



Managed Care Policy and Planning Meeting

Rollout of Medicaid Analytics Performance Portal (MAPP) for the Health Home Program

February 12, 2015

Phase 1: Rollout of Health Homes MAPP

- Jan/Feb 2015 – DOH working with MC/HH/CMA to identify users and ensure users complete MAPP training prerequisites
- Feb/March 2015 – MAPP demos available to HH community for user feedback
 - 2/4/15 Bi-weekly webinar: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/2015-2-4_hh_imp_50.wmv
- Feb. 27, 2015 – System Build Complete
- March 12, 2015 – Next Plan meeting MAPP Demo
- Mid March 2015– Training Materials Finalized/Release of web based training tools
- Late March 2015 – Begin in person instructor led training for Managed Care and Health Home worker role users
- **Mid April – MAPP GO LIVE**
- Post Go Live - Begin in person instructor led training for Care Management Agency worker role users

March/April 2015 MAPP Training Activities

Course Name	Description
MAPP Cúram Member Tracking Overview and Navigation	This course introduces the Medicaid Analytics Performance Portal (MAPP), including its purpose, benefits and scope. This course also covers basic navigation. (WBT) [All users]
MAPP Cúram Member Tracking (Health Homes)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Health Homes job role. (ILT) [up to 5 workers per Health Home]
MAPP Cúram Member Tracking (Managed Care Plan)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Managed Care Plans job role. (ILT) [up to 5 workers per Managed Care Organization]
MAPP Cúram Member Tracking ("GateKeeper" Role)	This course provides instructions on how to authorize new users to the MAPP Portal. (WBT) [All gatekeepers]
MAPP Cúram Member Tracking ("Read Only" Job Role)	This course provides instructions on how to search and view information in MAPP. (WBT) [All staff with Read-only role]
MAPP Cúram Member Tracking Introduction	This course provides a non-interactive demo on how to perform member tracking tasks in MAPP. (online video) [All Care Management Agency users]
MAPP Cúram Member Tracking (Care Management Agency)	This course provides instructions on how to perform member tracking tasks in MAPP Cúram for the Care Management Agency job role. (ILT) [One worker per Care Management Agency]

WBT – Web Based Training

ILT – Instructor Led Training

Managed Care Organizations MAPP Access

1. Done: for each Mainstream Plan
 - a) Active Health Commerce System (HCS) account
 - b) Submitted a Single Point of Contact (SPOC) S
 - c) Submitted list of Plan MAPP users to be trained
2. To Do:
 - a) All Mainstream MCO must set up their MAPP users in HCS with special MAPP roles
 - i. More information: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/2014-12-16_hh_mapp.pdf
 - b) Contact your Plan's SPOC for more information on your Plan's progress
 - i. A list of each organization's SPOC will be posted to the MAPP section of the Health Home website: http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/hh_mapp.htm
 - ii. If your Plan is not included on SPOC list Submit email containing your Plan's name, Plan ID, and name, email address, mailing address, & phone number for your Plan's SPOC to DOH using the HH email webform under the subject "Medicaid Analytics Performance Portal (MAPP)"
https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action

Phase 1: Health Homes MAPP Features

- Identification of Health Home eligible population
- Assigning eligible individuals to Health Homes
- Outreach of CMAs and Health Homes to potential members
- Enrolling an individual into a Health Home once outreach is complete
- Referrals of potential members
- Billing Support (Members' MCO, HH, and CMA and Diagnosis information)
- Transfer of individuals between Health Homes
- Member Batch lookup and export
- Dashboards to evaluate the performance of the Health Home program

MAPP Phase 1 User Roles

- Health Homes, Managed Care Plans and Care Management Agencies to identify MAPP Single Point of Contact (SPOC), MAPP Gatekeeper and MAPP Users (i.e., Workers, Read Only, Screeners)
 - **MAPP SPOC** will coordinate, manage and support the organization's MAPP implementation
 - **MAPP Gatekeeper** will coordinate, authorize and manage their organization's MAPP users and assign the MAPP access type/role (Worker, Screener and Read Only role) to each user

MAPP Phase 1 User Roles

- The **MAPP MCP Worker** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ Submit Health Home assignments for their Plan members
 - ✓ Download Health Home assignment, outreach and enrollment activity for their Plan members
 - ✓ Download billing roster information for their Plan members
- The **MAPP HH Worker** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ Assign Health Home members to downstream Care Management Agencies
 - ✓ Accept or reject assignments from DOH and MCPs
 - ✓ Review, modify and accept outreach and enrollment records from the CMA
 - ✓ Download Health Home assignment, outreach and enrollment activity for their members
 - ✓ Accept, review and upload/download billing roster information for their members
- The **MAPP CMA Worker** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ Accept or reject assignments from HHs
 - ✓ Create and modify outreach and enrollment records for their members
 - ✓ Download Health Home assignment, outreach and enrollment activity for their members
 - ✓ Create and upload/download billing roster information for their members

MAPP Phase 1 User Roles

- **MAPP Read Only users** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status
 - ✓ View information for their organization's members in MAPP but not create, accept or upload information to MAPP
- **MAPP Screeners** will be able to:
 - ✓ Lookup a Medicaid member's assignment, outreach or enrollment status