



Department
of Health

Medicaid
Redesign Team

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

April 3, 2018



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

The screenshot displays the Health Commerce System interface. At the top, there is a purple navigation bar with the logo on the left and navigation links for Home, My Content, Print, and Search on the right. Below the navigation bar, the main content area is divided into sections. On the left, there is a search bar and a 'My Applications' section with a list of tools and a 'Refresh My Applications List' button. The main content area features two sections: 'Important Health Events' with banners for 'CYBERSECURITY' and 'ZIKA VIRUS RESPONSE', and 'Important Health Notifications' which is currently empty. A blue arrow points to the 'Look up my coordinators' option in the 'My Content' dropdown menu. The footer of the page includes the New York State logo, the Department of Health, and the Medicaid Redesign Team.

NEW YORK STATE Health Commerce System

Home My Content Print Search

Documents by Group
My Favorites

My Applications
All Applications
Mobile Apps

Change my password...
Review the password rules
Change my secret questions...
Enable the forgotten password feature...
Report my user ID or password stolen...
Learn more about HCS security

Change my contact information...
Look up my coordinators
See what roles I hold
Look up my PIN

See what organizations I am affiliated with
See the IHANS notification lists I am on

Search

My Applications

Acronyms & Abbreviations	
Application Access	i
Coord Account Tools - HCS	i
Coord Account Tools - LHD	i
Coord Account Tools - PCC	i
Coordinator's Update Tool	i
Electronic Prescribing Waivers	i
Emergency Contacts	
Health Facilities Info Sys HFIS	i
MAPP	i
NEAT	i
ROPES	i
Secure File Transfer 2.0	i
ServNY	i

Refresh My Applications List

Important Health Events

CYBERSECURITY

ZIKA VIRUS RESPONSE

NYS PMP
PRESCRIPTION MONITORING PROGRAM REGISTRY

Important Health Notifications

Newer

Showing notifications sent in the past 30 days.

NEW YORK STATE Department of Health Medicaid Redesign Team

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-customercenter@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-customercenter@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	

¹Each Health Home must submit an updated Data Exchange Application & Agreement (DEAA) that includes the names of the designated MAPP Gatekeeper.

²This 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

My Applications	
Acronyms & Abbreviations	
Application Access	i
Coord Account Tools - HCS	i
Coord Account Tools - LHD	i
Coord Account Tools - PCC	i
Coordinator's Update Tool	i
Electronic Prescribing Waivers	i
Emergency Contacts	
Health Facilities Info Sys HFIS	i
MAPP	i
NEAT	i
ROPES	i
Secure File Transfer 2.0	i
ServNY	i

[Refresh My Applications List](#)

Important Health Events



Important Health Notifications

- Documents by Group
- My Favorites
- My Applications
 - All Applications**
 - Mobile Apps
- Change my password...
- Review the password rules
- Change my secret questions...
- Enable the forgotten password feature...
- Report my user ID or password stolen...
- Learn more about HCS security
- Change my contact information...
- Look up my coordinators
- See what roles I hold
- Look up my PIN
- See what organizations I am affiliated with
- See the IHANS notification lists I am on











Adding MAPP to “My Applications”

Health Commerce System Applications

 View Help

Browse by **A** **B** **C** **D** **E** **F** **G** **H** **I** **J** **K** **L** **M** **N** **O** **P** **Q** **R** **S** **T** **U** **V** **W** **XYZ**

[View All](#)

Application Name	Acronym	Profile	Restricted	Add/Remove
Managed Care Complaint Summary			Yes	
Managed Care Operations Report			Yes	
Managed Care Operations Rpt - HIV SNP Report			Yes	
Managed Care Roster/Report Download			Yes	
MCO Reports to DOH/OMIG Submission Page	SFT 2.0			
Meaningful Use Registration for Public Health	MURPH			
Medicaid Analytics & Performance Portal	MAPP			



Adding MAPP to “My Applications”

