

MACPro

Medicaid & CHIP Program System

Medicaid and CHIP Program (MACPro) System

Medicaid MAGI Eligibility and Administration
State User In-System Demonstration

August 2017

Agenda



- ◆ Transition to MACPro
- ◆ How Do I Obtain Access to MACPro?
- ◆ State MACPro User Roles
- ◆ Overview of Creating, Reviewing, and Submitting Medicaid MAGI Eligibility and Administration State Plan Amendments (SPAs)
- ◆ Step-by-Step In-System Demonstration
- ◆ Help Desk/Technical Assistance
- ◆ Additional Resources
- ◆ Questions?

Transition to MACPro



- ◆ **Transition to MACPro**
- ◆ How Do I Obtain Access to MACPro?
- ◆ State MACPro User Roles
- ◆ Overview of Creating, Reviewing, and Submitting Medicaid MAGI Eligibility and Admin. SPAs
- ◆ Step-by-Step In-System Demonstration
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Transition to MACPro



- ◆ **MACPro will include the following state plan authorities on August 28th, 2017:**
 - ◆ Mandatory and optional MAGI-based eligibility groups
 - ◆ Additional eligibility sections including state residency, citizenship/immigration, and presumptive eligibility
 - ◆ Single State Agency sections

Transition to MACPro



- ◆ **MAGI and Admin. SPA functionality will be available in MACPro on Monday, August 28th, 2017:**
 - ◆ All new SPAs will be submitted through MACPro
 - ◆ States will no longer submit new SPAs in MMDL
 - ◆ SPAs currently submitted through MMDL will be transitioned to MACPro
 - ◆ SPAs that are officially submitted in MMDL on or before **Friday, August 25th, 2017** will continue to be processed in MMDL
 - ◆ States will need to close out any draft SPAs that are currently under development in MMDL

Transition to MACPro



Transition from the MMDL to MACPro:

- ◆ Approved Medicaid eligibility SPA data from MMDL will be copied into MACPro to simplify the creation of new SPAs and to be used as a reference material
 - ◆ Except where the MMDL and MACPro templates differ, states will find the MACPro screens prepopulated with available information

NOTE: PDF copies of Medicaid MAGI Eligibility and Admin. SPA packages approved in MMDL will be viewable in MACPro

How Do I Obtain Access to MACPro?



- ◆ Transition to MACPro
- ◆ **How Do I Obtain Access to MACPro?**
- ◆ State MACPro User Roles
- ◆ Overview of Creating, Reviewing, and Submitting Medicaid MAGI Eligibility and Admin. SPAs
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How do I Obtain Access to MACPro?



What is EIDM?

- ◆ Enterprise Identity Management (EIDM) is an identity management and services system that provides users with access to CMS applications
- ◆ EIDM is accessed through the CMS Enterprise Portal address (<https://portal.cms.gov>)

Which EIDM Role for MACPro should I request?

- ◆ All State users should request the “MACPro State User” role for MACPro

When do I obtain an EIDM ID and EIDM role for MACPro?

- ◆ All new users may obtain EIDM IDs and/or request an EIDM role for MACPro now, if they do not have one already.

Please note, users should only hold one EIDM ID, even if accessing multiple CMS applications through the EIDM Portal.

How do I Obtain Access to MACPro?



What is a MACPro role?

- ◆ Distinct user roles have been established for CMS, state, and business support users within MACPro (<https://macpro.cms.gov>). These roles determine in what capacity a user will utilize MACPro

When do I obtain my MACPro role?

- ◆ You should have received an email from MACPro@cms.hhs.gov notifying you to request your MACPro role(s) for the Medicaid Eligibility and Administration SPA authorities including detailed instructions

State MACPro User Roles



- ◆ Transition to MACPro
- ◆ How Do I Obtain Access to MACPro?
- ◆ **State MACPro User Roles**
- ◆ Overview of Creating, Reviewing, and Submitting Medicaid MAGI Eligibility and Admin. SPAs
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MACPro Medicaid State Plan State User Roles



- ◆ MACPro has numerous distinct state user roles
- ◆ MACPro roles determine users' range of available actions and responsibilities
- ◆ MACPro roles differ from those currently used in other CMS web-based systems (e.g., CARTS, MMDL, WMS)

