NEW YORK STATE | Department of Health | Office of Health Insurance Programs

Health Home Performance Dashboards Demonstration and Overview

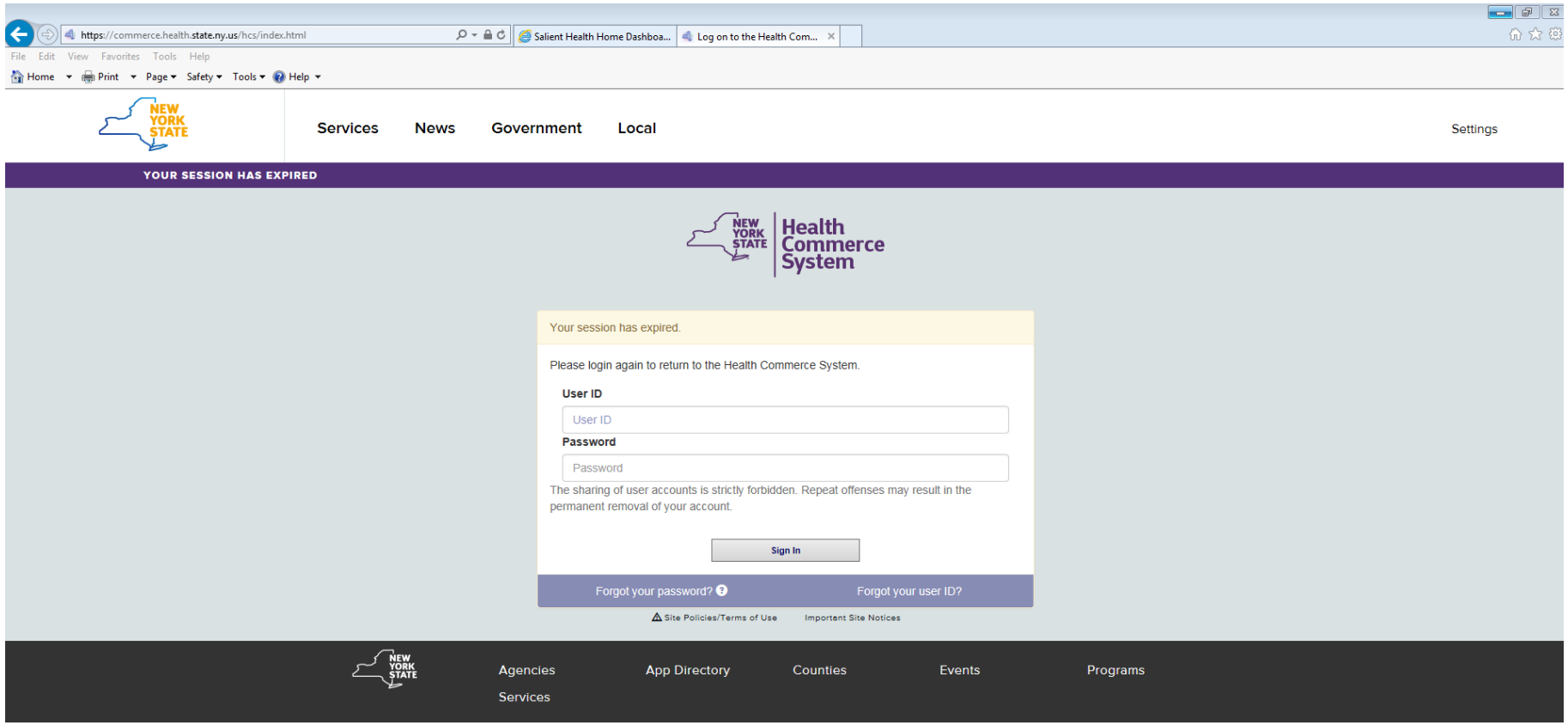
January 6, 2016

Access to Health Home Performance Dashboards

- Information was disseminated via email on December 8th notifying future users of the MAPP Health Home Tracking System (HHTS) that they will have access to MAPP and Health Home Performance Dashboards.
- MAPP HHTS users (Managed Care Plans and Health Homes) will have access to the following MAPP applications:
  - ✓ Security Administration tab for Gatekeepers
  - ✓ Health Home Dashboards for MAPP HHTS users
- Care Management Agency access is forthcoming and should be completed soon. A separate communication will go out to let CMAs know when they will have access.
- If you are a MAPP HHTS user and you did not receive the December 8th email, please contact the MAPP Gatekeeper for your agency to ensure that you have been assigned a MAPP role and that your contact information is correct.

