NEW YORK STATE | Department of Health | Medicaid Redesign Team

# MAPP HHTS Update: LGU/SPOA Referrer Role and LDSS Referrer Role with CIN Search

April 3, 2018

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# LGU/SPOA and LDSS Steps for Access to MAPP HHTS

- HCS Director and Coordinator
- HCS User Role
- MAPP Gatekeeper Role
- MAPP Referrer Role

# HCS Access

- In order to access MAPP HHTS your organization must first add you as a user to the Health Commerce System (HCS). This is completed by your organization's HCS Director or Coordinator.
- If you need a HCS password reset Commerce Accounts Management Unit (CAMU) can be reached at 866-529-1890.
- If your organization no longer has a HCS Director or Coordinator, this will first need to be updated by completing the HCS Director and Coordinator account forms and account set up process. The information on how to do that can be found here:

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

# If you are unable to access your HCS account

| Status | Definition | What you should do |
|---|---|---|
| ACTIVE | Account is active | Non-applicable |
| BREACHED | Account is locked due to a security breach | Do not take any action on this account it is under investigation |
| DISABLED | Account is locked due to >24 months of inactivity | The person must call CAMU* to activate their account |
| EXPIRED | User has not logged on in the past 90 days | The person must log on to the HCS and change their password |
| OLAEXPIRED | On-line account activation timeframe elapsed (>20 days from the date of the PIN Letter) | The person must call CAMU* to activate their account |
| OLALOCKED | On-line account activation attempts exceeded (>5 failed attempts) | The person must call CAMU* to activate their account |
| PENDING | Account pending user's first access OR user has not changed their temporary password | The person must log on to their account |
| PWLOCKED | Account is locked due to too many failed login attempts | The person must call CAMU and get a new password |
| REFERENCE ONLY | Inactive account created with an old Document 1 that did not include HCS access. | The person must call CAMU*. |

*Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1

# Anyone in your organization can look up your HCS Director and Coordinators

# How do I get access to MAPP HHTS?

- Once you have an HCS User ID, your organization's MAPP Gatekeeper can add a referrer role for you in the MAPP HHTS.
- If your organization no longer has an active Gatekeeper, your HCS Director or Coordinator can add a new Gatekeeper by submitting the "MAPP Gatekeeper Add or Remove" form found here:

https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/mapp/index.htm (Click to expand the contents under the Health Home Tracking System heading)

- The completed MAPP Gatekeeper forms would be submitted to MAPP CCC mapp-customercarecenter@cma.com.
- If you have an active MAPP Gatekeeper they can also add or remove a Gatekeeper for a maximum of two per organization.

**Medicaid Analytics Performance Portal (MAPP)**
**MAPP Gatekeeper Add or Remove Request**

Please use this form to add or remove a MAPP Gatekeeper for your organization. Completed forms must be emailed to MAPP Customer Care Center mapp-customercarecenter@cma.com

You will receive a confirmation once the update has been completed.

I. In the space below, provide contact information for the person submitting this form.

| | |
|---|---|
| 1. Organization Name | |
| 2. LDSS or LGU? | |
| 3. Full Name | |
| 4. Office telephone number | |
| 5. E-mail address | |
| 6. HCS User ID | |

II. In the space below, provide the information for person **to be assigned** to the MAPP Gatekeeper role. (**Indicate whether a HH or CMA role**).The MAPP Gatekeeper role is limited to 2 users within the organization.

| | |
|---|---|
| 1. Full Name[1] | |
| 2. Office telephone number | |
| 3. E-mail address | |
| 4. HCS User ID[2] | |

| | |
|---|---|
| 5. Full Name[1] | |
| 6. Office telephone number | |
| 7. E-mail address | |
| 8. HCS User ID[2] | |

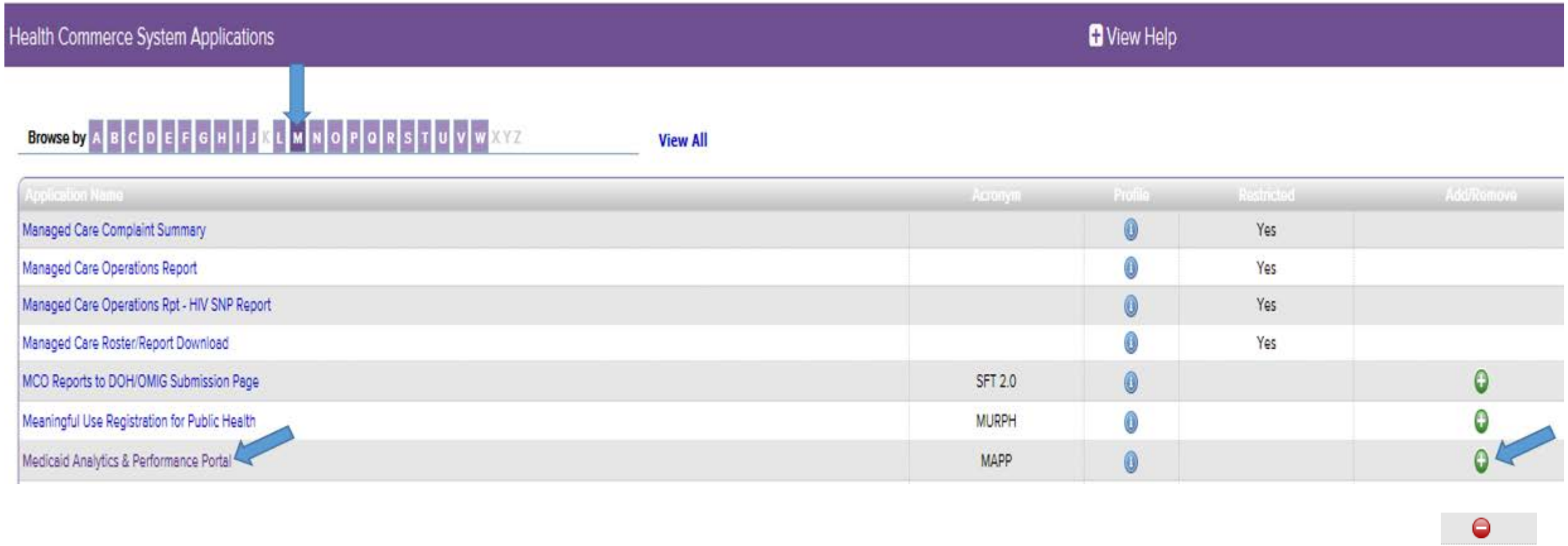
[1]Each Health Home must submit an updated Data Exchange Application & Agreement (DEAA) that includes the names of the designated MAPP Gatekeeper.
[2]This request cannot be processed until the designated person has an active HCS User account.

