MACPro

Medicaid & CHIP Program System

Medicaid and CHIP Program (MACPro) System

Health Homes State Plan Amendment (SPA)

CMS User In-System Demonstration

May 2016

Agenda

◈ Conversion from MMDL to MACPro

◈ Review CMS MACPro Health Homes SPA Roles

◈ Overview of Reviewing Health Homes State Plan Amendments (SPAs)

◈ Step-by-Step In-System Demonstration

◈ Help Desk/Technical Assistance

◈ Next Steps

◈ Questions?

Conversion from Medicaid Model Data Lab (MMDL) to MACPro

Conversion from MMDL to MACPro

◈ The data in MMDL from approved Health Homes SPAs will be copied into the MACPro Health Homes template, for states to use as the basis for future amendments

   ◆ Except where the MMDL and MACPro templates differ, states will find the MACPro screens prepopulated with the currently approved information

◈ The official and complete copy of all Health Homes SPAs approved in MMDL may be viewed in MACPro as PDFs

◈ Health Homes SPAs currently being processed in MMDL will be completed in MMDL

◈ As of May 2, 2016, all new SPA actions should be made in MACPro

◈ When subsequent SPAs are submitted and approved in MACPro, they become the underline official record of the Health Homes program

MACPro Health Homes SPA CMS User Roles

MACPro Health Homes
CMS User Roles

◈ MACPro has numerous distinct CMS 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 Health Homes SPA CMS User Roles

- ◈ **CMS Point of Contact (CPOC)**
- ◈ **Submission Review Team (SRT)**

- ◈ **CMS Senior Management (SrMGR)**
- ◈ **CMS Package Approver (PA)**
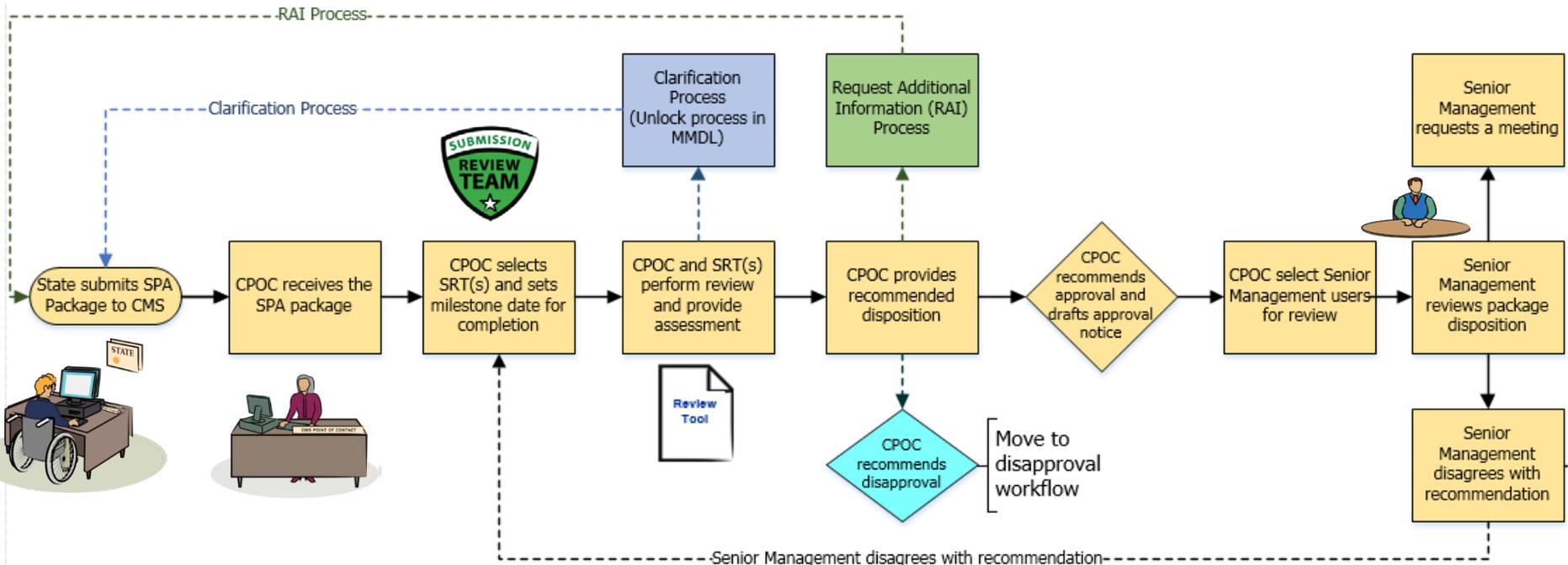
MACPro Health Homes SPA CMS User Roles (cont.)

