



Department
of Health

MAPP Health Home Tracking System Release 3.1 System Changes & Enhancements

June 6, 2019

Updates to MAPP HHTS Effective 7/3/2019

Release 3.1 will be deployed to the MAPP Health Home Tracking System on July 3, 2019 and include the following changes:

1. Changes to Segment End Date Reasons and Segment Pend Reasons
2. Ability of the MAPP HHTS to collect Plan of Care information
3. Ability to refer child members that have MCP assignments into the MAPP HHTS without the creation of a segment. This will allow referrers to create a straight referral for a member who has previously been entered into the MAPP HHTS, but is not currently receiving services.
4. Ability for HH providers to request that a member be transferred to their organization.
5. The Enrollment Download will now have selection criteria that can be applied, allowing smaller files to be downloaded more quickly.
6. All download files will be able to be downloaded to a .zip file, also decreasing download times.
7. Encounter data will be included in the claims feedback loop of the Billing Support Download file, allowing providers to access more information regarding Health Home services submitted to MCPs.

Changes to Segment End Date Reasons & Segment Pend Reasons

For segments that have a pend start date on or after 7/1/19, the system will no longer allow the segment to be pended for a reason of Continued Search Efforts.

The system will allow segments to be ended for a new reason of 'Member Re-engaged'. This end reason should be utilized when ending a continued or diligent search segment when a member is located and put back into an active enrollment segment. This segment end date reason will be available for segments ending on 6/30/19 or after.

MAPP HHTS to Collect Plan of Care Information

The system will now accept Plan of Care (POC) dates.

- Plan of Care dates can be added when creating a segment, on the plan of care screen in the member's case or via the consent file upload.
- The Plan of Care date will not currently be tied to any segment or billing logic.

Refer Child Members with Existing MCP Assignments

The system will now allow straight children's referrals for children who already have assignments with their MCP without the creation of a segment.

This will allow LGU/SPOAs, and other users, to re-refer a child in managed care that was previously part of the HH program should they have new information about the member.

HH Providers Can Request a Member to be Transferred to Their Organization

Transfer changes:

- Users will be able to request the transfer of an actively enrolled member to their Health Home (member's existing HH can either accept or reject the transfer request).
- There will be a new transfer screen for providers to create and accept transfers. Providers will no longer accept pending transfers on the **Manage Assignment** screen.
- New fields will be added to the Health Home Assignment File, Enrollment Download File and Member CIN Search file to flag members with pending transfers.

You can still only create a transfer online. The provider receiving the transfer can accept pending transfers for adults using the Tracking File Assignments Records file, but you can only accept a pending transfer for an child online.

New Transfer Fields

Enrollment Download, HH Assignment, and Member CIN Search will now contain the following information:

Transfer Initiator MMIS ID & Transfer Initiator Organization Name – Organization that requested the transfer.

Transfer Receiver MMIS ID & Transfer Receiver Organization Name – Organization that needs to review/act on the transfer

Transfer Create Date - The date that the initiating provider created the transfer

Transfer Effective Date – This will be the begin date of the new enrollment segment that will be created if the receiving provider accepts the pending transfer

Transfer Reason – The transfer reason selected by the provider that initiated the transfer

Transfer Comment – Any comment entered by the provider that initiated the transfer. This field is mandatory when the provider selects “other” as the transfer reason.

The Enrollment Download File Will Have Selection Criteria that Can be Applied

When downloading the Enrollment Download file, users will be prompted to select what statuses should be included in the downloaded file.

When searching on the ED file specific field, the system will display all records that are in the selected segment status.

This will decrease system processing time by making the file smaller and more manageable.

All Download Files Will be able to be Downloaded to a .zip File

Users will now be able to download files in a .zip format.

This will also decrease system processing time by making the file smaller and more manageable.

Encounter data Included in the Claims Feedback Loop of the Billing Support Download File

- Encounter information will now be incorporated into the claims feedback fields on the Billing Support Download file (fields 57-68).
- Currently, these fields only contain information regarding fee for service claims.
- A claims/encounter (C/E/Blank) indicator field will be added to the Billing Support Download.

System Defects Corrected in 3.1

- Previously when a modify record was submitted via the tracking file for a pended segment to change the pend reason the system didn't correctly change the pend reason code. This has been corrected.
- System will ensure that children have a valid *consent to enroll* to cover all segment dates, previously the system allowed a consent to enroll to be modified to another consent type after a segment had been created.
- Billing Support Screen will look to service date to correctly display eligibility information for a member.
- Allowed to reopen an enrollment record when a CMA end date is in the past.
- A user cannot both pend a segment and modify the enrollment segment on a tracking file, but the error the user received is confusing. This error has been corrected to be clearer.
- *Member CIN search* will display correct MCP Assignment Information. Previously if the member had a MCP association outside of MAPP HHTS, but not within the system the MCP information was not displaying.
- When a member has multiple active/pending CMA and HH assignments the bulk end action on the My Assignment page will now correctly end all HH/CMA assignments in active/pending status in the user is a HH worker.
- Eliminate the " " around the numbered response in the field *No of outreach mos. within 12 months* in the Assignment File
- MCP Assignment Download File to populate with the suggested HH assignment if one was selected when the member was referred into the program.
- Canceled segments will not be displayed in the *My Members* search results.
- If county of fiscal responsibility is a non-physical county the rate amount will default to the upstate rate.
- HHs will not be able to create segments for members with pended MCP assignments.

Updated File Specification Information

- Information relating to the new fields and files can be found on the MAPP HHTS portion of the Health Home website under Tracking System File Formats and is entitled 'MAPP HHTS File Specifications v8.0'

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm

- The full file specifications document will be updated in the near future

2019 MAPP HHTS Release Schedule

- DOH is planning two additional MAPP HHTS releases in 2019.
- The next release (3.2) should occur in September.
- A detailed DRAFT schedule of releases is posted to the website and has been distributed to the Health Home listserv.
- This schedule includes dates when the following items will be released:
 - Broad outline of proposed changes
 - Webinar to discuss release
 - Updated MAPP HHTS Specifications Document

Health Home Contact Information

- For Questions regarding billing of transitioning Children's HCBS services contact the children's team at HHSC@health.ny.gov
- For MAPP HHTS issues, contact: MAPP Customer Care (518) 649-4335 or email MAPP-CustomerCareCenter@cma.com
- For HH policy questions, contact the DOH Health Home Provider Line (518) 473-5569 or submit an email using the HH email web form: https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action
- For MAPP HHTS Training Newsletters or MAPP HHTS presentations: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm