinator. The HCS Coordinator will need to:                             <ul style="list-style-type: none"> <li>• confirm that each staff member has their own active HCS User Account. If there is no HCS user account, use the HCS paperless process.</li> <li>• assign staff to one of the HCS roles (MAPP Gatekeeper, MAPP SPOC, and MAPP User)</li> </ul> </li> </ol>	<p>By January 31, 2015</p>

# Care Management Agencies

<b>MAPP Gatekeeper Training</b>	<ol style="list-style-type: none"> <li>1. Registration information will be emailed to MAPP Gatekeepers and MAPP SPOC.</li> <li>2. Webinar will be held in January.</li> <li>3. MAPP Gatekeeper will assign appropriate role to staff</li> </ol>	By January 31, 2015
<b>MAPP Web-based Training</b>	<ol style="list-style-type: none"> <li>1. Registration information will be emailed to MAPP SPOC.</li> <li>2. MAPP SPOC will ensure appropriate staff register.</li> </ol>	By February 6, 2015
<b>MAPP User Training</b>	<ol style="list-style-type: none"> <li>1. Staff will complete the recorded demonstration sessions.</li> <li>2. MAPP SPOC will ensure appropriate staff register.</li> </ol>	By February 27, 2015
<b>CMA MAPP Super User Training</b>	<ol style="list-style-type: none"> <li>1. Registration information will be emailed to MAPP SPOC.</li> <li>2. MAPP SPOC will ensure appropriate staff register. MAPP SPOC will ensure that staff schedule is adjusted to enable staff to attend training course.</li> </ol>	By March 31, 2015
<b>Care Management Agency Follow-up Training</b>	<ol style="list-style-type: none"> <li>1. MAPP SPOC will coordinate training course for Care Management Agency staff. Training will be delivered by person who completed regional instructor-led training.</li> <li>2. Topics to be determined based on staff needs.</li> </ol>	As Needed



# Phase 1 Communication

- MAPP SPOC
- Engage Staff in MAPP Implementation

# Health Commerce System

## Paperless HCS User Account

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

### A. User steps...

**What are the steps?**

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

To obtain an account, you must:

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

**Where do I register?**

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

**How do I register?**

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

### B. Coordinator steps...

**How do I enroll a user with the paperless process?**

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

### C. User steps...

**How do I sign on the HCS?**

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

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

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

# Health Commerce System

## Coordinator's Update Tool

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

**Form Name:  
Role Assignments**

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

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

# Questions and Contact Information

- Visit the Health Home website:

[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/)

- Get updates from the Health Homes listserv. To subscribe send an email to:  
[listserv@listserv.health.state.ny.us](mailto:listserv@listserv.health.state.ny.us) (In the body of the message, type SUBSCRIBE  
HHOMES-L YourFirstName YourLastName)

- To email Health Homes, visit the Health Home Website and click on the tab “Email  
Health Homes”:

[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/)

- Call the Health Home Provider Support Line: 518-473-5569



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