MACPro Medicaid State Plan State User Roles



- ◆ **State Editor (SE)**
 - ◆ Builds submission packages

- ◆ **State Point of Contact (SPOC)**
 - ◆ Reviews, edits, and submits submission packages

- ◆ **State Director (SDIR)**
 - ◆ Conducts final review and certifies submission packages

- ◆ **State System Administrator (SSA)**
 - ◆ Approves state role requests and maintains the state profile

State User Functionalities



- ◆ **Submission Packages**
 - ◆ Compilation of state plan templates
- ◆ **Reviewable Units (RUs)**
 - ◆ MACPro version of state plan templates
- ◆ **Task List**
 - ◆ To do list for workflow actions
- ◆ **Correspondence Log**
 - ◆ Tool for communication between CMS (CPOC) and the State (SPOC)

State User Functionalities



◆ Clarification Request

- ◆ Informal information request-Does not stop the 90 day clock

◆ Request for Additional Information (RAI)

- ◆ Formal information request-Does stop the 90 day clock

◆ Approval Notice

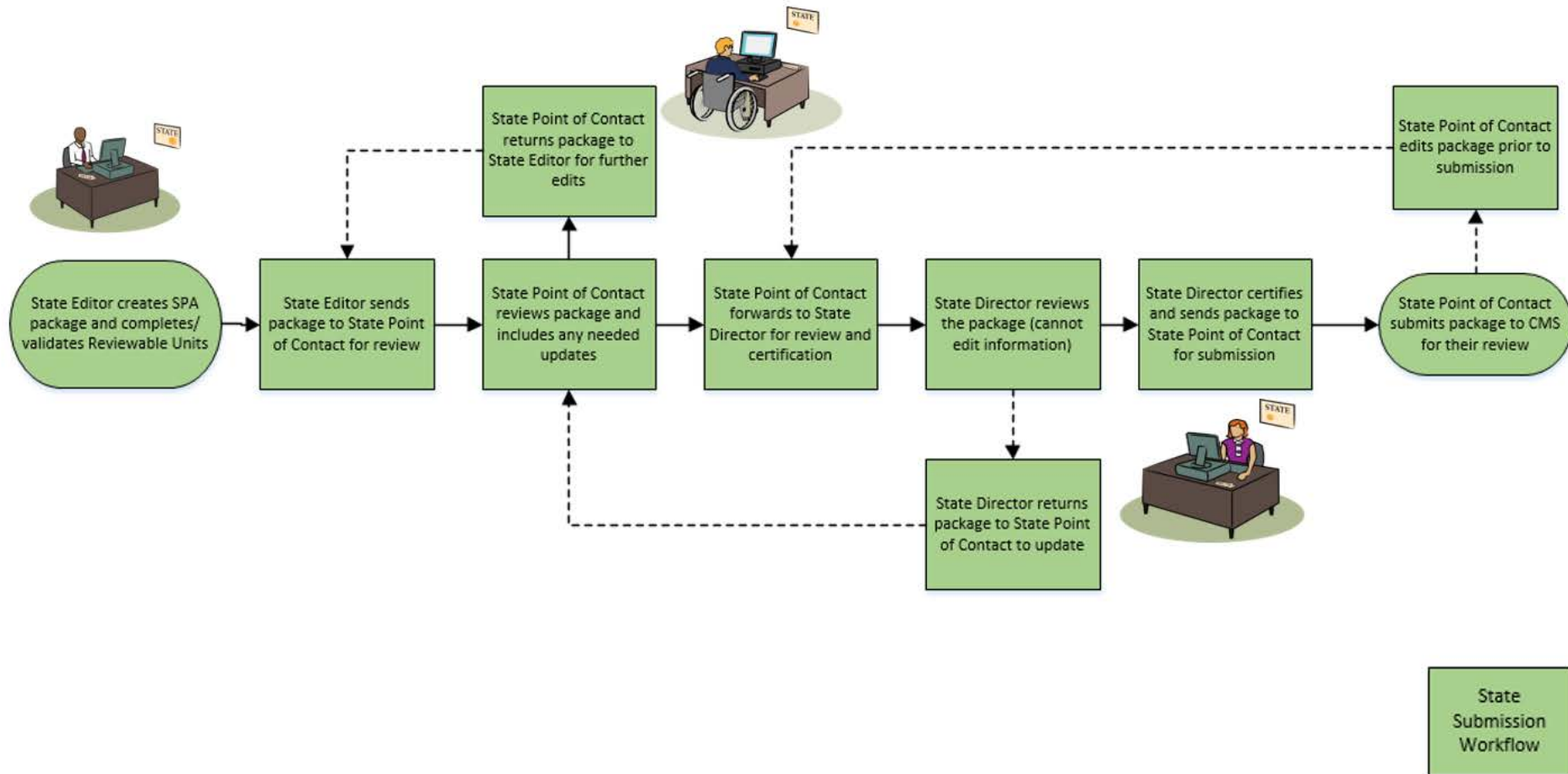
- ◆ Notification to the state of approved submission