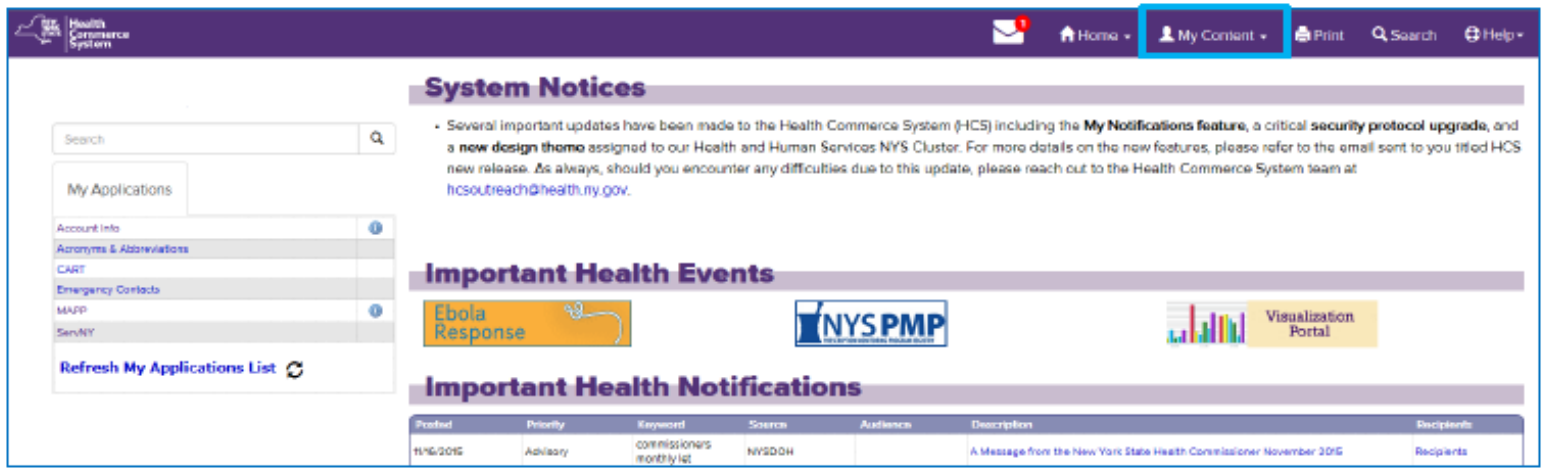
How to Access the Dashboards

- First start out by logging into your HCS account

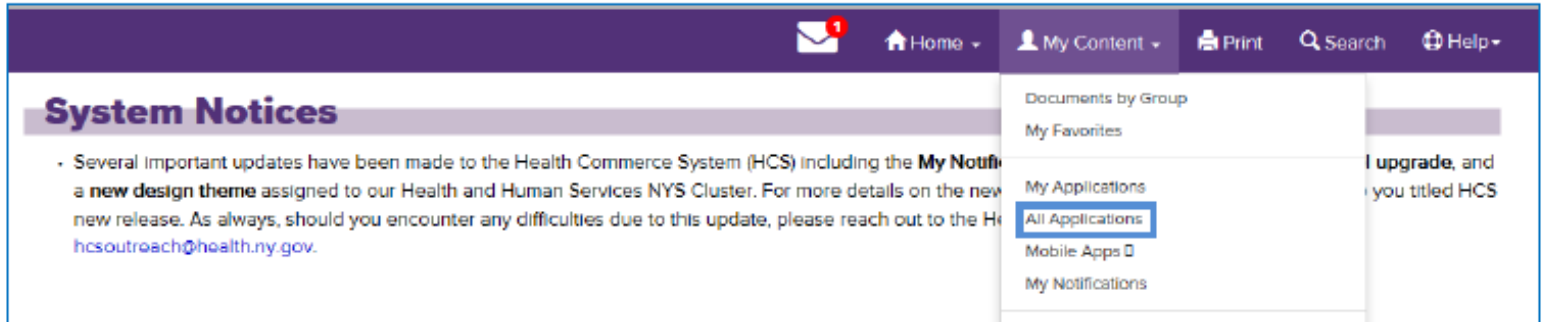


How to Access the Dashboards

- Select **My Content** on the HCS Home page.