- CMS Point of Contact Administrator (CMS POC Admin)
- CMS Package Disapprover (PD)
- Subscriber (SUB)

- Subject Matter Expert (SME)
- Office of Strategic Operations and Regulatory Affairs (OSORA)
- Report Administrator (RA)
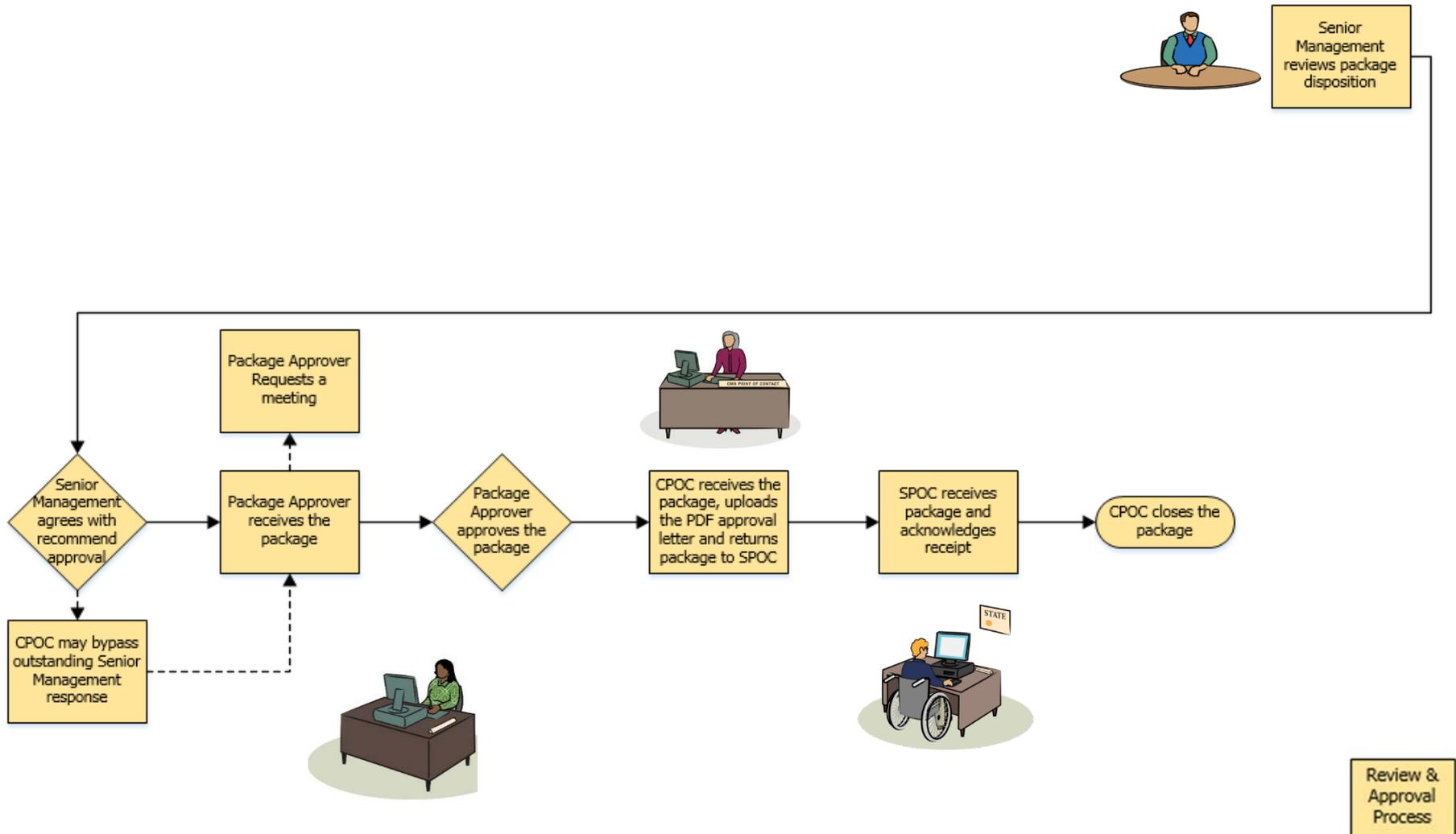
MACPro Health Homes SPA
CMS Workflows

Official SPA Submission: CMS Approval Workflow
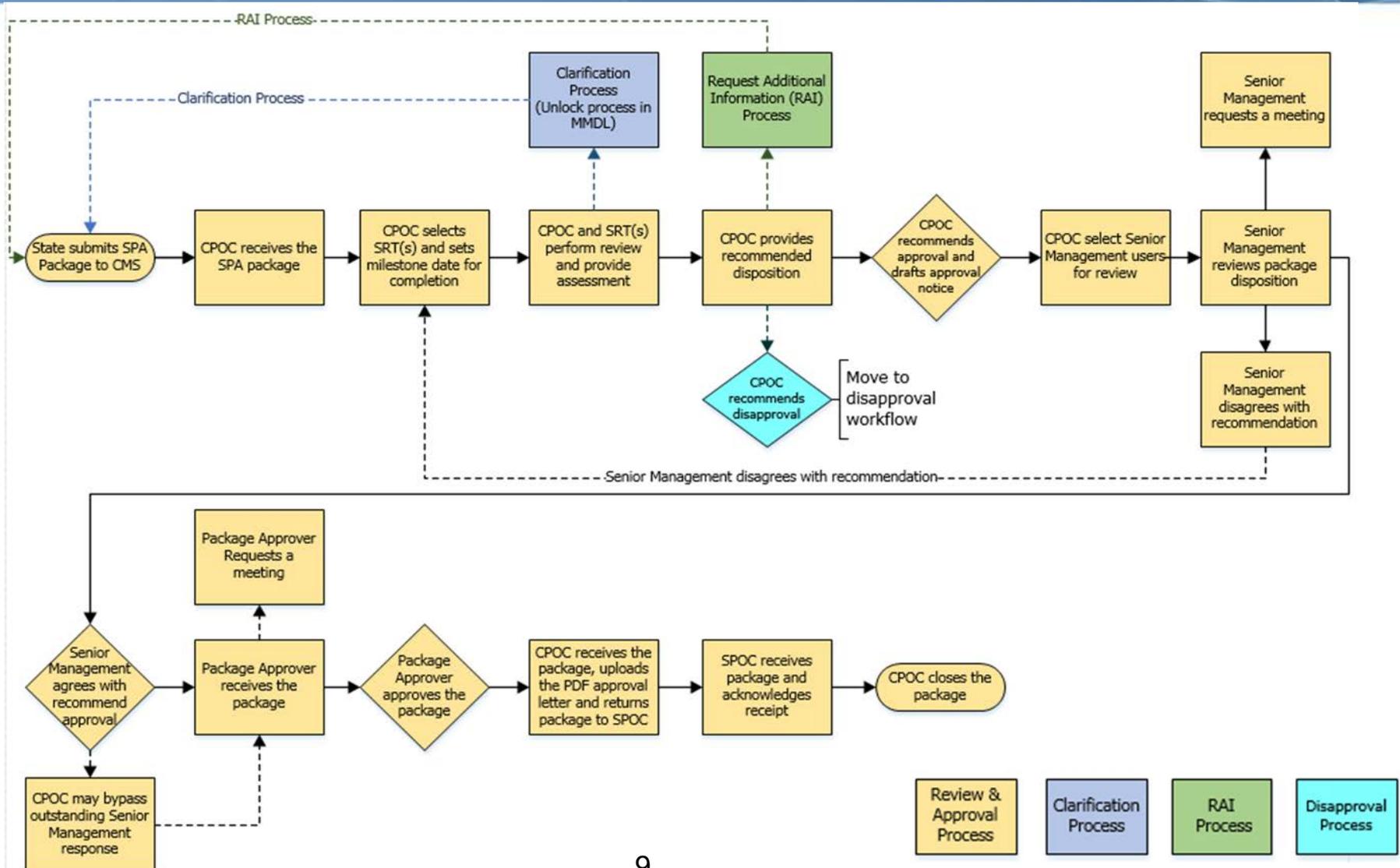
MACPro Health Homes SPA
In System Demonstration