Overview of Creating, Reviewing, and Submitting Medicaid MAGI Eligibility and Admin. SPAs



- ◆ Transition to MACPro
- ◆ How Do I Obtain Access to MACPro?
- ◆ State MACPro User Roles
- ◆ **Overview of Creating, Reviewing, and Submitting Medicaid MAGI Eligibility and Admin. SPAs**
- ◆ Step-by-Step In-System Demonstration
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Official Spa Submission: State Workflow



Step-by-Step In-System Demonstration



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- ◆ **Step-by-Step In-System Demonstration**
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Today's System Demo Roadmap



- ◆ **State Admin:** State Profile creation/update
- ◆ **SE:** Create an official Submission Package and send to the SPOC
- ◆ **SPOC:** Review submission package and forward to SDIR
- ◆ **SDIR:** Review and certify submission package
- ◆ **SE:** Create an official submission package
- ◆ **SPOC:** Send draft submission package to CMS
- ◆ **SPOC:** Close draft submission from CMS
- ◆ **SE:** Convert draft submission package to official and complete Submission RUs
- ◆ **SPOC:** Respond to a clarification request
- ◆ **SPOC:** Respond to an RAI request

State Profile



- ◆ The State Profile may only be created or updated by the State System Administrator
- ◆ Your state must have a State Profile prior to submitting a submission package
- ◆ The State Profile includes basic information such as:
 - ◆ Addresses
 - ◆ Medicaid Key Contacts
 - ◆ CHIP and Medicare Information
 - ◆ Public Notice Methods



Creating a Medicaid Eligibility and Admin. SPA



- ◆ The State Editor creates the submission package and completes the information.
- ◆ Medicaid Eligibility and Admin. submission packages are divided into “Reviewable Units” – all must be in “Complete” status to forward to SPOC
 - ◆ Reviewable Units are sections within the submission package that are validated and saved one at a time.

State Point of Contact Review



- ◆ The State Point of Contact (SPOC) reviews and edits the package
- ◆ SPOC has the option of 2 actions after reviewing:
 - ◆ Forward the package to the State Editor for further edits
 - ◆ Forward the package to the State Director for review and certification



State Director Review and Certification



- ◆ The State Director reviews the package, but cannot edit the information

- ◆ The State Director may take two actions:
 - ◆ Return the submission package to the SPOC for further edits
 - ◆ Certify the submission package and return to the SPOC for submission to CMS



SPOC Submits the Submission Package to CMS



- ◆ SPOC receives the package from the State Director after certification

- ◆ The SPOC may take three actions:
 - ◆ Modify the submission package
 - ◆ If this occurs, the State Director will need to re-review and re-certify
 - ◆ Forward the submission package to the State Editor for further edits
 - ◆ If this occurs, the SPOC and SDIR will need to re-review and re-certify
 - ◆ Submit the submission package to CMS



When to Use a Draft vs. an Official Submissions



◆ Draft Submissions

- ◆ Utilize this submission package type when significant feedback is required prior to starting the 90 day policy clock.

