



**Department
of Health**

**Medicaid
Redesign Team**

MAPP HHTS

Weekly Webinar

March 21, 2017

Agenda

- New outreach/hiatus guidelines
- HML Assessments stuck in *in progress* status

New outreach/hiatus guidelines

- As much as possible, please do not submit outreach segments into the system containing end dates
- Do not modify any outreach (active, closed, hiatus) segments to change the segment end date reason code or to adjust the end date (if possible – there are some situations where an outreach segment’s end date must be modified).
- Only delete an outreach hiatus segment if another HH requests that you delete the hiatus segment to make room for an enrollment segment

HML Assessments stuck in *in progress* status

- When a provider starts responding to an HML Assessment within the MAPP HHTS and then does not complete that assessment, the system correctly places that assessment in the *in progress* status. However, in some situations, the system does not allow the provider to open up that HML Assessment within the MAPP HHTS and complete that HML Assessment that is in the *in progress* status.
- DOH will notify the Health Home Community soon with instructions for how to deal with this situation.

Health Home Contact Information

- 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