Today's System Demo Roadmap

- ◈ **CPOC:** Select SRT member(s)
- ◈ **CPOC & SRT:** Review submission package and provide assessment
- ◈ **CPOC:** Initiate Clarification process
- ◈ **CPOC & SRT:** Review submission package and provide assessment
- ◈ **CPOC:** Initiate RAI process
- ◈ **CPOC & SRT:** Review submission package and provide assessment
- ◈ **CPOC:** Recommend approval and draft approval letter
- ◈ **CPOC:** Select Senior Manager(s)
- ◈ **SrMgr:** Review submission package disposition and agree with approval
- ◈ **PA:** Approve submission package
- ◈ **CPOC:** Upload approval documents
- ◈ **CPOC:** Close submission package

CMS Point of Contact Review

◈ The CMS Point of Contact (CPOC) assigns Submission Review Team Members (SRT)

◈ The CPOC assigns a Milestone Date

Difference Between **Draft** and **Official** Submissions

◈ Official Submissions

- ◆ Submission <u>starts</u> the 90 day clock
- ◆ CMS may review and approve
- ◆ CMS may implement RAI or Clarification
- ◆ State may allow CMS to view prior to submission

◈ Draft Submissions

- ◆ Submitted to CMS <u>not on</u> the 90 day clock; state may allow CMS to view prior to submission
- ◆ CMS may <u>review</u>, but <u>cannot</u> 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 <u>not to edit</u> the returned draft package, it may be <u>closed</u> and <u>converted</u> to an official package for submission to CMS on the 90 day clock
- ◆ If state chooses to <u>edit</u> the returned submission package, the state <u>must</u> re-submit the draft to CMS off the policy clock.

Submission Review Team
Reviews Submission Package

◈ The Submission Review Team reviews the Submission Package and completes the Review Tool

Analyst Note Types

Analyst Note Type	Description	Visible By:
Note to Self	Private note for self only	Self
For POC (Formal Review)	Indicates information that should be included in disposition	CPOC
For Review Team	For other Review Team members	CPOC and SRT
For RAI	Indicates something that requires RAI	CPOC and SRT
For Correspondence Log	Indicates information that should be communicated to the SPOC	CPOC and SRT
Non SRT-User	Note on behalf of a CMS participant outside of the Review Team	CPOC and SRT
General Note	A note that doesn't fall into another category	All
Justification	Provides basis for recommended disposition	POC Admin, CPOC and SRT
Post-Recommendation	Included by other CMS users during the package disposition review	POC Admin, CPOC and SRT

Clarification Process Detailed View
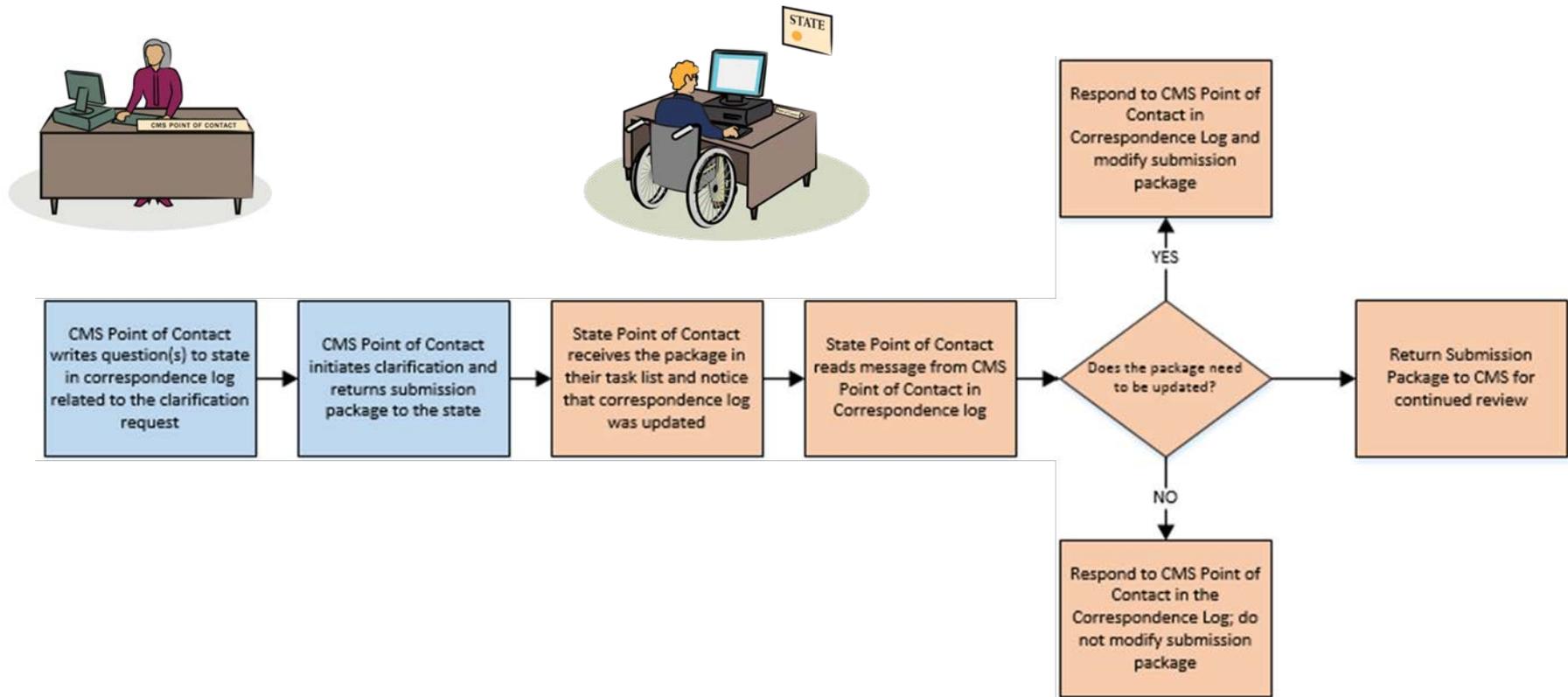
- Clarification process does *not* stop the 90 day clock

Initiating Clarification

◈ The CMS Point of Contact (CPOC) requests Clarification regarding the Submission Package.

◈ CPOC adds questions about the Submission Package in the Correspondence Log
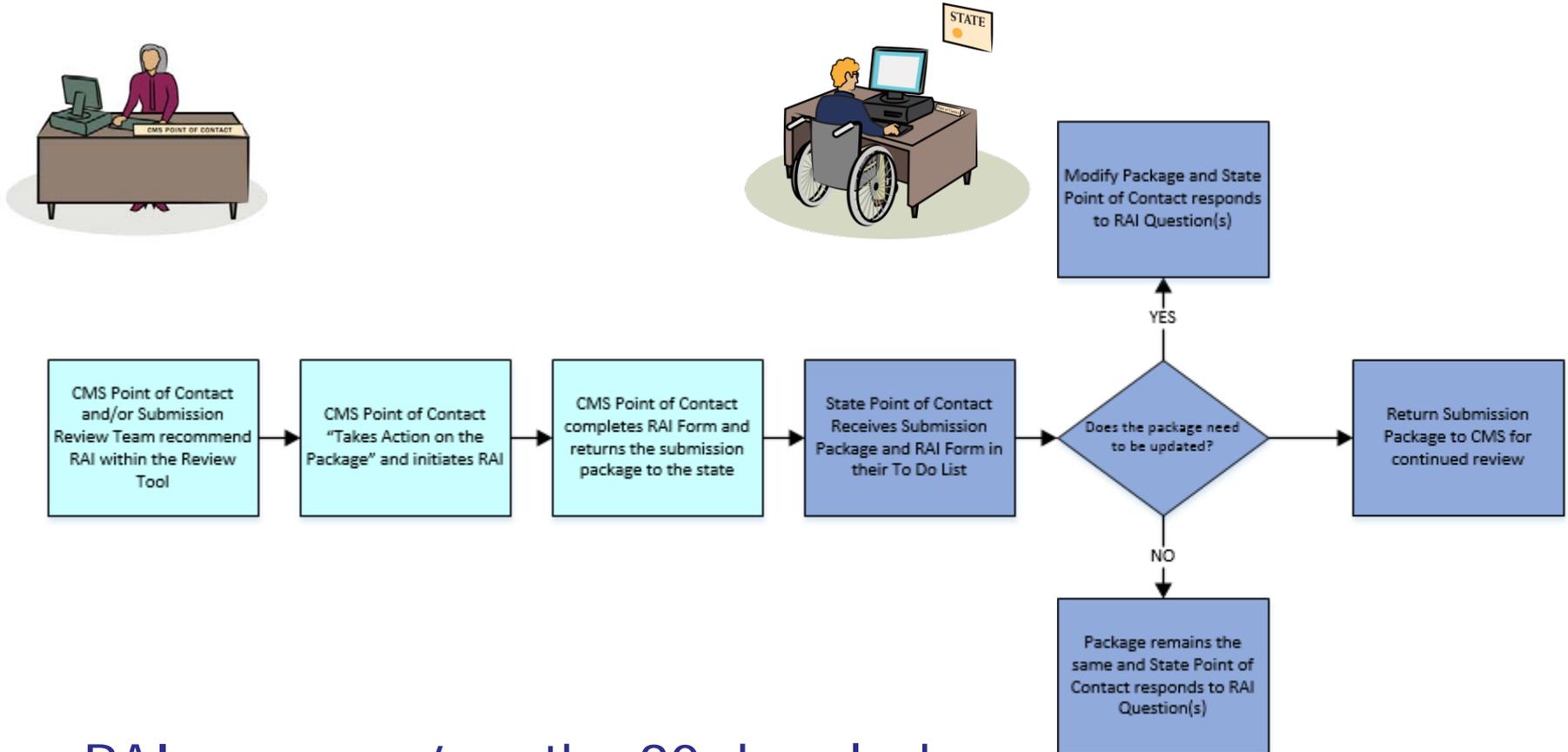
Submission Review Team (or CPOC) Reviews Submission Package