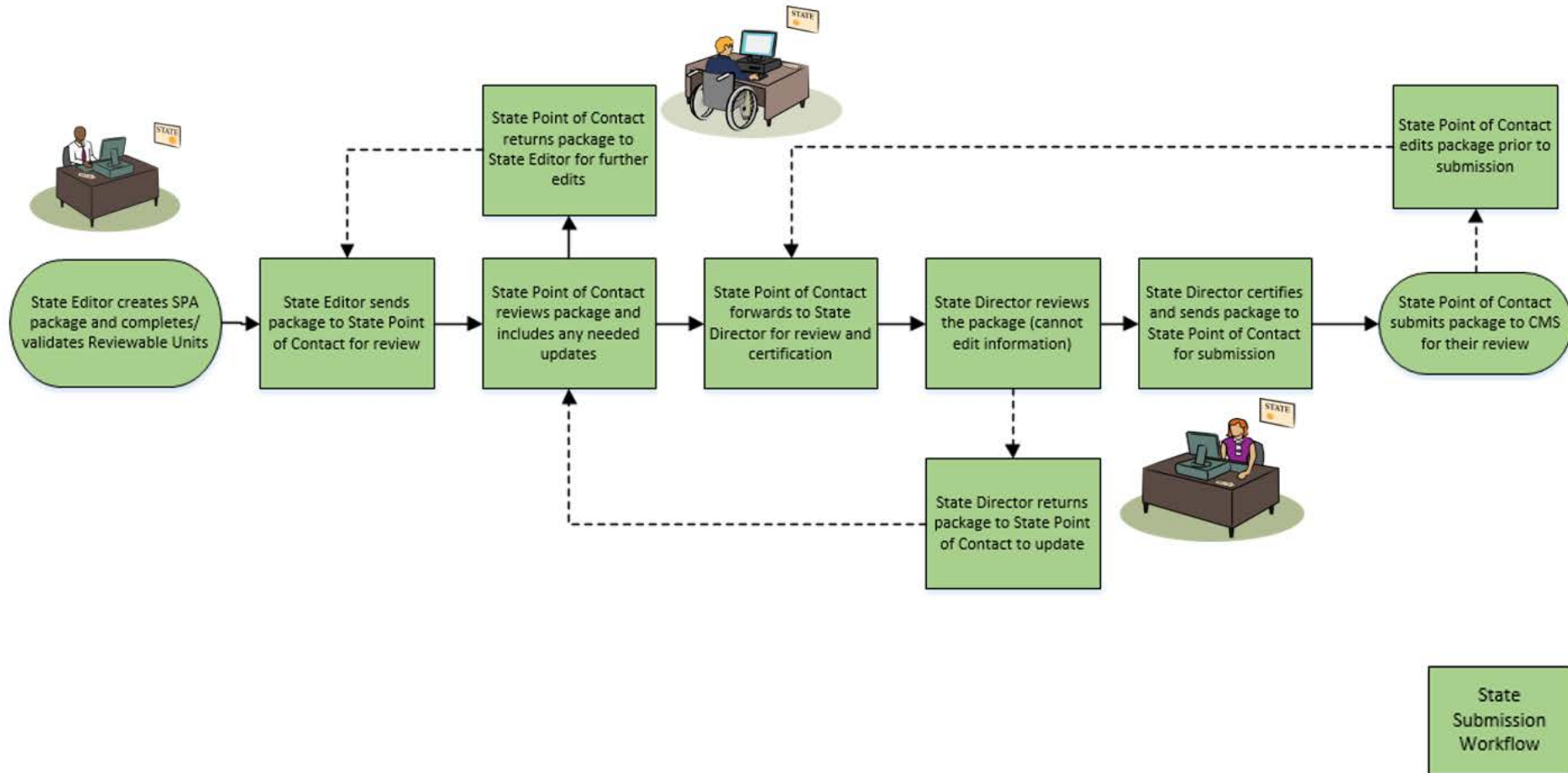
- ◆ *You may allow CMS to view your information prior to submission in an informal manner utilizing the "Allow CMS to View" functionality*

◆ Official Submissions

- ◆ Utilize this submission package type when you are prepared to submit your submission package to CMS and start 90 day clock

- ◆ *You may allow CMS to view your information prior to submission in an informal manner utilizing the "Allow CMS to View" functionality*

Review of State Workflow



Converting Draft to Official



1. **State Point of Contact** closes the Draft Submission Package
 - ◆ Once closed, the state may not edit draft submission package content prior to official submission to CMS (aside from Tribal Input and Public Comment RUs)
2. **State Editor** accesses closed submission package record and converts from Draft to Official
3. **State Editor** updates, validates, and saves Submission Form Reviewable Units
 - ◆ Tribal Input and Public Comment RUs
4. **State Editor** initiates review process
 - ◆ SPOC review, SDIR review and certification, and SPOC submission to CMS

Difference Between Draft and Official Submissions



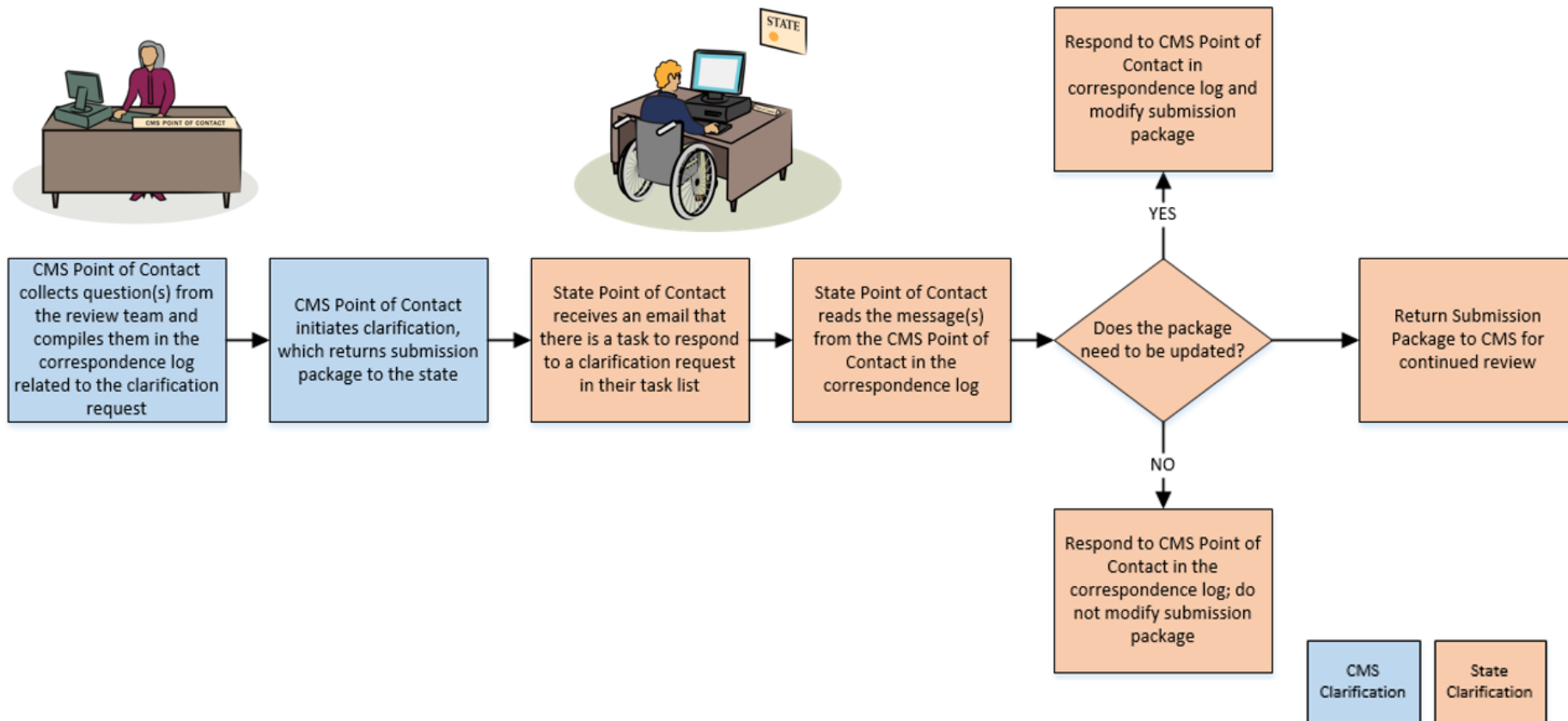
◆ Draft Submissions

- ◆ Submitted to CMS, does not start the 90 day clock; state may allow CMS to view prior to submission
- ◆ CMS may review, but cannot approve, disapprove, or RAI
- ◆ CMS returns the submission to the state and may provide feedback in the Correspondence Log or offline
- ◆ If the state chooses not to edit the returned draft package, it may be closed and converted to an official package for submission to CMS starting the 90 day clock
- ◆ If state chooses to edit the returned submission package, the state must re-submit the draft to CMS off the regulatory clock.

◆ Official Submissions

- ◆ Submission starts the 90 day clock
- ◆ CMS may review and approve
- ◆ CMS may implement RAI or Clarification
- ◆ During the editing process, the state may allow CMS to view prior to submission

Clarification Process Detailed View



- Clarification process does *not* stop the 90 day clock

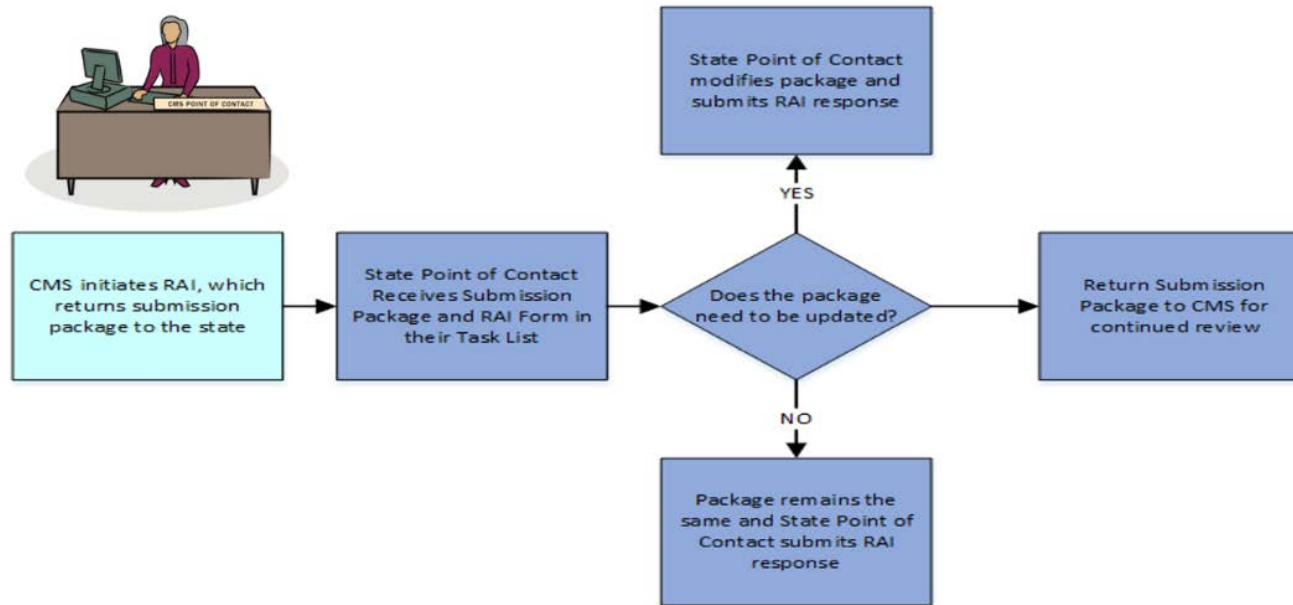
Responding to a Clarification Request



- ◆ The State Point of Contact (SPOC) receives notice of Clarification request from CMS
- ◆ SPOC reads Correspondence Log entry with questions CMS has about the submission package
- ◆ SPOC has the option to perform 3 actions:
 - ◆ Return the package to the State Editor for further edits
 - ◆ Modify the submission package
 - ◆ Re-submit the package to CMS



RAI Process Detailed View



- RAI process *stops* the 90 day clock

Responding to an RAI Request



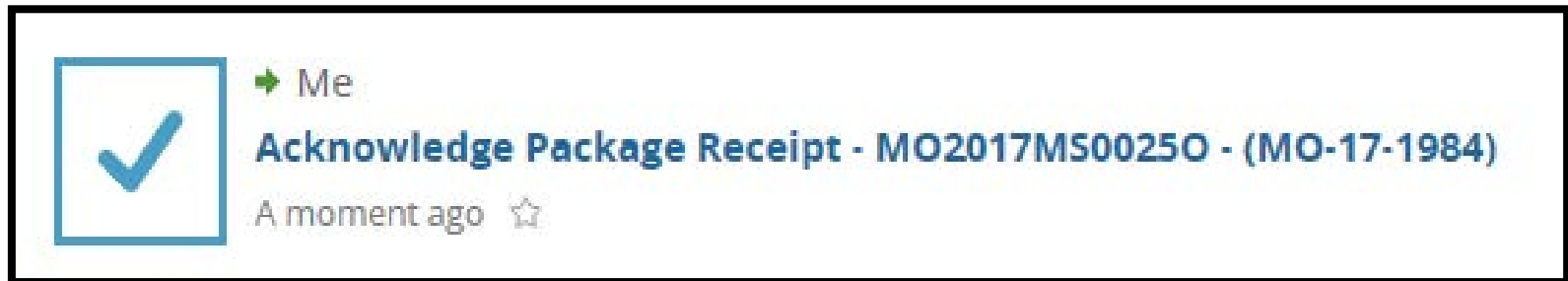
- ◆ The State Point of Contact (SPOC) receives notice of RAI from CMS including an RAI form with questions
- ◆ If the CPOC and SPOC have offline discussions, the SPOC may document the communication officially in the Correspondence Log
- ◆ SPOC has the option to perform 3 actions in *addition* to responding to questions in the RAI form:
 - ◆ Return the package to the State Editor for further edits
 - ◆ Edit the submission package
 - ◆ Re-submit the submission package to CMS