# MAPP HHTS Training

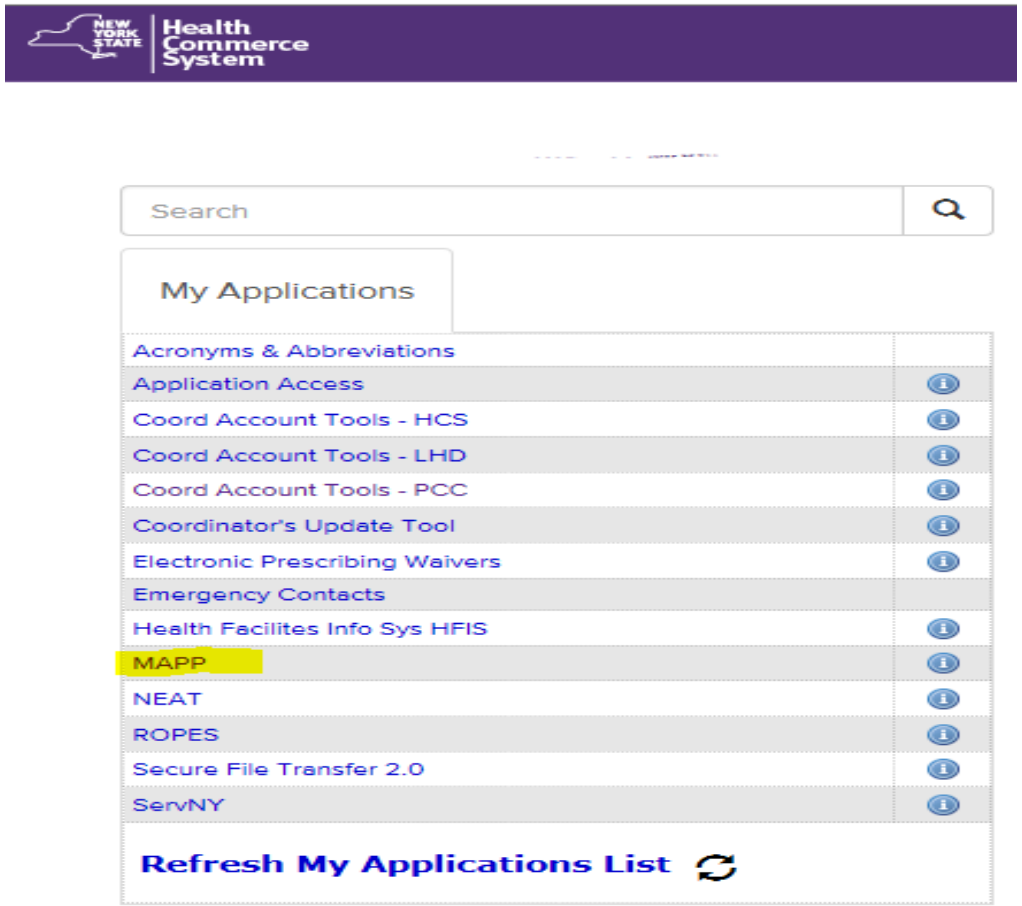
- Once a new MAPP role is added to the MAPP HHTS, the user assigned the role will be contacted by MAPP CCC to complete the Web Based Training (WBT) and the WBT assessment.
- Once the WBT and WBT Assessment are complete, the training status will be manually updated by MAPP CCC in the MAPP HHTS which will allow the user to access the system under the new role. This update can take 24-48 hours.
- MAPP HHTS is accessed through a link in the HCS.

# Finding the link for MAPP HHTS

# Adding MAPP to “My Applications”



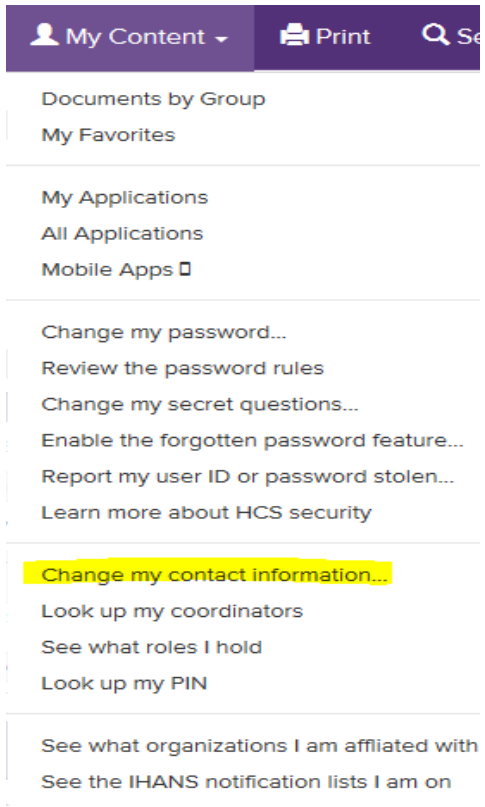
# Adding MAPP to “My Applications”