- ◈ The Submission Review Team (or the CPOC) reviews the state's response to Clarification

- ◈ The SRT (or CPOC) completes Review Tool

RAI Process Detailed View

CMS Point of Contact and/or Submission Review Team recommend RAI within the Review Tool → CMS Point of Contact "Takes Action on the Package" and initiates RAI → CMS Point of Contact completes RAI Form and returns the submission package to the state → State Point of Contact Receives Submission Package and RAI Form in their To Do List → Does the package need to be updated?

YES → Modify Package and State Point of Contact responds to RAI Question(s) → Return Submission Package to CMS for continued review

NO → Package remains the same and State Point of Contact responds to RAI Question(s)

- RAI process *stops* the 90 day clock

CMS | State

Initiating an RAI Request

◈ The CMS Point of Contact (CPOC) initiates RAI, or Request Additional Information

◈ The CPOC completes the RAI Form and returns the Submission Package to the State

◈ If the CPOC and State Point of Contact have offline discussions, the communication may be documented officially in the Correspondence log

CPOC Reviews State's Response to RAI And Recommends Approval

- The CMS Point of Contact (CPOC) views the State's response to RAI
- The CPOC assigns Submission Review Team Members and sets the Milestone Date
- The CPOC or the SRT members review the package
- CPOC has the option to perform 3 actions:
  - <u>Request</u> Clarification regarding the Submission Package
  - <u>Recommend</u> Approval
  - <u>Recommend</u> Disapproval
- CPOC completes Approval Package
- CPOC selects Senior Managers for Submission Package and sends the package for review
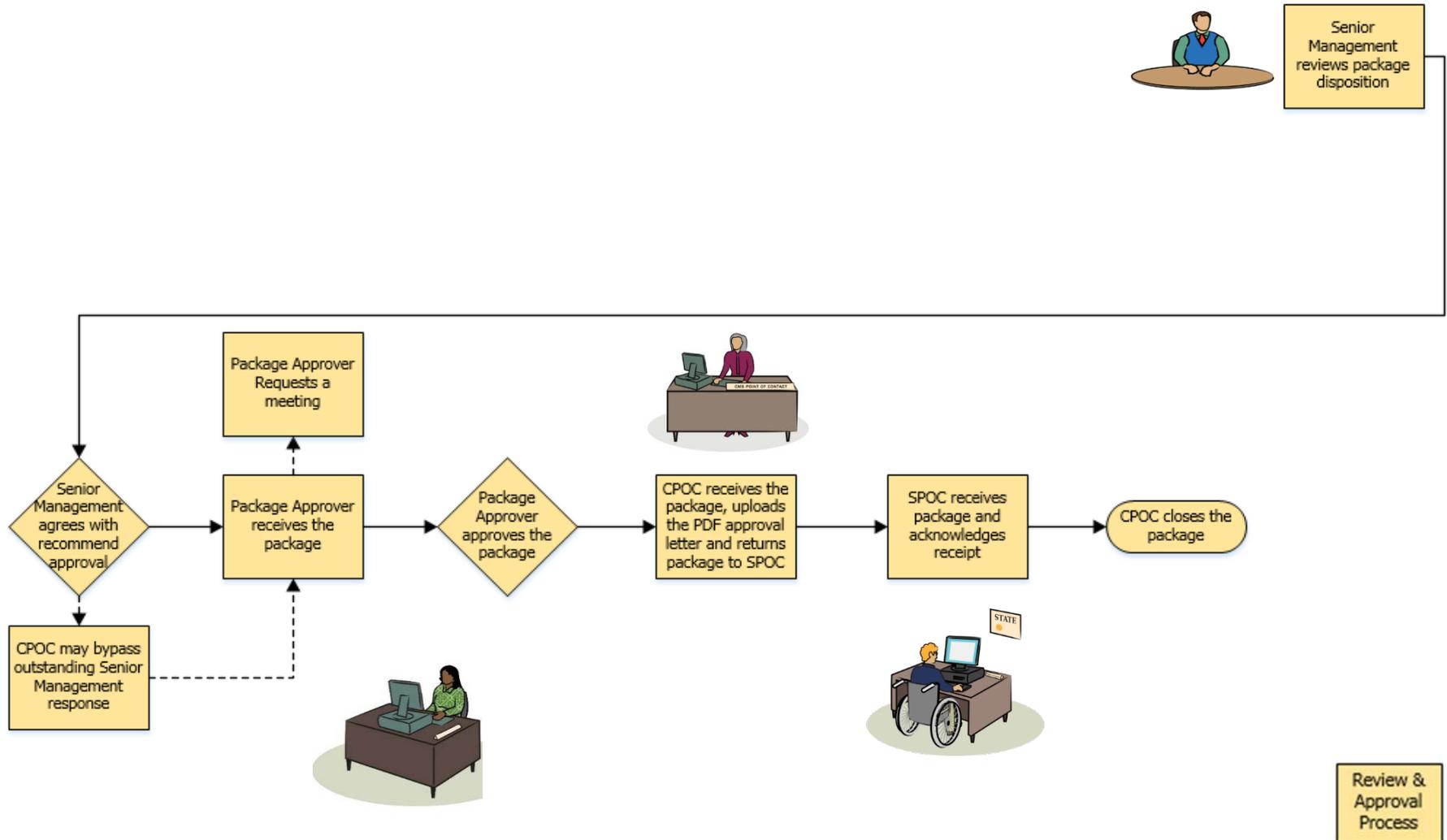
Senior Manager Agrees With Recommended Approval

- ❖ The Senior Manager has the option to perform 3 actions:
    - ◆ Agree with the Recommended Approval
    - ◆ Disagree with the Recommended Approval
    - ◆ Request a Meeting regarding the Recommended Disposition
- ❖ The Senior Manager agrees with the Recommended Approval and submits his/her decision

Package Approver Approves The Submission Package

◈ The CMS Package Approver has the option to Request a Meeting or Take Action on the Package

◈ Once the Package Approver Takes Action on the Package, his/her only option is to Approve the Official Submission Package.

CMS Point of Contact Attaches Approval Documents

◈ The CMS Point of Contact uploads the PDF of the Approval Letter and submits the Submission Package to the State Point of Contact to acknowledge Approval

CMS Point of Contact Closes The Package

◈ Once the State Point of Contact acknowledges approval, the CMS Point of Contact needs to close the submission package

  ◆ Below is an example of the Task notification

➡ Me

Close Submission Package - SC2016MH0037O - (SC-16-456-B)

Yesterday, 2:01 PM ☆

CMS Point of Contact Closes The Package

◈ Choose the workflow action to Close the Approved Submission Package

Choose Action

Available Workflow Actions *

⊙ Close the Approved Submission Package

Instructions

CMS Point of Contact
Closes The Package
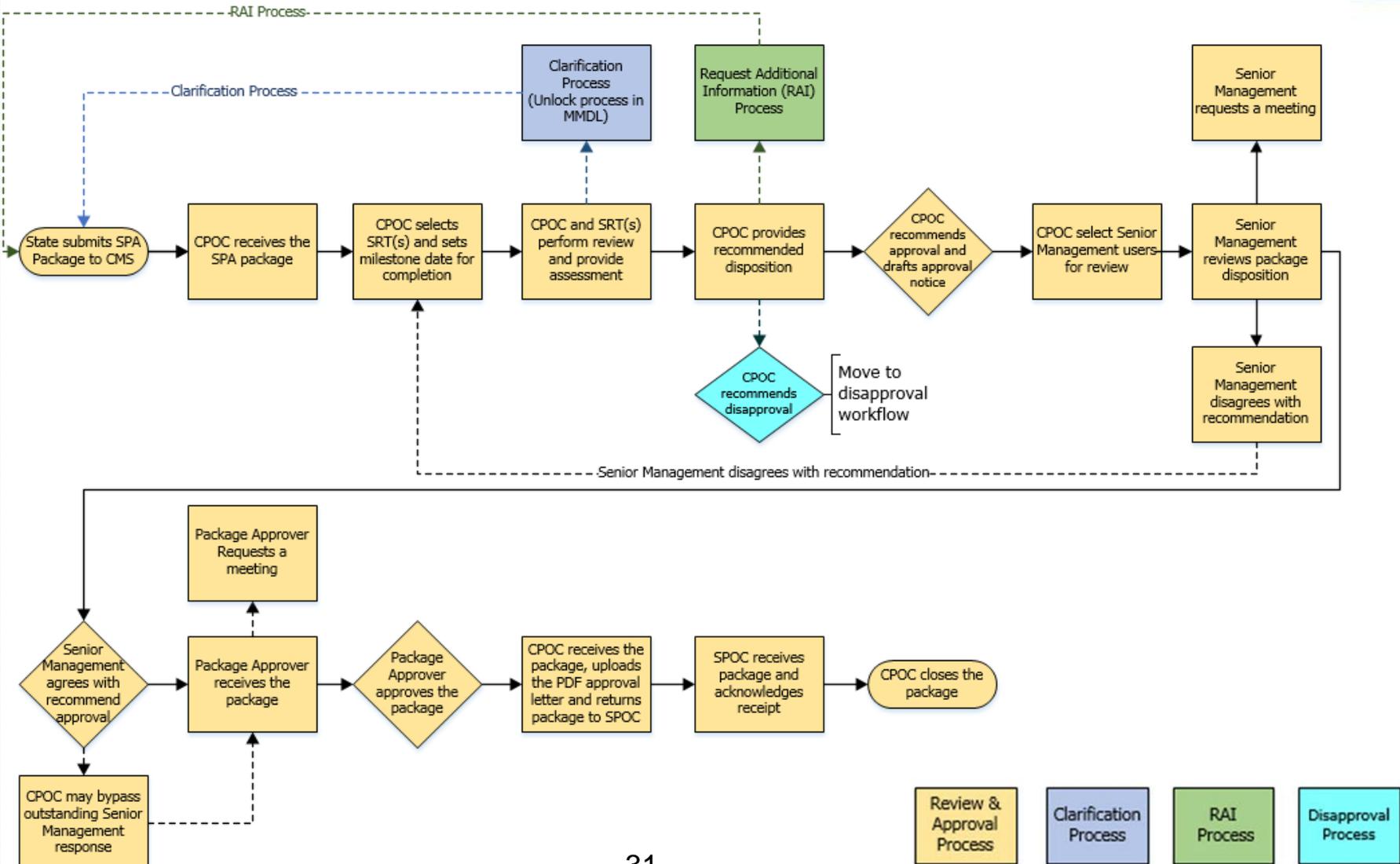
◈ Select Execute Action

