NEW YORK STATE | 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

NEW YORK STATE | Department of Health | Medicaid Redesign Team

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
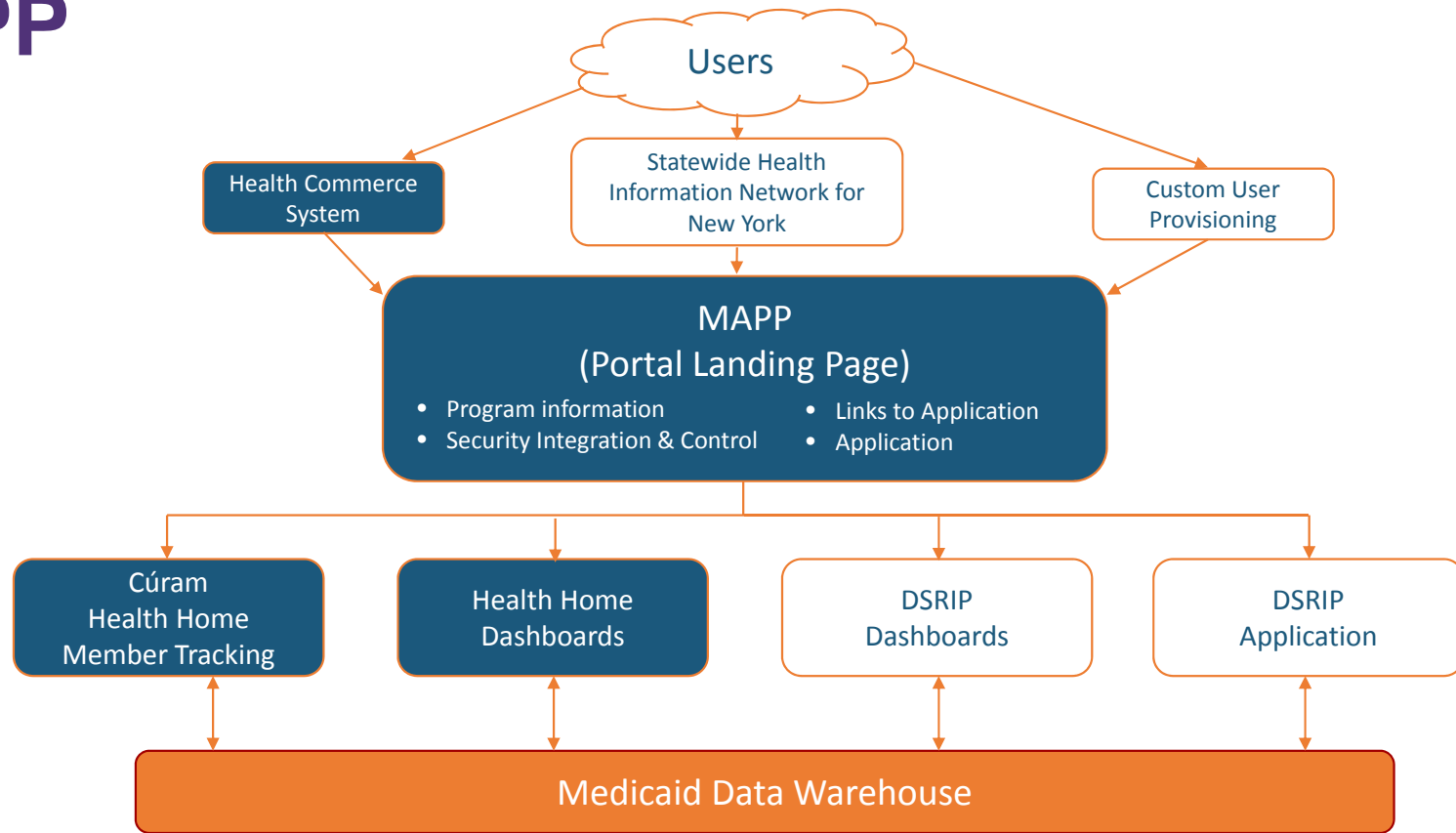
Statewide implementation for Health Homes