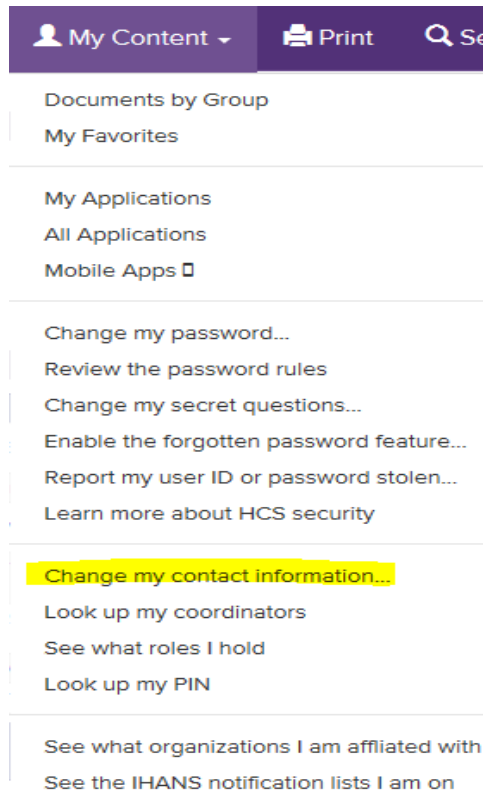


Search	
My Applications	
Acronyms & Abbreviations	
Application Access	
Coord Account Tools - HCS	
Coord Account Tools - LHD	
Coord Account Tools - PCC	
Coordinator's Update Tool	
Electronic Prescribing Waivers	
Emergency Contacts	
Health Facilities Info Sys HFIS	
MAPP	
NEAT	
ROPES	
Secure File Transfer 2.0	
ServNY	
Refresh My Applications List	

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:



My Content ▾ Print Search

Documents by Group

My Favorites

My Applications

All Applications

Mobile Apps ▾

Change my password...

Review the password rules

Change my secret questions...

Enable the forgotten password feature...

Report my user ID or password stolen...

Learn more about HCS security

Change my contact information...

Look up my coordinators

See what roles I hold

Look up my PIN

See what organizations I am affiliated with

See the IHANS notification lists I am on



Person Update Tool for

The information in this section comes from the user's account profile and can only be changed by CAMU - please call 866-529-1890

First Name : Middle Name : Last Name : HCS User ID :
Primary Organization : NYSDOH OHIP

Important instructions for filling out this form:

- (1) Be sure to enter all information for required fields in both the Business and Emergency sections on this screen.
- (2) * Indicates required information.

Business Contact Information Emergency Contact Information Profession Information **MFA Information**

The Last and First name fields must match what is on the driver license or non-driver photo ID.
If it does not match, contact 1-866-529-1890 option 1 and request the name be updated to match the driver license name.
Note: If you do not have a NYS DMV ID or Non-driver Photo ID, please contact your HCS coordinator to continue the Multi Factor Authentication (MFA) process.

NYS DMV ID or Non-driver Photo ID: *
Date of Birth (YYYYMMDD): *
Gender (M/F): *
ZipCode: *

Submit Reset



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”

Important instructions for filling out this form:

- (1) Be sure to enter all information for required fields in both the Business and Emergency sections on this screen.
- (2) * Indicates required information.

✔ DMV check successful. Please enter MFA information

Business Contact Information	Emergency Contact Information	Profession Information	MFA Information
<p>The Last and First name fields must match what is on the driver license or non-driver photo ID. If it does not match, contact 1-866-529-1890 option 1 and request the name be updated to match the driver license name.</p> <p>Note: If you do not have a NYS DMV ID or Non-driver Photo ID, please contact your HCS coordinator to continue the Multi Factor Authentication (MFA) process.</p>			
NYS DMV ID or Non-driver Photo ID: *			
Date of Birth (YYYYMMDD): *			
Gender (M/F): *			
ZipCode: *			
Type of authentication: *			
Phone Number (999-999-9999): *			
<input type="submit" value="Submit"/> <input type="button" value="Reset"/>			

Accessing MAPP HHTS



Instructions

- Please enter the code received from your SMS message on your registered phone number.
- You will be logged out of HCS after 3 unsuccessful attempts.