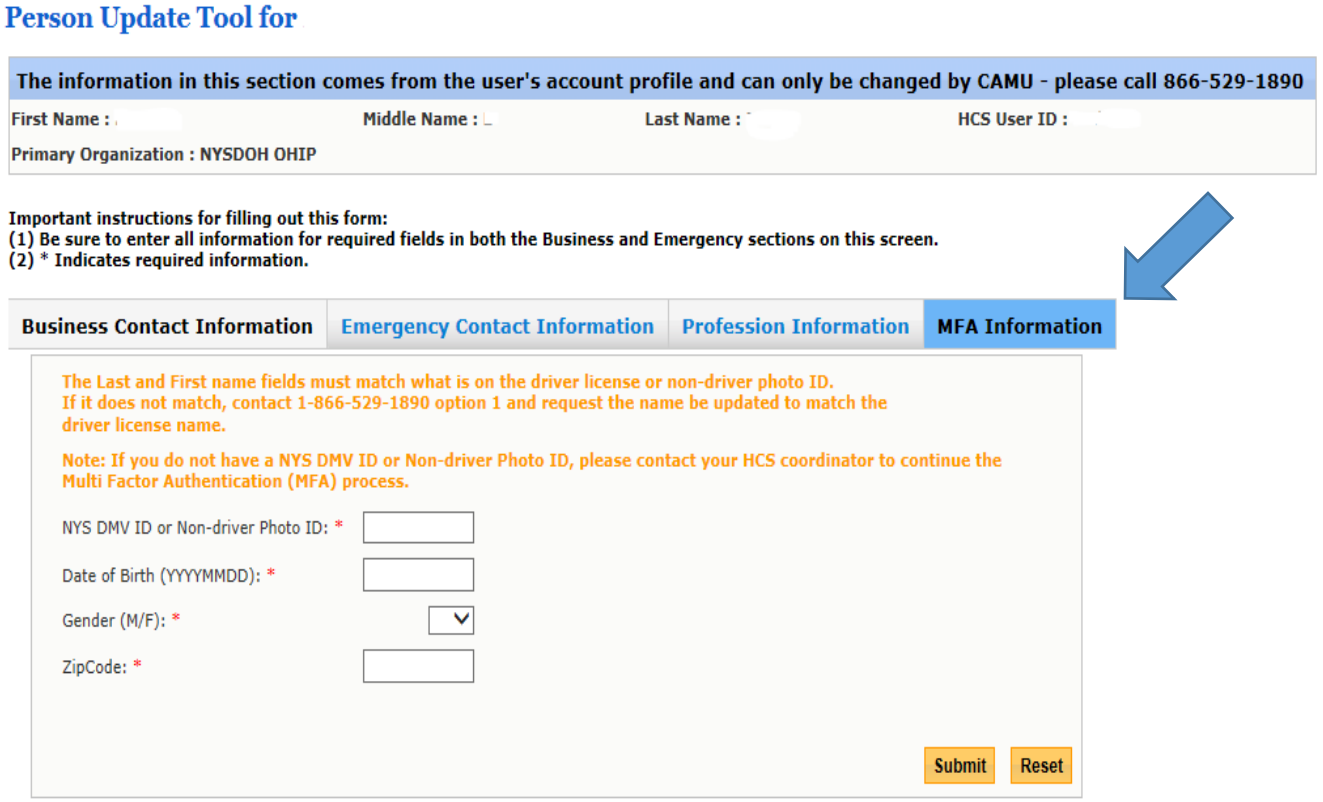



The link to MAPP will now appear under your applications located on the left hand side of the screen when you log into HCS.

# Access to Members in MAPP

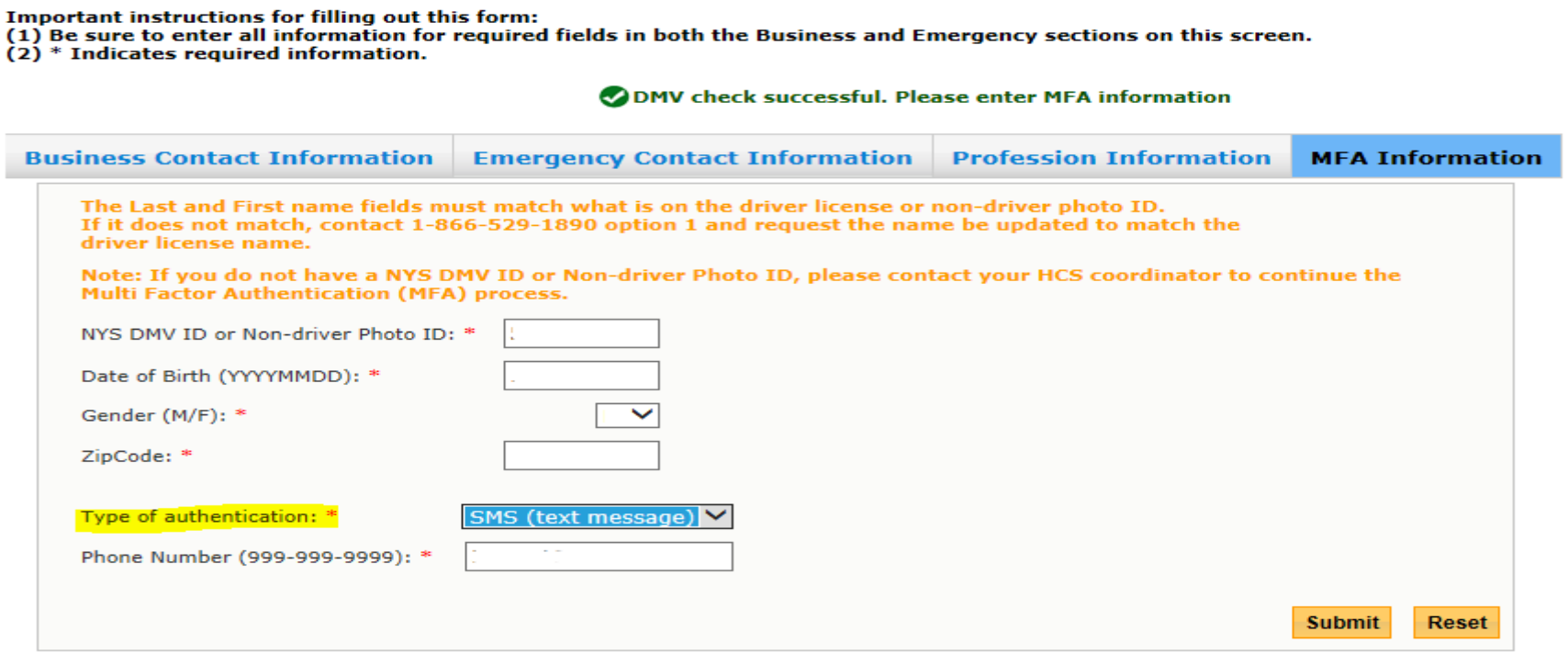
In order to Access MAPP HHTS you must use a MFA (a code that is sent to your phone and verifies your credentials). This must be set up once:



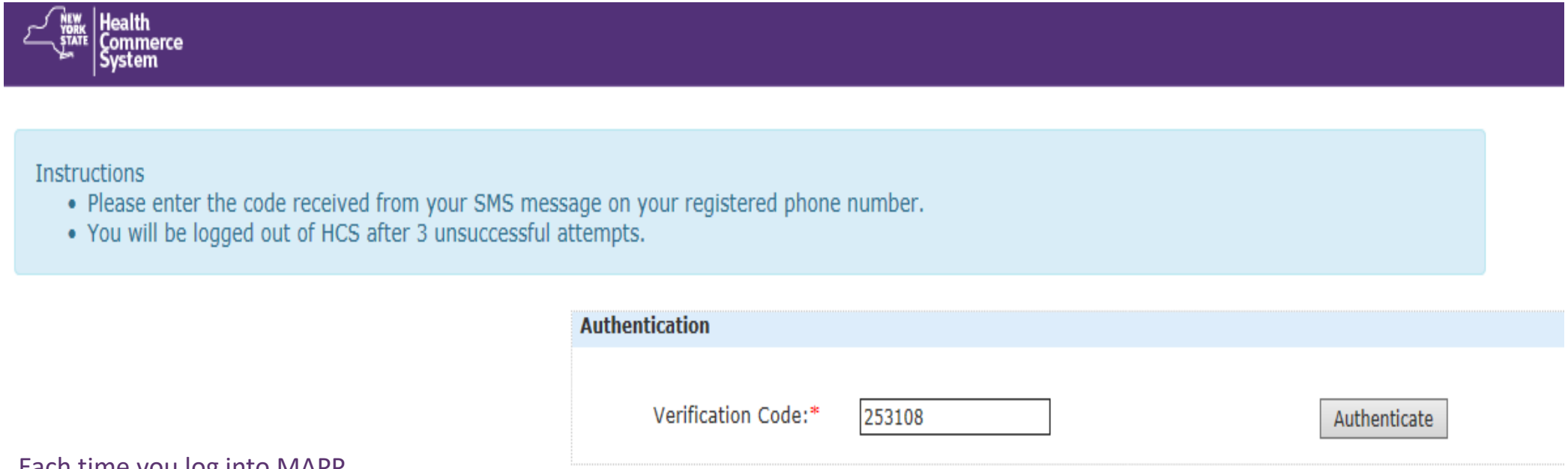



# Multi Factor Authentication

- The default for MFA is to call your phone with a 6 digit code
- If preferred, it can be updated to send a text with a code instead
- In order to do this, you will need to access the MFA tab and enter in the information and click “submit” to get a dropdown list for your “Type of Authentication”

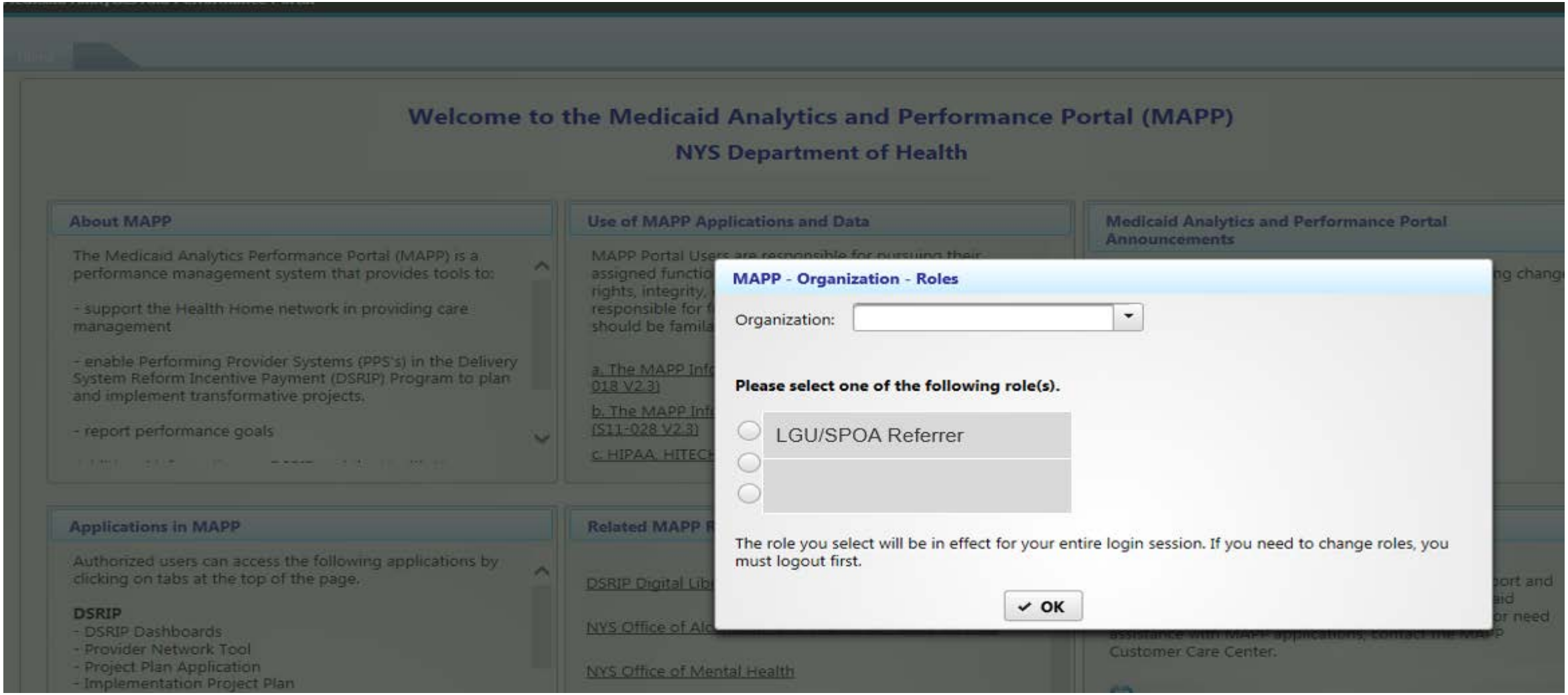


# Accessing MAPP HHTS




Each time you log into MAPP HHTS, a code will be sent to you. This code is sent based on how you set up your MFA. You must enter this code in order to proceed in the login process.