Acknowledging an Approved Package



- ◆ Once a submission package is approved, it needs to be acknowledged by the SPOC
 - ◆ Below is an example of the Task notification



Acknowledging an Approved Package



- Once a submission package is approved, it needs to be acknowledged by the SPOC

Route Package Form - MO2017MS00250
MEDICAID | Medicaid State Plan | Eligibility | MO2017MS00250 | MO-17-1984

[Request System Help](#)

Package Information

Package ID MO2017MS00250	Submission Type Official
Program Name N/A	State MO
SPA ID MO-17-1984	Region Kansas City, KS
Version Number 3	Package Status Approved
Submitted By Training SPOC	Submission Date 5/25/2017
Package Disposition	Approval Date 5/26/2017 12:15 PM EDT

[View Entire Package](#)

Audit Information

Created By Training SE	Updated By Training CPOC
Created Date 5/25/2017 2:00 PM EDT	Updated Date 5/26/2017 12:16 PM EDT

Instructions

From Training CPOC

Instructions None

Choose Action

Available Workflow Actions *

- Acknowledge the Approved Submission Package

Instructions

[RETURN TO PACKAGE TASK](#) [EXECUTE ACTION](#)

MACPro Reports



Report Name	Description	Available For:
State Agency Profile Report	Overview of a State's Medicaid Plan including the prior 12 months' submission package history	State Editor, State Point of Contact; State Director, State System Administrator
Submission Detail Report	View details on packages by date	State Editor, State Point of Contact; State Director, State System Administrator
Submission Statistics Detail Report	View all Submission Packages currently in review	State Editor, State Point of Contact; State Director, State System Administrator

MACPro Reports Continued



Report Name	Description	Available For:
Submission Summary Report	Overview of submitted packages by date	State Editor, State Point of Contact; State Director, State System Administrator
Submission Statistics Summary Report	View the statistics summary of Submission Packages by review status and date	State Editor, State Point of Contact; State Director, State System Administrator

Help Desk/Technical Assistance



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Help Desk and Technical Assistance



- ◆ For issues related to MACPro access and how to use the MACPro system
 - ◆ Contact the *MACPro Help Desk* at
 - ◆ **Email:** MACPro_Helpdesk@cms.hhs.gov
 - ◆ **Phone:** 301-547-4688
 - ◆ Click Request System Help link within MACPro

Records / Submission Packages

MO - Submission Package - MO2017MS00230 - (MO-17-6819)

Summary **Reviewable Units** News Related Actions

MODIFY PACKAGE VIEW PRINT PREVIEW

Request System Help

Submission Form - Reviewable Units

Reviewable Unit	Updated By	Updated Date	Status
Submission - Summary	Training SE	5/19/2017 11:48 AM EDT	✓

Help Desk and Technical Assistance (cont.)



Information to provide in email request

- ◆ User contact information (Name, phone number, organization/state, email address, User ID)
- ◆ Component (Medicaid State Plan/Quality Measures)
- ◆ Authority (Eligibility or Administration)
- ◆ Detailed description of your inquiry
- ◆ Last screen/tab/navigation activity before problem
- ◆ Screenshots

Help Desk and Technical Assistance (cont.)



Web Browser	Version necessary to access MACPro	Print to PDF Details
Google Chrome (Optimal Web Browser)	<ul style="list-style-type: none"> Google Chrome updates automatically. The most recent version is supported 	<ul style="list-style-type: none"> Use Print Function to save as PDF
Mozilla Firefox	<ul style="list-style-type: none"> Mozilla Firefox updates automatically. The most recent version is supported 	<ul style="list-style-type: none"> Not supported without additional browser add-ons Consult your IT/System partners about the add-ons available
Microsoft Internet Explorer	<ul style="list-style-type: none"> Version 11 <ul style="list-style-type: none"> Users who attempt to access MACPro using Microsoft Internet Explorer browser versions lower than 11 will see a screen indicating that they are using an unsupported browser. Login will be prevented 	<ul style="list-style-type: none"> Not supported without additional software. Requires a print-to-PDF program such as Adobe Acrobat

Help Desk and Technical Assistance (cont.)



