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 **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)
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
Official SPA Submission: CMS Approval Workflow (cont.)

1. Senior Management agrees with recommend approval.
2. Package Approver requests a meeting.
3. Package Approver receives the package.
4. Package Approver approves the package.
5. CPOC receives the package, uploads the PDF approval letter, and returns package to SPOC.
6. SPOC receives package and acknowledges receipt.
7. CPOC closes the package.
8. CPOC may bypass outstanding Senior Management response.
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
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 **starts** 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 **not on** 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 on the 90 day clock
- If state chooses to **edit** the returned submission package, the state **must** re-submit the draft to CMS off the policy clock.
The Submission Review Team reviews the Submission Package and completes the Review Tool.
## Analyst Note Types

<table>
<thead>
<tr>
<th>Analyst Note Type</th>
<th>Description</th>
<th>Visible By:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Note to Self</td>
<td>Private note for self only</td>
<td>Self</td>
</tr>
<tr>
<td>For POC (Formal Review)</td>
<td>Indicates information that should be included in disposition</td>
<td>CPOC</td>
</tr>
<tr>
<td>For Review Team</td>
<td>For other Review Team members</td>
<td>CPOC and SRT</td>
</tr>
<tr>
<td>For RAI</td>
<td>Indicates something that requires RAI</td>
<td>CPOC and SRT</td>
</tr>
<tr>
<td>For Correspondence Log</td>
<td>Indicates information that should be communicated to the SPOC</td>
<td>CPOC and SRT</td>
</tr>
<tr>
<td>Non SRT-User</td>
<td>Note on behalf of a CMS participant outside of the Review Team</td>
<td>CPOC and SRT</td>
</tr>
<tr>
<td>General Note</td>
<td>A note that doesn’t fall into another category</td>
<td>All</td>
</tr>
<tr>
<td>Justification</td>
<td>Provides basis for recommended disposition</td>
<td>POC Admin, CPOC and SRT</td>
</tr>
<tr>
<td>Post-Recommendation</td>
<td>Included by other CMS users during the package disposition review</td>
<td>POC Admin, CPOC and SRT</td>
</tr>
</tbody>
</table>
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.
The Submission Review Team (or CPOC) reviews the state’s response to Clarification.

The SRT (or CPOC) completes Review Tool.
• RAI process stops the 90 day clock
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
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:
- Request Clarification regarding the Submission Package
- Recommend Approval
- Recommend Disapproval

CPOC completes Approval Package.

CPOC selects Senior Managers for Submission Package and sends the package for review.
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
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.
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.
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 ✨
Choose the workflow action to Close the Approved Submission Package
Select 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

1. State submits SPA Package to CMS
2. CPOC receives the SPA package and sets milestone date for completion
3. CPOC selects SRT(s) and performs review and provides assessment
4. CPOC provides recommended disposition
5. CPOC recommends disapproval
6. POC Admin completes disapproval package and selects Senior Management
7. Senior Management reviews package and disposition
8. Senior Management disagrees with recommendation
9. Package Disapprover receives the package
10. Package Disapprover disagrees with disapproval
11. Package Disapprover requests a meeting and notifies POC Admin
12. OSORA receives package and coordinates with external stakeholders
13. Package Disapprover disapproves package
14. CPOC receives the package, uploads the PDF disapproval letter, and returns package to SPOC
15. SPOC receives package and acknowledges receipt
16. CPOC closes the package

Same as Approval Process
Clarification Process
RAI Process
Disapproval Process
Official SPA Submission: CMS Disapproval Workflow
Official SPA Submission: CMS Disapproval Workflow

Senior Management agrees with recommend disapproval

Package Disapprover receives the package

Package Disapprover agrees with disapproval

Package Disapprover requests a meeting and notifies POC Admin

OSORA receives package and coordinates with external stakeholders

Package Disapprover disapproves package

CPOC receives the package, uploads the PDF disapproval letter and returns package to SPOC

SPOC receives package and acknowledges receipt

CPOC closes the package

Disapproval Process
<table>
<thead>
<tr>
<th>Report Name</th>
<th>Description</th>
<th>Available For:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clock Status Report</td>
<td>View the regulatory clock statuses</td>
<td>CPOC, CMS Report Admin, CPOC Admin</td>
</tr>
<tr>
<td>State Agency Profile Report</td>
<td>Overview of a State’s Medicaid Plan including the prior 12 months’ submission package history</td>
<td>CPOC, CMS Report Admin, CPOC Admin, SRT</td>
</tr>
<tr>
<td>Submission Detail Report</td>
<td>View details on packages by date</td>
<td>CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT</td>
</tr>
<tr>
<td>Submission Statistics Detail Report</td>
<td>View all Submission Packages currently in review</td>
<td>CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT</td>
</tr>
</tbody>
</table>
## Submission Statistics Summary Report
View summary of Submission Packages in a specific review status within a specified date range.
Available For: CPOC, CMS Report Admin, SME, PA, PD, CPOC Admin, SrMGR, SRT

## Submission Summary Report
Overview of submitted packages by date
Available For: 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.
Available For: CMS Report Admin, CPOC Admin
Help Desk and Technical Assistance
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
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

<table>
<thead>
<tr>
<th>Browser</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Microsoft Internet Explorer 11, 10, 9, and 8</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Mozilla Firefox</strong></td>
<td>Mozilla Firefox updates automatically. MACPro supports the most recent stable version of Mozilla Firefox.</td>
</tr>
<tr>
<td><strong>Google Chrome</strong></td>
<td>Google Chrome updates automatically. MACPro supports the most recent stable version of Google Chrome.</td>
</tr>
<tr>
<td><strong>Apple Safari</strong></td>
<td>Safari is only supported on Mac operating systems.</td>
</tr>
</tbody>
</table>

**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?