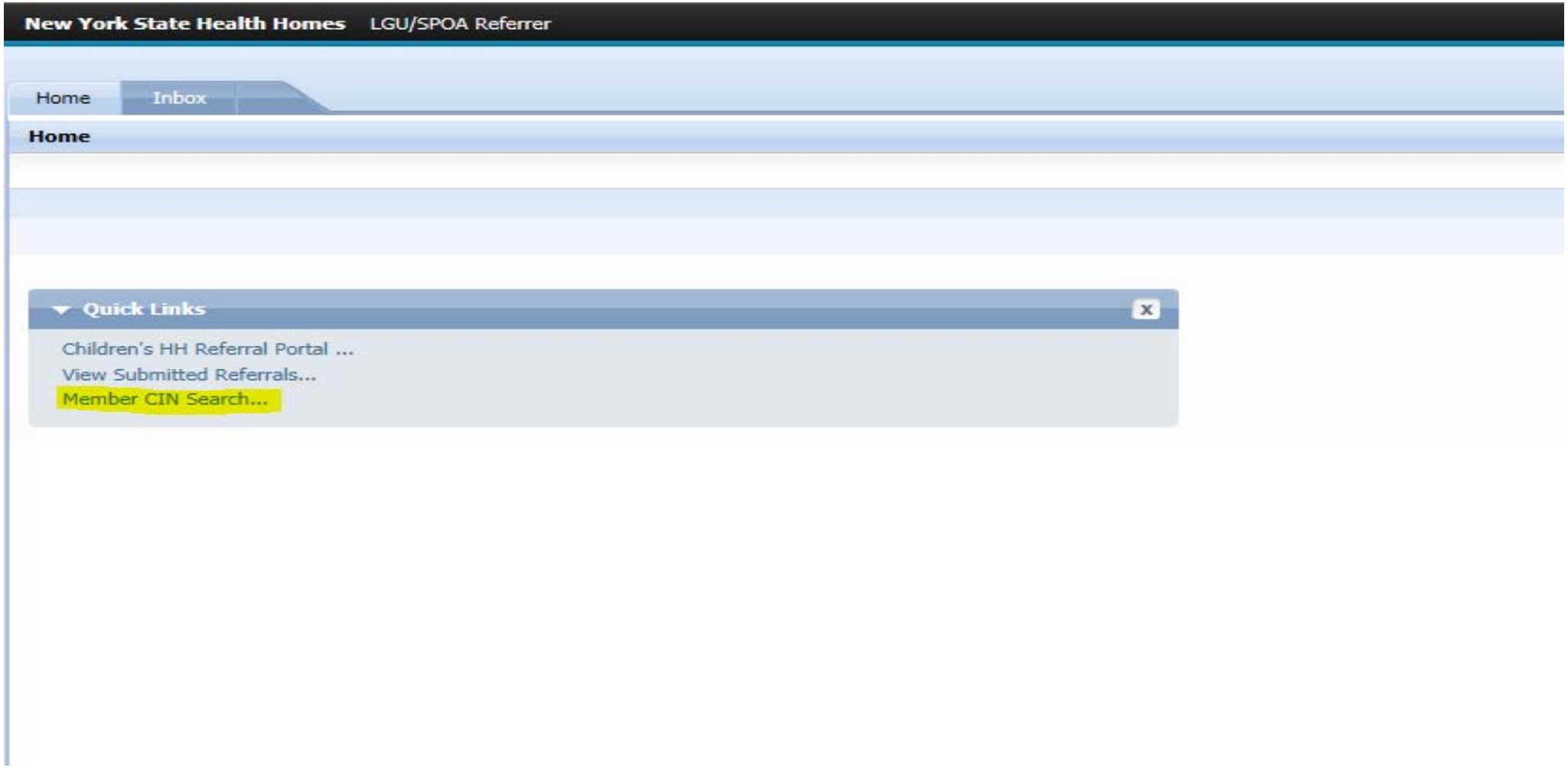
# Accessing MAPP HHTS



# Member CIN Search

- The Member CIN search will allow the referrer to look up a member using the member's CIN. This will return basic Medicaid eligibility and Health Home status information about the member regardless of the member's connection to the user's organization.
- The CIN search function can search one CIN at a time or can search series of CINs.  The user can then either open up a report page for each member or the user can download a file containing basic information regarding the submitted CINs.
- Member report/file contains:
  - Member's basic demographic and contact information
  - History of the member's connection to the HH program
  - Member's last 5 unique service providers (per claims/encounters)
  - Recent care management billing

# New CIN Search  Feature of the MAPP Referrer Role



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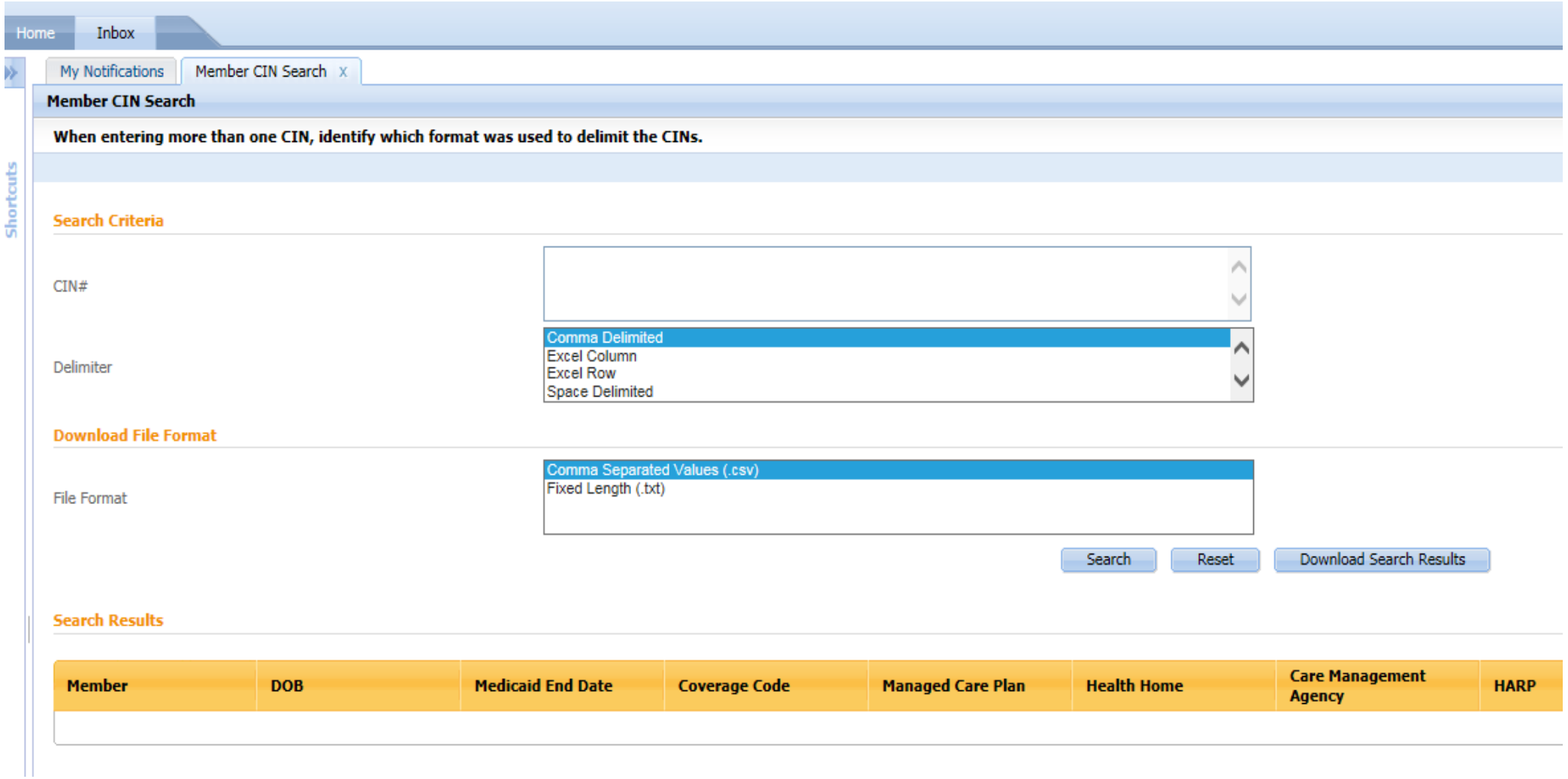
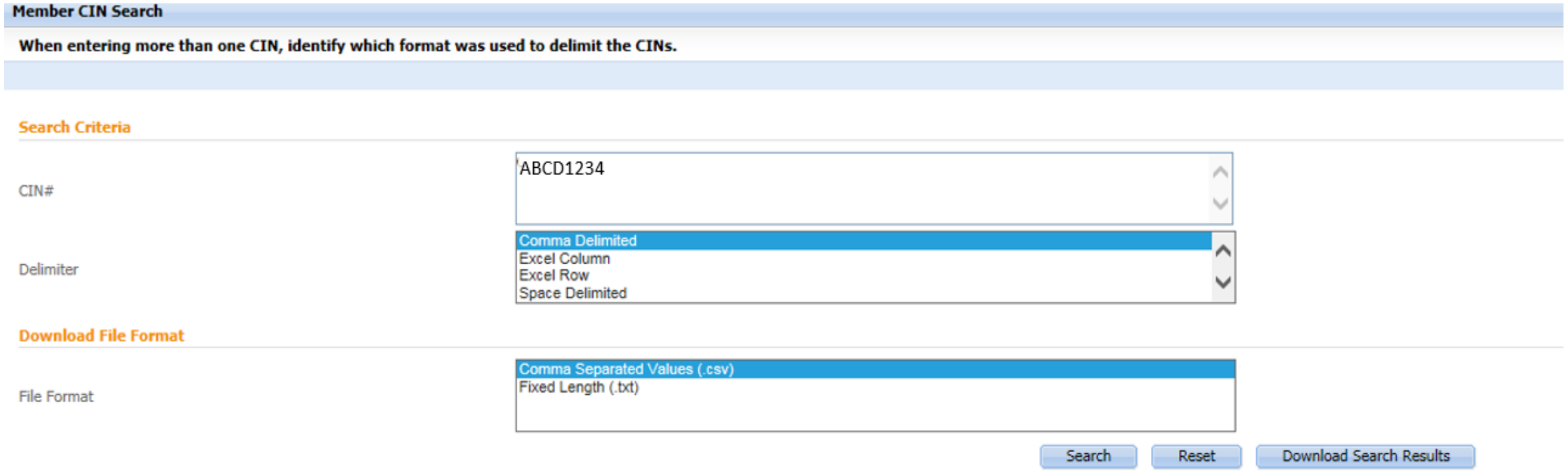
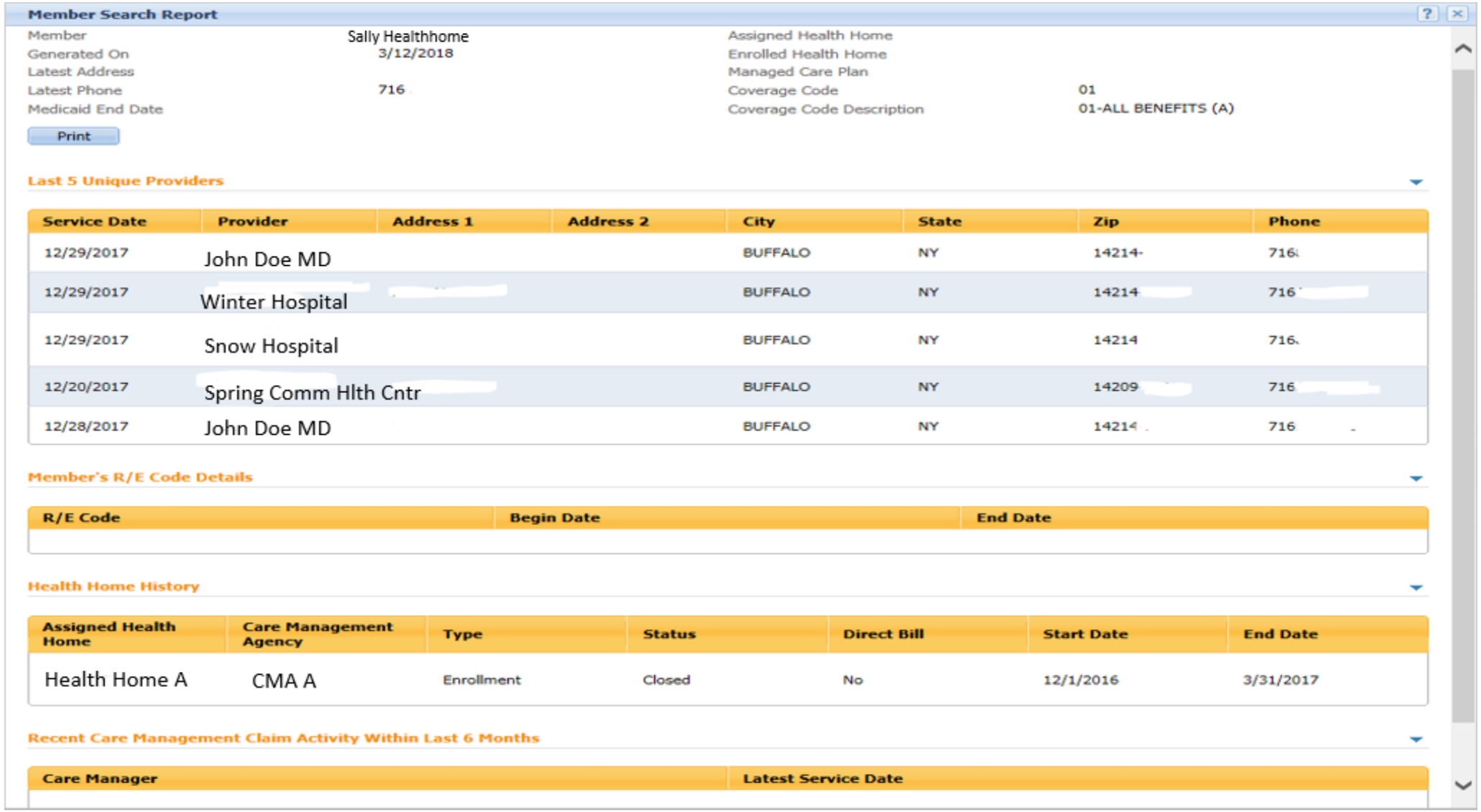