Execute Action

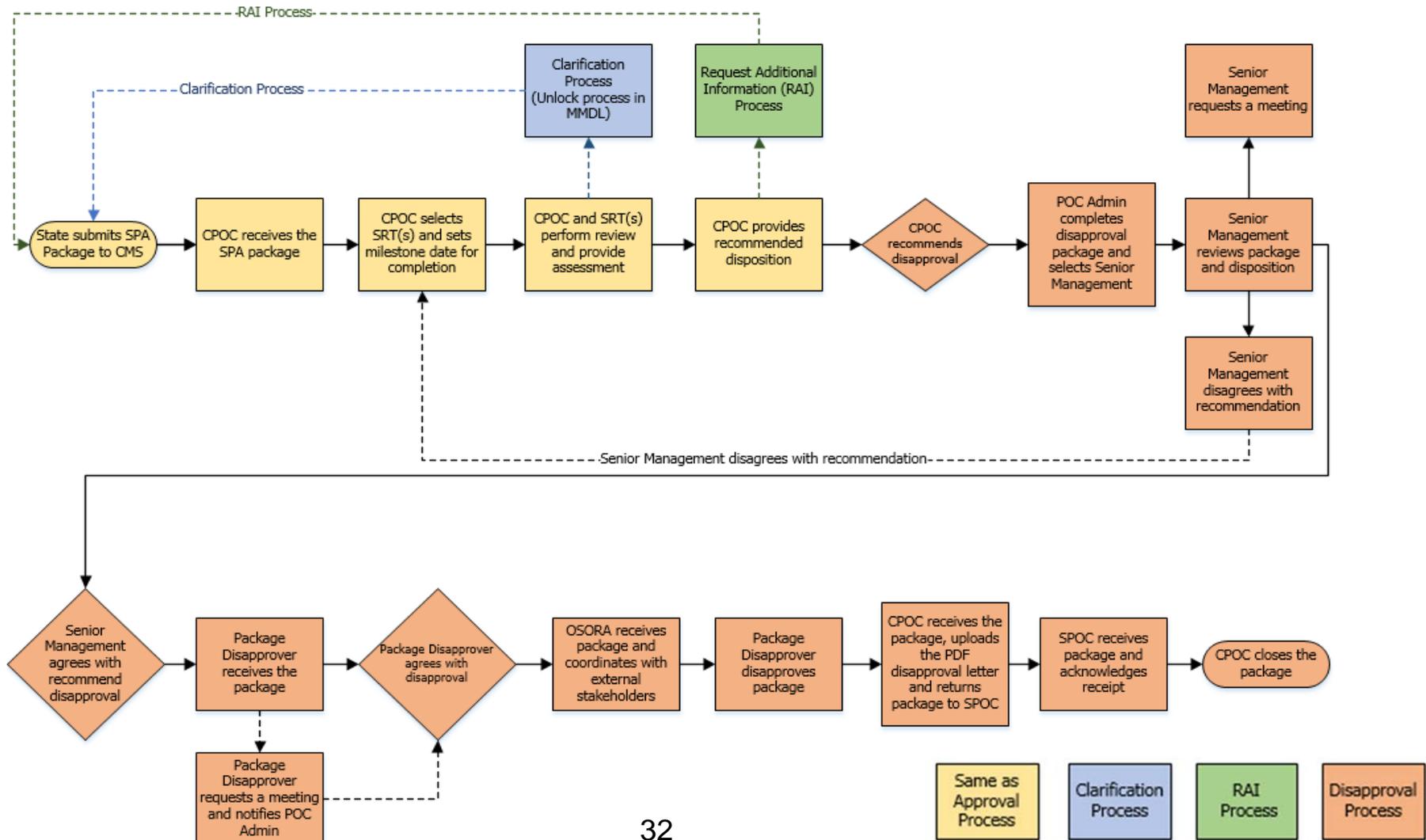◈ Select Yes to Close the Approved Submission Package