Software	Version necessary to access MACPro	Print to PDF Details
Windows 10	<ul style="list-style-type: none">• Not applicable. Software does not impact ability to access MACPro	<ul style="list-style-type: none">• Use Print Function and select Microsoft Print to PDF
OS X Yosemite	<ul style="list-style-type: none">• Not applicable. Software does not impact ability to access MACPro	<ul style="list-style-type: none">• Requires a print-to-PDF program such as Preview or Adobe Acrobat

Additional Resources



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Additional Resources



- ◆ Obtain an EIDM ID and request your appropriate EIDM Role for access to MACPro, if you do not already have one
 - ◆ Instructions are available to assist with this process at:
 - ◆ <https://www.medicaid.gov/state-resource-center/medicaid-and-chip-program-portal/downloads/eidminstructionsmacprouers.pdf>

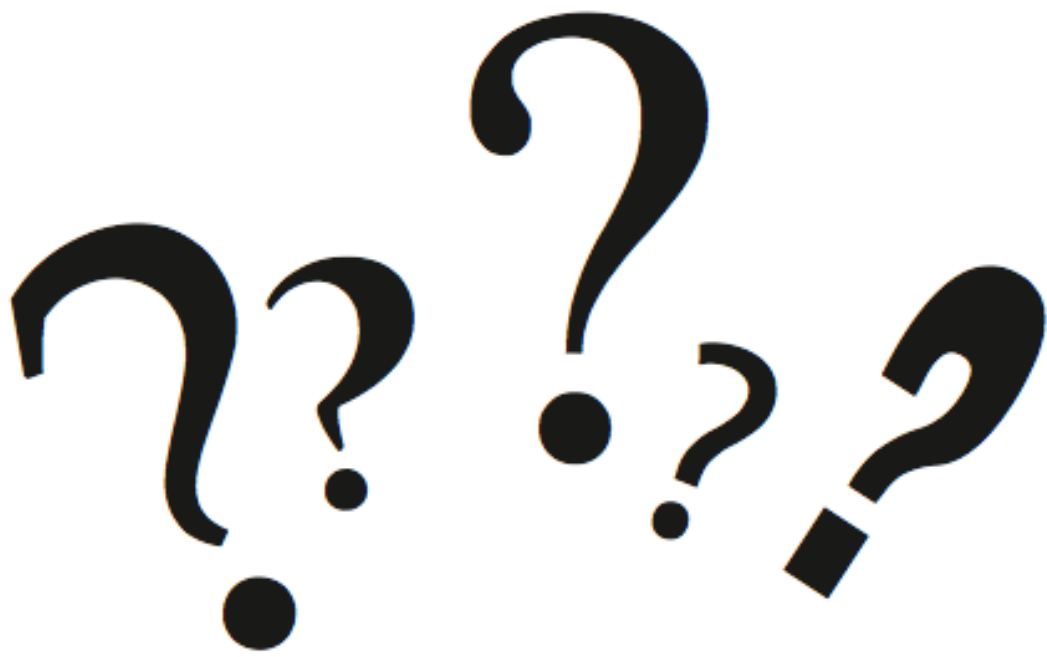
Additional Resources



- ◆ Videos demonstrating the necessary steps in EIDM are also available:
 - ◆ New User Registration via CMS Enterprise Identity Management Portal
 - ◇ This video walks you through the steps necessary to obtain an EIDM ID as a new user
 - ◇ https://www.youtube.com/watch?v=RcoL3YzFXmU&list=PLaV7m2-zFKpgYq_8AHW-FYM61J295xwLC&index=4
 - ◆ Submitting a Role Request and Completing Remote Identity Proofing (RIDP)
 - ◇ This video describes the steps required to submit a role request for a specific application within EIDM, such as MACPro
 - ◇ https://www.youtube.com/watch?v=OmL4JOOQ7Rc&index=1&list=PLaV7m2-zFKpgYq_8AHW-FYM61J295xwLC



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