# CIN Search


Member CIN Search
When entering more than one CIN, identify which format was used to delimit the CINs.
Search Criteria
CIN#
ABCD1234
Delimiter
Comma Delimited
Excel Column
Excel Row
Space Delimited
Download File Format
File Format
Comma Separated Values (.csv)
Fixed Length (.txt)
Search
Reset
Download Search Results
Search Results (Number of Items: 1)
Member
DOB
Medicaid End Date
Coverage Code
Managed Care Plan
Health Home
Care Management Agency
HARP
Sally Healthhome - ABCD1234
3/1/2002
10/31/2018
01
No

# Member Search Report



**Member Search Report**

| | | | |
|---|---|---|---|
| Member | Sally Healthhome | Assigned Health Home | |
| Generated On | 3/12/2018 | Enrolled Health Home | |
| Latest Address | | Managed Care Plan | |
| Latest Phone | 716 | Coverage Code | 01 |
| Medicaid End Date | | Coverage Code Description | 01-ALL BENEFITS (A) |

Print

**Last 5 Unique Providers**

| Service Date | Provider | Address 1 | Address 2 | City | State | Zip | Phone |
|---|---|---|---|---|---|---|---|
| 12/29/2017 | John Doe MD | | | BUFFALO | NY | 14214- | 716 |
| 12/29/2017 | Winter Hospital | | | BUFFALO | NY | 14214 | 716 |
| 12/29/2017 | Snow Hospital | | | BUFFALO | NY | 14214 | 716 |
| 12/20/2017 | Spring Comm Hlth Cntr | | | BUFFALO | NY | 14209 | 716 |
| 12/28/2017 | John Doe MD | | | BUFFALO | NY | 14214 | 716 |

**Member's R/E Code Details**

| R/E Code | Begin Date | End Date |
|---|---|---|

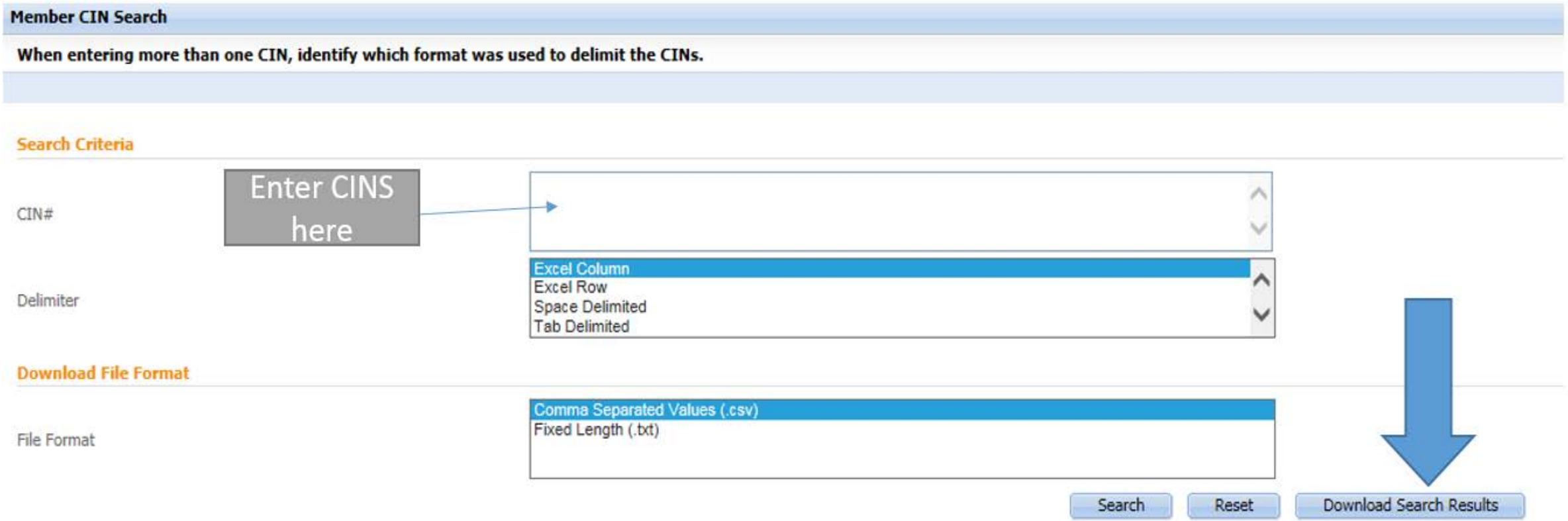
**Health Home History**

| Assigned Health Home | Care Management Agency | Type | Status | Direct Bill | Start Date | End Date |
|---|---|---|---|---|---|---|
| Health Home A | CMA A | Enrollment | Closed | No | 12/1/2016 | 3/31/2017 |

**Recent Care Management Claim Activity Within Last 6 Months**

| Care Manager | Latest Service Date |
|---|---|

# Member Search Report



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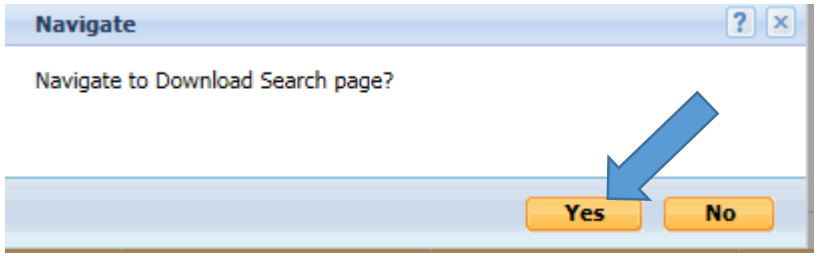