Are you sure you want to Close the Approved
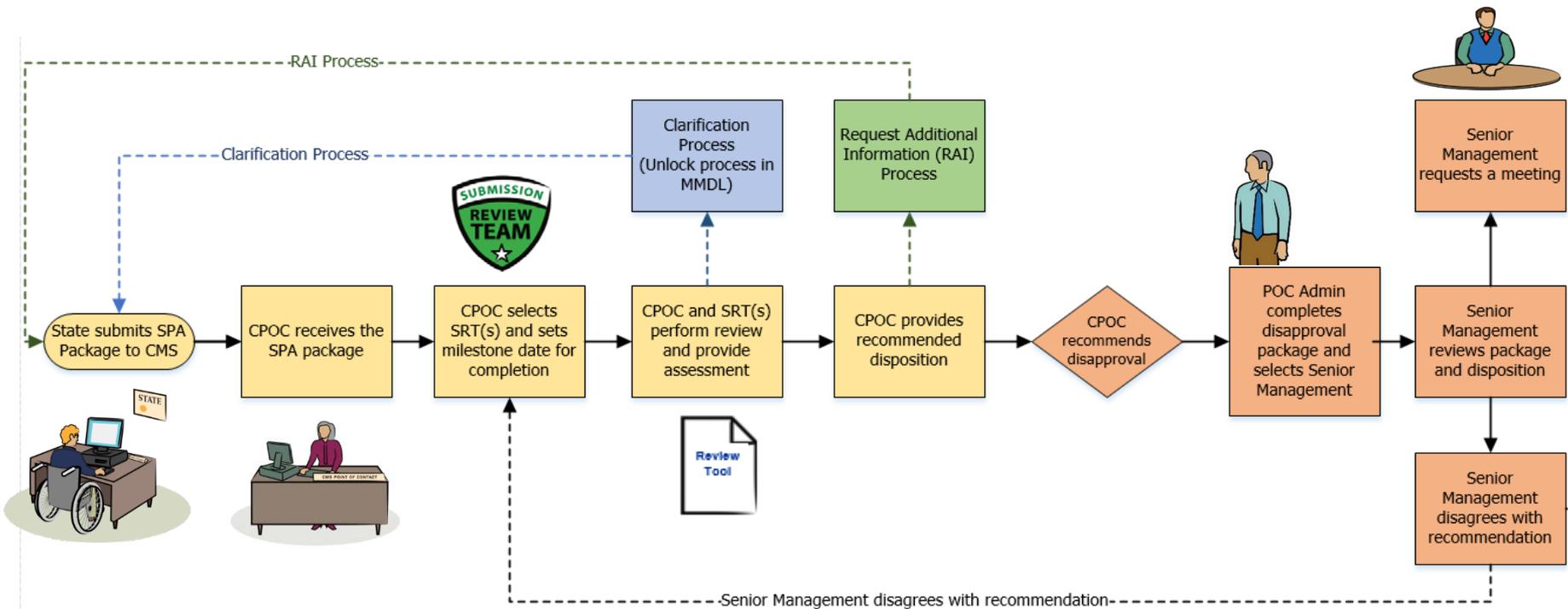Submission Package?

No   Yes

Official SPA Submission: CMS Approval Workflow

Official SPA Submission: CMS __Disapproval__ Workflow

Official SPA Submission: CMS <u>Disapproval</u> Workflow

Official SPA Submission: CMS **Disapproval** Workflow

MACPro Reports

Report Name	Description	Available For:
Clock Status Report	View the regulatory clock statuses	CPOC, CMS Report Admin, CPOC Admin
State Agency Profile Report	Overview of a State's Medicaid Plan including the prior 12 months' submission package history	CPOC, CMS Report Admin, CPOC Admin, SRT
Submission Detail Report	View details on packages by date	CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT
Submission Statistics Detail Report	View all Submission Packages currently in review	CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT

MACPro Reports (Cont.)

Report Name	Description	Available For:
Submission Statistics Summary Report	View summary of Submission Packages in a specific review status within a specified date range.	CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT
Submission Summary Report	Overview of submitted packages by date	CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT
Generate Workload Report	View the number of Submission Packages assigned to each SRT member, and package count per role as of the report run date.	CMS Report Admin, CPOC Admin

Help Desk and Technical Assistance

Help Desk and Technical Assistance

◈ For issues related to MACPro <u>access</u> and how to <u>use</u> the MACPro system

  ◆ Contact the *MACPro Help Desk* at

    ◇**Email:** <u>MACPro_Helpdesk@cms.hhs.gov</u>

    ◇**Phone:** 301–547–4688

Help Desk and Technical Assistance (cont.)

Information to provide in email request

◈ User contact information (Name, phone number, organization/state, email address, User ID)

◈ Application (Health Home SPA)

◈ Extent of problem (Individual desktop, multiple desktops at site, entire site) and description

◈ Last screen/tab/navigation activity before problem

◈ Error Message (exact verbiage) or screenshot

MACPro Browser Compatibility

Browser	Comments
Microsoft Internet Explorer 11, 10, 9, and 8	Microsoft Internet Explorer 10, 9, and 8 are depreciated and will not be supported in a future release of MACPro. Microsoft Internet Explorer 11 is supported on Windows 8.x tablet.
Mozilla Firefox	Mozilla Firefox updates automatically. MACPro supports the most recent stable version of Mozilla Firefox.
Google Chrome	Google Chrome updates automatically. MACPro supports the most recent stable version of Google Chrome.
Apple Safari	Safari is only supported on Mac operating systems.

Note: MACPro does not support browsers that are no longer supported by their vendor. Use the latest supported browser version and always apply all available security updates.

Note: Web browsers must allow cookies. If a user's browser is not configured to allow cookies, then MACPro displays an alert stating that cookies must be enabled in order to log in.

Next Steps

◈ Make sure MACPro Role Templates are sent back to MACPro_HelpDesk@cms.hhs.gov

◈ You will receive notifications with your MACPro information

◈ Look out for the MACPro Health Homes State Plan Amendment (SPA) release announcement

Questions?