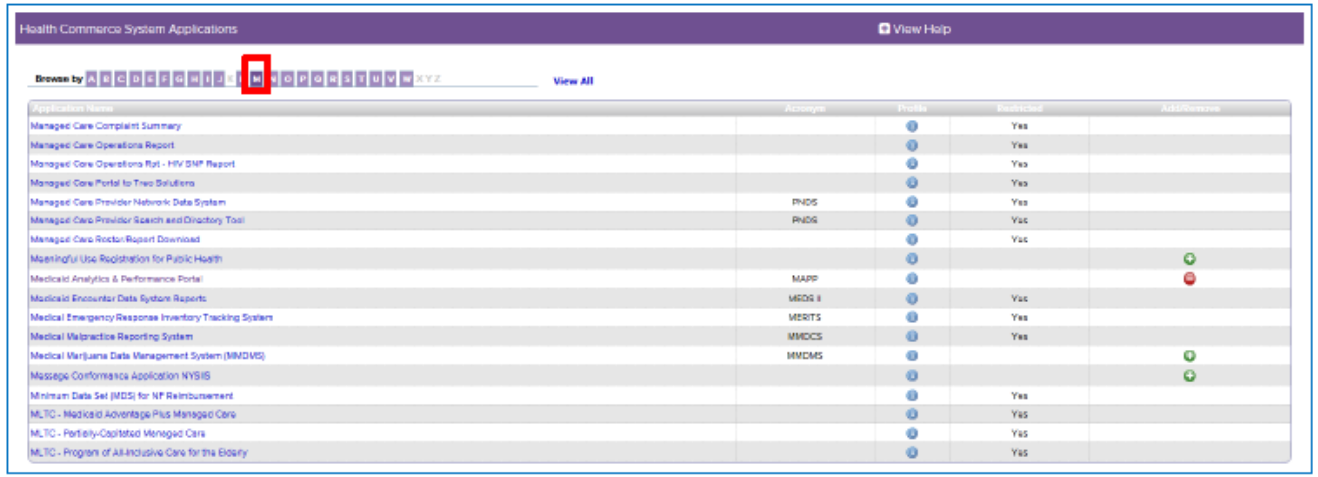


- On the dropdown menu select **All Applications**.

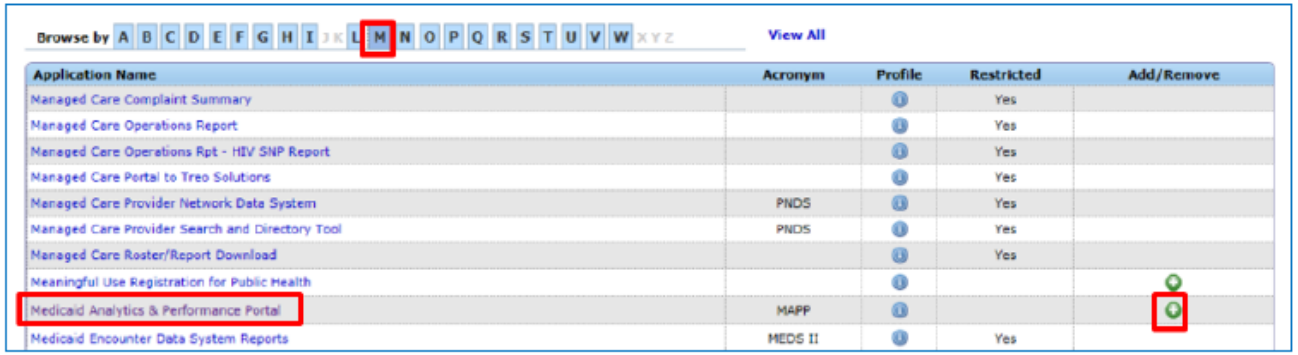


How to Access the Dashboards

- The Health Commerce System Applications page will display. Select the **M** button.



- Locate **Medicaid Analytics Performance Portal** link from the applications list. Select the plus **(+)** sign in the **Add/Remove** column to create a shortcut to MAPP on your HCS home page.



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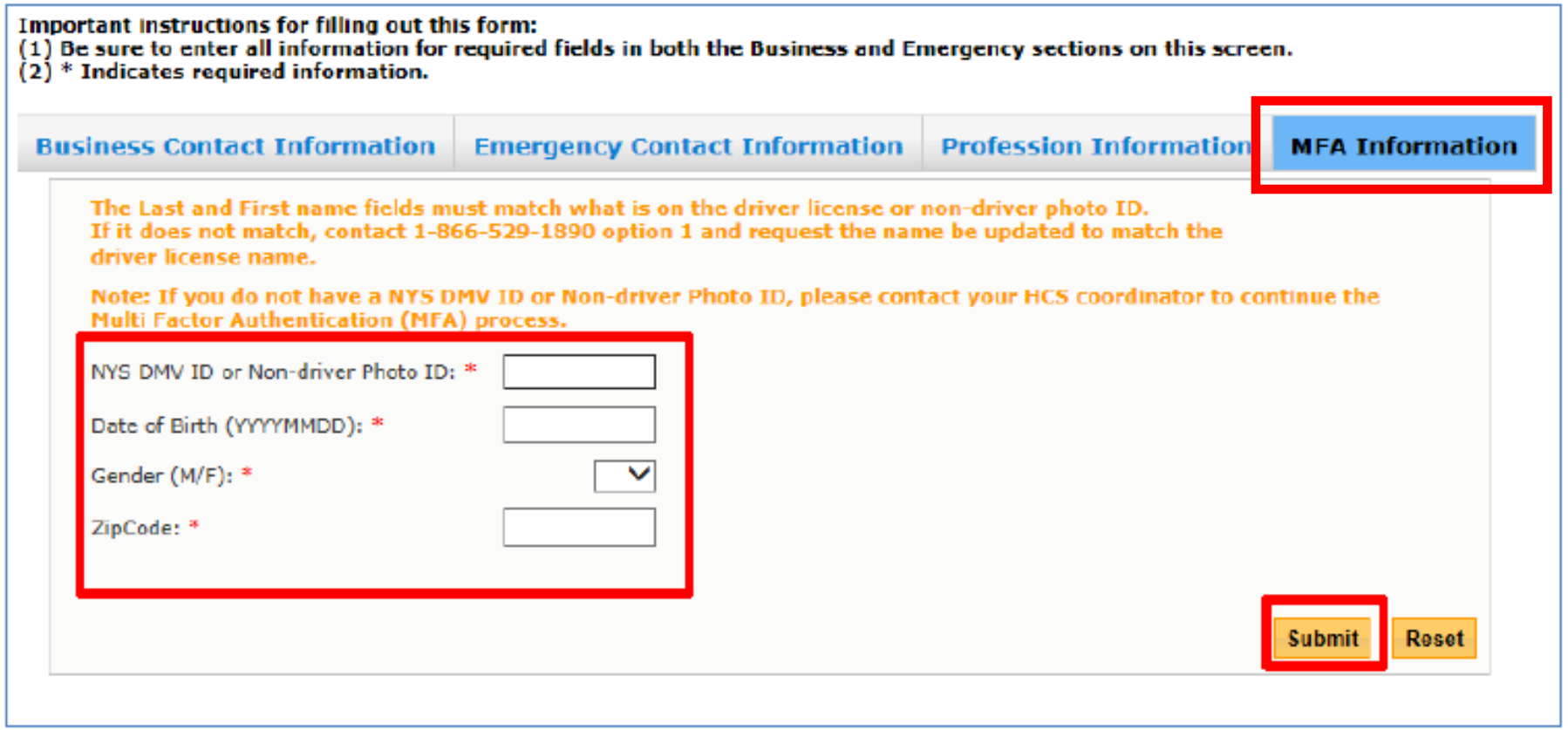
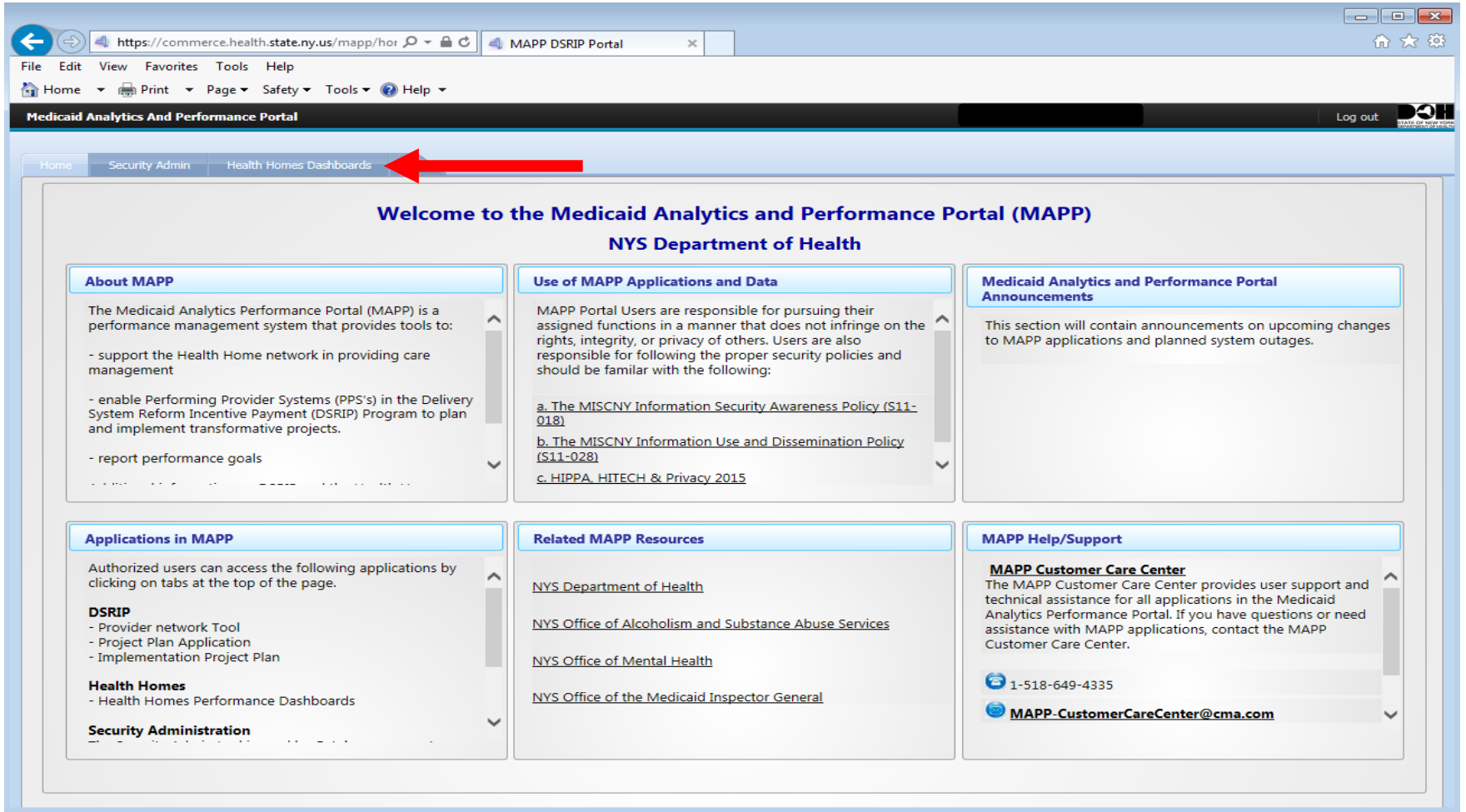
How to Access the Dashboards