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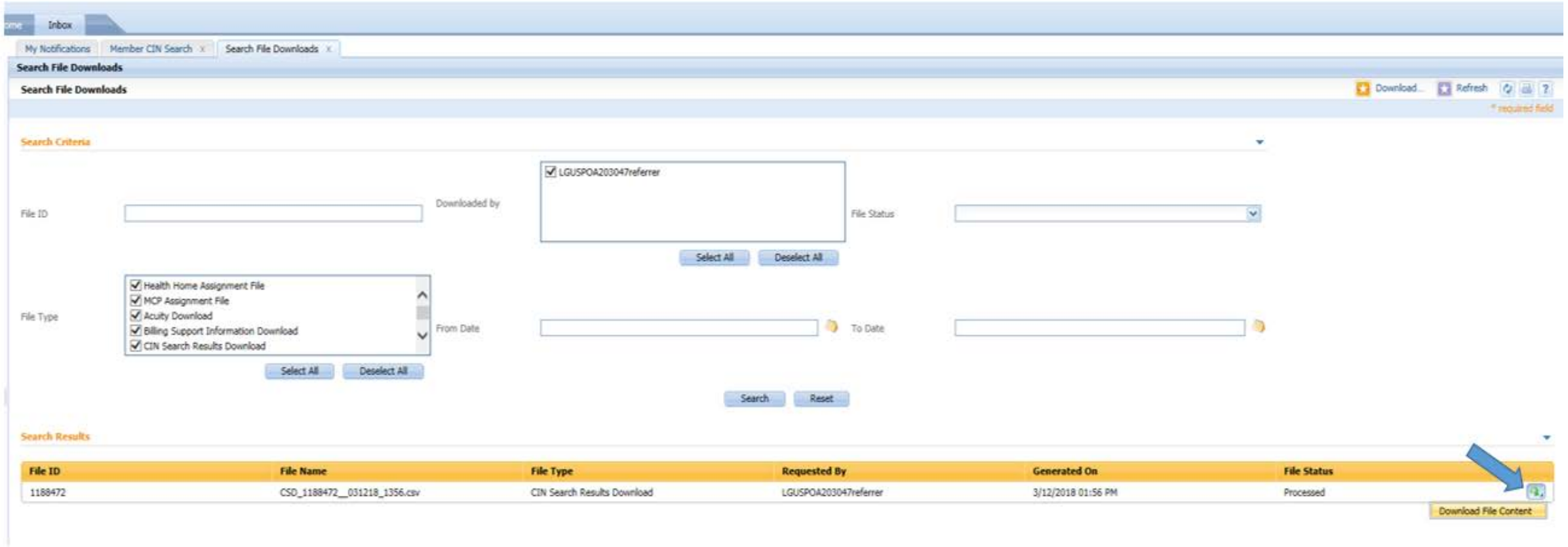


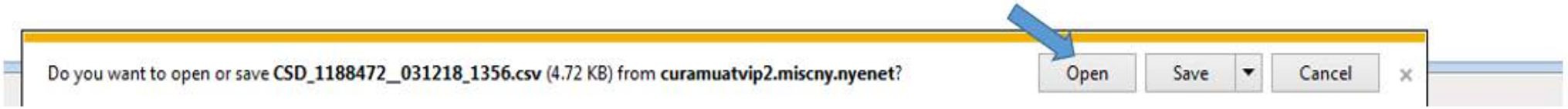

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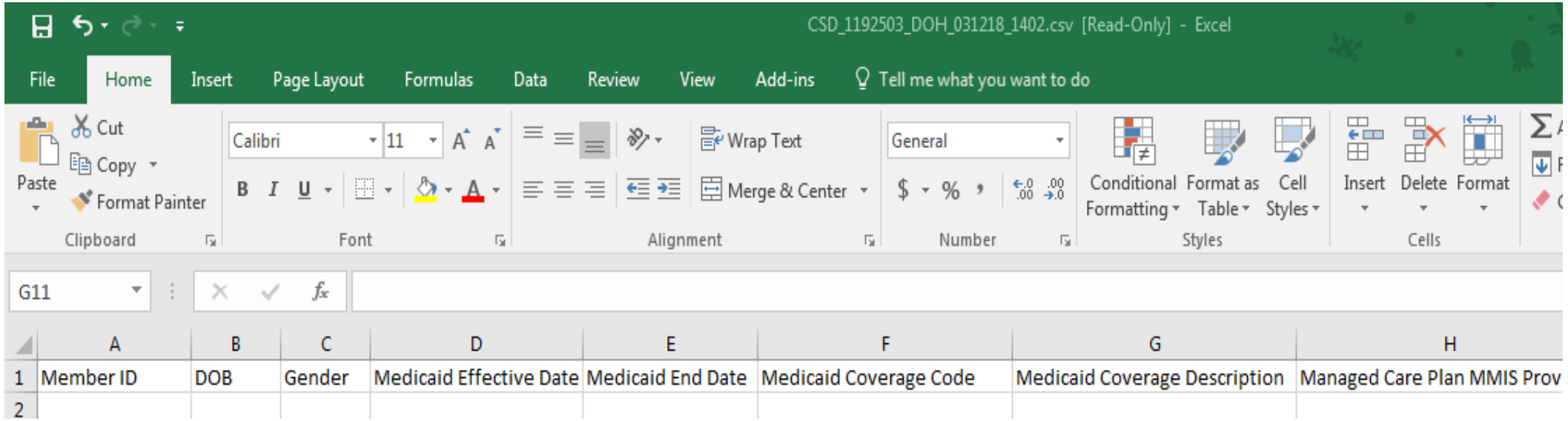


| | A | B | C | D | E | F | G | H |
|---|---|---|---|---|---|---|---|---|
| 1 | Member ID | DOB | Gender | Medicaid Effective Date | Medicaid End Date | Medicaid Coverage Code | Medicaid Coverage Description | Managed Care Plan MMIS Prov |
| 2 | | | | | | | | |

# Questions?

- Submit questions regarding MAPP HHTS to MAPP Customer Care Center mapp-customercarecenter@cma.com or call 518-649-4335.
- For assistance with password resets, HCS Commerce Accounts Management Unit (CAMU) can be reached at 866-529-1890.