Authentication

Verification Code: *

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

The screenshot shows the MAPP portal interface with a modal dialog box titled "MAPP - Organization - Roles". The dialog box contains the following elements:

- Title:** MAPP - Organization - Roles
- Organization:** A dropdown menu.
- Instruction:** Please select one of the following role(s).
- Role Selection:** Three radio button options. The first option is "LGU/SPOA Referrer".
- Disclaimer:** The role you select will be in effect for your entire login session. If you need to change roles, you must logout first.
- Action:** An "OK" button with a checkmark icon.

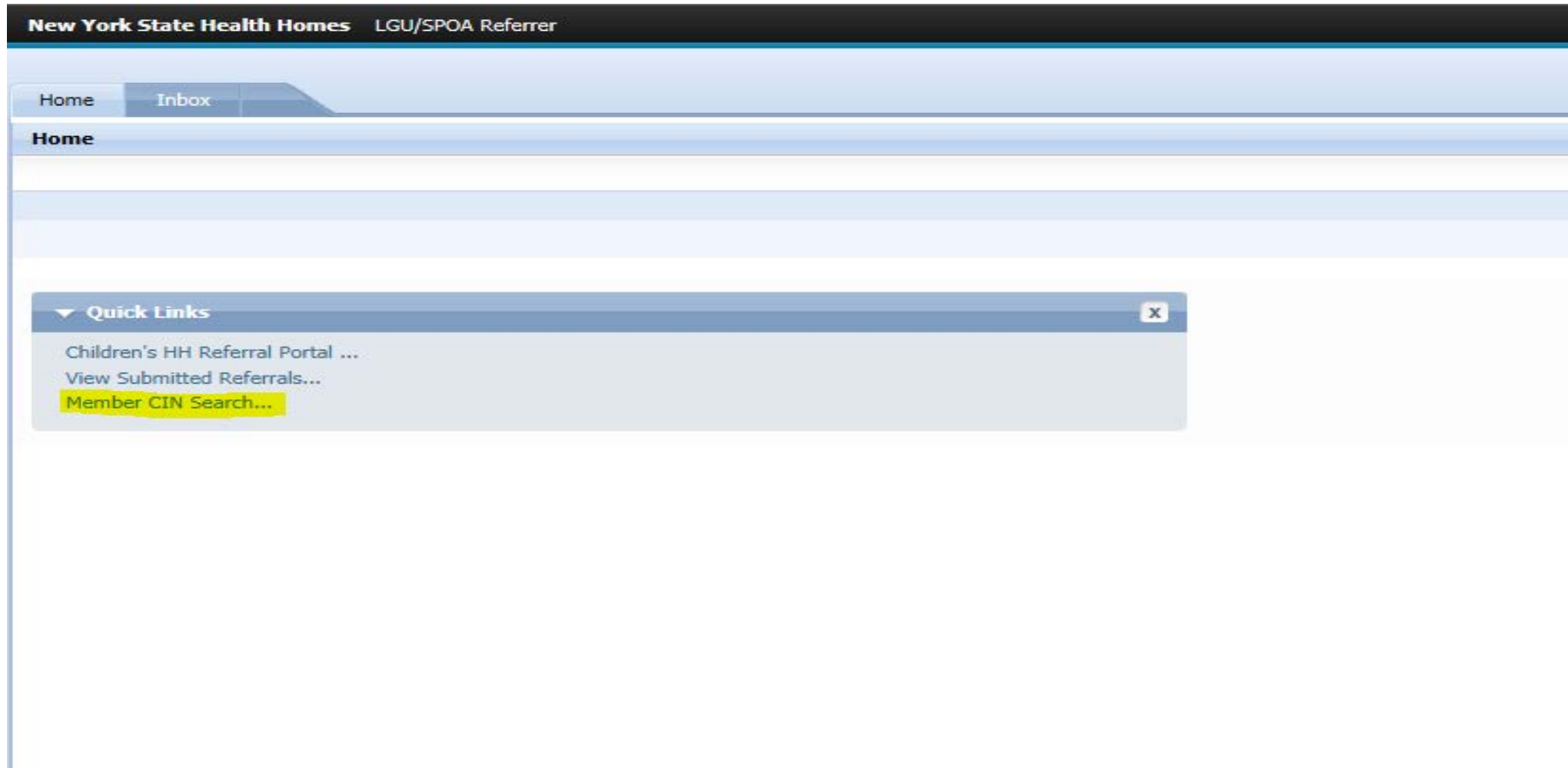
The background interface includes a header "Welcome to the Medicaid Analytics and Performance Portal (MAPP) NYS Department of Health" and several content panels:

- About MAPP:** Describes the portal's purpose and lists key functions like supporting the Health Home network and reporting performance goals.
- Use of MAPP Applications and Data:** Explains user responsibilities and lists related documents like "The MAPP Info" and "HIPAA, HITECH".
- Applications in MAPP:** Lists accessible applications such as "DSRIP Dashboards" and "Provider Network Tool".
- Related MAPP Resources:** Provides links to "DSRIP Digital Library", "NYS Office of Alcoholism and Substance Abuse Services", and "NYS Office of Mental Health".

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



Member CIN Search

Home | Inbox

My Notifications | Member CIN Search x

Member CIN Search

When entering more than one CIN, identify which format was used to delimit the CINs.

Search Criteria

CIN#

Delimiter

- Comma Delimited
- Excel Column
- Excel Row
- Space Delimited

Download File Format

File Format

- Comma Separated Values (.csv)
- Fixed Length (.txt)

Search Results

Member	DOB	Medicaid End Date	Coverage Code	Managed Care Plan	Health Home	Care Management Agency	HARP

Shortcuts

CIN Search

Member CIN Search

When entering more than one CIN, identify which format was used to delimit the CINs.

Search Criteria

CIN#	<input type="text" value="ABCD1234"/>
Delimiter	<ul style="list-style-type: none">Comma DelimitedExcel ColumnExcel RowSpace Delimited

Download File Format

File Format	<ul style="list-style-type: none">Comma Separated Values (.csv)Fixed Length (.txt)
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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 ? x

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

Member CIN Search


When entering more than one CIN, identify which format was used to delimit the CINs.

Search Criteria

CIN#

Delimiter

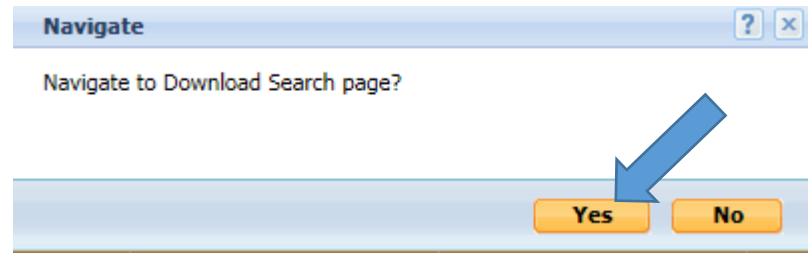
File Format



Search Results (Number of Items: 16)

Member	DOB	Medicaid End Date	Coverage Code	Managed Care Plan	Health Home	Care Management Agency	HARI
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Member Search Report



Member Search Report

Search File Downloads

Search Criteria

File ID: Downloaded by: File Status:

File Type: Health Home Assignment File
 MCP Assignment File
 Acuity Download
 Billing Support Information Download
 CIN Search Results Download

From Date: To Date:

Buttons: Select All, Deselect All, Search, Reset

Search Results

File ID	File Name	File Type	Requested By	Generated On	File Status
1188472	CSD_1188472__031218_1356.csv	CIN Search Results Download	LGUSPOA203047referrer	3/12/2018 01:56 PM	Processed

Download File Content

Do you want to open or save CSD_1188472__031218_1356.csv (4.72 KB) from curamuatvip2.miscny.nyenet?

Buttons: Open, Save, Cancel

Member Search Report

CSD_1192503_DOH_031218_1402.csv [Read-Only] - Excel

File Home Insert Page Layout Formulas Data Review View Add-ins Tell me what you want to do

Clipboard: Cut, Copy, Paste, Format Painter

Font: Calibri, 11, Bold, Italic, Underline, Text Color, Background Color

Alignment: Wrap Text, Merge & Center

Number: General, Currency, Percentage, Decimals

Styles: Conditional Formatting, Format as Table, Cell Styles

Cells: Insert, Delete, Format

	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-customercenter@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.