- Phase 1

- Phase 2

- Phase 3

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Phase 1

o Replace existing Member assignment and tracking system and its associated functionality

o Provide more timely access to data from Medicaid Data Warehouse

o Provide enhanced user access to include Care Management Agencies

o Dashboard / Analytics capabilities

o Design for DOH-HH-CMA interoperability

Target Deployment – February 27, 2015

Phase 1 Scope

o Identification of Health Home eligible population

o Assign eligible individuals to Health Homes

o Outreach of CMAs and Health Homes to potential members

o Enroll individual into a Health Home once outreach is complete

o Referral of potential members

o Billing Support

o Transfer of individuals between Health Homes

o Dashboards to evaluate the performance of the Health Home program

Phase 2

o Member Tracking Children Functionality

o Referral Capability

o Assessment functionality

o Children consent

Target Deployment – July 2015

Phase 3

o Care Plan functionality building blocks

o Enhanced Interoperability Capability

o RHIO/SHIN-NY integration – start

o Additional dashboard/analytic capabilities

Target Deployment – December 2015

Phase 1 Statewide Implementation

o Organization and Staff Set-up In Health Commerce System

o Training

o MAPP Roles

o 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

MAPP SPOC	single point of contact that will coordinate, manage, and support the organization's MAPP implementation
MAPP Gatekeeper	local administrator that will coordinate and authorize user access to the Medicaid Analytics Performance Portal
MAPP User	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 on 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.

NEW YORK STATE | Department of Health | Medicaid Redesign Team

MAPP Roles

MAPP Administration	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.
MAPP Screener	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.
MAPP Read Only	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.

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Health Home and Managed Care Next Steps

Staff Set up In HCS	1. Identify MAPP SPOC. 2. Identify MAPP Gatekeeper. 3. Identify staff that will require access to the MAPP. 4. Identify your organization's HCS Coordinator. The HCS Coordinator will need to: • confirm that each staff member has their own active HCS User Account. If there is no HCS user account, use the HCS paperless process. • assign staff to one of the HCS roles (MAPP Gatekeeper, MAPP SPOC, and MAPP User)	By December 31, 2014
MAPP Gatekeeper Training	1. Registration information will be emailed to MAPP Gatekeepers and MAPP SPOC. 2. Webinar will be held in January. 3. MAPP Gatekeeper will assign appropriate role to staff	By January 31, 2015

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Health Home and Managed Care Next Steps

MAPP Web-based Training	1. Registration information will be emailed to MAPP SPOC. 2. MAPP SPOC will ensure appropriate staff register.	By February 6, 2015
Regional Instructor-led Training	1. Registration information will be emailed to MAPP SPOC. 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.	By February 27, 2015

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Care Management Agencies

Organizational Set-up in HCS	1. Organization submits HCS Director and Coordinator account requests to DOH by December 19, 2014. 2. DOH will generate account requests. 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)). 4. CAMU will process application within two weeks of receipt.	By December 19, 2014
Staff Set up In HCS	1. Identify MAPP SPOC. 2. Identify MAPP Gatekeeper. 3. Identify staff that will require access to the MAPP. 4. Identify your organization's HCS Coordinator. The HCS Coordinator will need to: • confirm that each staff member has their own active HCS User Account. If there is no HCS user account, use the HCS paperless process. • assign staff to one of the HCS roles (MAPP Gatekeeper, MAPP SPOC, and MAPP User)	By January 31, 2015

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Care Management Agencies

MAPP Gatekeeper Training	1. Registration information will be emailed to MAPP Gatekeepers and MAPP SPOC. 2. Webinar will be held in January. 3. MAPP Gatekeeper will assign appropriate role to staff	By January 31, 2015
MAPP Web-based Training	1. Registration information will be emailed to MAPP SPOC. 2. MAPP SPOC will ensure appropriate staff register.	By February 6, 2015
MAPP User Training	1. Staff will complete the recorded demonstration sessions. 2. MAPP SPOC will ensure appropriate staff register.	By February 27, 2015
CMA MAPP Super User Training	1. Registration information will be emailed to MAPP SPOC. 2. MAPP SPOC will ensure appropriate staff register. MAPP SPOC will ensure that staff schedule is adjusted to enable staff to attend training course.	By March 31, 2015
Care Management Agency Follow-up Training	1. MAPP SPOC will coordinate training course for Care Management Agency staff. Training will be delivered by person who completed regional instructor-led training. 2. Topics to be determined based on staff needs.	As Needed

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Phase 1 Communication

- MAPP SPOC

- Engage Staff in MAPP Implementation

Health Commerce System

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
Chief Executive Officer or President	No	Modify	HPN Coordinator	DOH Assigned	Modify
HPN Organizational Security Coordinator	DOH Assigned	Modify	MAPP Gatekeeper	No	Modify
MAPP SPOC	No	Modify	MAPP User	No	Modify
MEDS Reporting & Analysis	No	Modify	Medical Director	No	Modify
Order Official Prescriptions	N/A	Modify	PNDS Reporting & Analysis	Yes	Modify
UAS-15	No	Modify	UAS-20	No	Modify
UAS-30	No	Modify	UAS-40	No	Modify
UAS-45	Yes	Modify	UAS-50	No	Modify
UAS-NY	Yes	Modify	UAS-NY IT	Yes	Modify

NEW YORK STATE | Department of Health | Medicaid Redesign Team

Questions and Contact Information

- Visit the Health Home website:

  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 (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/

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