- MFA Information- If you have not completed your multi factor authentication you be directed there when you try to open the MAPP Application.
- Complete the required information on the MFA Information tab and select **Submit**



How to Access the Dashboards

- Click on the “Health Home Dashboards” tab on the MAPP home screen



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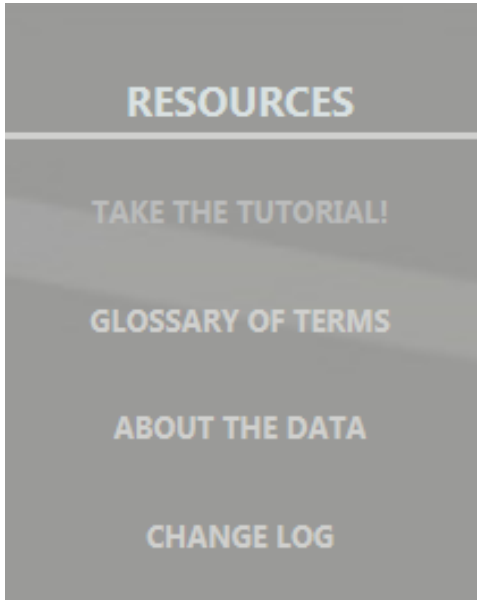
Dashboard Resources



- **Take the Tutorial-** This takes the user step by step through the capabilities of the dashboards including purpose of the dashboards, filters, knowledge manager information, timeframes, additional ways to display the data, and much more. **Please make sure you take the tutorial to familiarize yourself with the dashboard functions.**
- **Glossary of Terms-** A glossary that defines all software terms, workspace filters, dimensions, and measures used throughout the dashboards.
- **About the Data-** This document is a reference for users of the Salient Health Home Dashboards. It is intended to supplement the glossary of terms to provide guidance on some of the more complex data nuances.
- **Change Log-** The change log serves as a historical record of the changes, improvements, and additions that are being made to the Health Home Dashboards.

Overview and Demonstration

- Today we will cover the following topics walking through the Health Home Dashboards:
  - ➢ Understanding the Data
  - ➢ Understanding the Knowledge Manager- What the dashboards are trying to show the users
  - ➢ Capabilities of the Dashboards
  - ➢ Follow up moving forward with Health Home Dashboards
    - ✓ Follow up from DOH
    - ✓ Continual updates
    - ✓ Version 2 and new Dashboards

Questions?

MAPP Customer Care Center

For assistance, please contact the MAPP Customer Care Center:

Phone: (518) 649-4335

Email: MAPP-CustomerCareCenter@cma.com