Medicaid and CHIP Program (MACPro) System

Health Home State Plan Amendment (SPA)
CMS Roles Training
May 2016
What is MACPro?

- What is MACPro?
- MACPro Health Home State Plan Amendment (SPA)
- Conversion from MMDL to MACPro
- MACPro Health Home SPA User Roles
- MACPro CMS and State Health Home SPA Workflows
- How Do I Get Access to MACPro?
- Help Desk and Technical Assistance
- What’s Next?
- Questions
What is MACPro?
What is MACPro?

◊ A web-based system for the submission, review, disposition, and management support of Medicaid and CHIP initiatives
  ♦ State Plan Amendments (SPA)
  ♦ Quality Measures Reporting
  ♦ Waivers
  ♦ Demonstrations
  ♦ Advance Planning Documents

◊ Will eventually replace the Medicaid Model Data Lab (MMDL) and paper-based process of submitting and reviewing Health Home SPAs
Background on MACPro

Why is MACPro being implemented?

- To improve the state reporting and federal review processes, federal program management, and transparency

- To support data-driven decision making for Medicaid and CHIP programs through online access to data and information
MACPro Health Home SPA Rollout Plan
MACPro Health Home SPA Rollout Plan

Health Home SPA Release
Trainings will cover:

- Available roles in MACPro
- How to get access to MACPro
- How to submit SPAs
- CMS review and approval process
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 Home SPA
CMS User Roles
What Will I Learn?

- What are the CMS Health Homes SPA MACPro roles?
- What does each CMS MACPro Health Home SPA role do?
MACPro SPA User Roles

- Numerous distinct CMS and state user roles in MACPro

- MACPro roles determine users’ authority, range of available actions, responsibilities, and what reports can be accessed

- MACPro roles differ from those currently used in other CMS web-based systems (e.g., MMDL, WMS, CARTS)

- MACPro [Health Home SPA] CMS roles differ from MACPro CMS [Quality Measure] Roles

- All roles must be filled for proper workflow functionality
MACPro Health Home SPA
CMS User Roles

- CMS Point of Contact (CPOC)
- CMS Point of Contact Administrator (CMS POC Admin)
- Submission Review Team (SRT)
- CMS Senior Management (SrMGR)
- CMS Package Approver (PA)
- CMS Package Dis approver (PD)
- Subscriber (SUB)
- Subject Matter Expert (SME)
- Office of Strategic Operations and Regulatory Affairs (OSORA)
- Report Administrator (RA)
### Primary User Actions

<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS Package Disapprover (PD)</td>
<td>• Disapproves packages</td>
</tr>
<tr>
<td></td>
<td><em>This role is for Central Office users only</em></td>
</tr>
<tr>
<td>Office of Strategic Operations &amp; Regulatory Affairs (OSORA)</td>
<td>• Coordinates communication for disapproval process between CMS Offices</td>
</tr>
<tr>
<td></td>
<td>• Informs CMS Point of Contact and CMS Point of Contact Admin of package clearance and documentation completion</td>
</tr>
</tbody>
</table>
### CMS User Role Descriptions

<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
</table>
| CMS Senior Management (SrMGR)| • Evaluates recommended disposition  
                                • Reviews recommended disposition of disapproval and disapproval justification                              |
| CMS Package Approver (PA)    | • Approves Medicaid SPA packages  
                                *Central Office Role for P1 and P2 SPAs; Regional Office Role for P3 SPAs*                                                  |
## CMS User Role Descriptions

<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS Point of Contact Administrator (POC Admin)</td>
<td>• Oversees the submission package through the CMS senior management review process for recommended disapprovals</td>
</tr>
<tr>
<td></td>
<td>• Tailors disapproval notices</td>
</tr>
<tr>
<td>Subject Matter Expert (SME)</td>
<td>• Provides SME input to Review Team, upon request (offline or as SRT member)</td>
</tr>
</tbody>
</table>
# MACPro Health Home SPA CMS User Role Descriptions

<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Review Team (SRT)</td>
<td>• Receives package review assignments</td>
</tr>
<tr>
<td></td>
<td>• Provides section assessments through the Review Tool</td>
</tr>
<tr>
<td></td>
<td>• Reviews and submits notes and comments for Official and Draft Submissions</td>
</tr>
<tr>
<td></td>
<td>• Provides recommendations for RAI, Approval, and Disapproval</td>
</tr>
</tbody>
</table>
# MACPro Health Home SPA CMS User Role Descriptions

<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
</table>
| CMS Point of Contact (CPOC) | • Oversees the review of Official and Draft submissions  
• Maintains the composition of the review team (selects review team members within MACPro)  
• Documents and reviews correspondence log entries  
• Reviews team feedback within the Review Tool  
• Recommends a disposition for a submission package  
• Requests clarifications and initiates a request for additional information (RAI) from the state  
• Tailors approval notice to the state  
• Sets and manages internal milestones and reminders for SRT and SrMGR  
• Oversees the submission package through the CMS senior management review process for recommended approvals |

*CMS users may choose to be CPOCs for specific states within their program and authority*
### Primary User Actions

<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report Administrator (RA)</td>
<td>• Views reports and submission packages on behalf of CMS Review Team Administrators (POC Admin)</td>
</tr>
<tr>
<td>Subscriber (SUB)</td>
<td>• Subscribes to specific states of interest</td>
</tr>
</tbody>
</table>

*CMS users may choose to be subscribers for specific states within their program and authority*
MACPro Health Home SPA
CMS Workflows
What Will I Learn?

- Generally, how is a SPA reviewed by CMS?
  - Who is involved in the approval process?
  - Who is involved in the disapproval process?
Official SPA Submission: CMS Approval Workflow
Official SPA Submission: CMS Approval Workflow
Official SPA Submission: CMS Approval Workflow

Senior Management agrees with recommendation

Package Approver requests a meeting

Package Approver receives the package

Package Approver approves the package

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

SPOC receives package and acknowledges receipt

CPOC closes the package

CPOC may bypass outstanding Senior Management response

Review & Approval Process
Official SPA Submission: CMS Approval Workflow
Clarification process does not stop the 90 day clock
Official SPA Submission: CMS Approval Workflow
• RAI process *stops* the 90 day clock
Official SPA Submission: CMS Disapproval Workflow

1. State submits SPA package to CMS
2. CPOC receives the SPA package
3. CPOC selects SRT(s) and sets milestone date for completion
4. CPOC and SRT(s) perform review and provide assessment
5. CPOC provides recommended disposition
6. CPOC recommends disapproval
7. POC Admin completes disapproval package and selects Senior Management
8. Senior Management reviews package and disposition
9. Senior Management disagrees with recommendation
10. Senior Management requests a meeting

Clarification Process: Unlock process in MMDC
Request Additional Information (RAI) Process

RAI Process:

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

1. Senior Management agrees with recommend disapproval
2. Package Disapprover receives the package
3. Package Disapprover agrees with disapproval
4. OSORA receives package and coordinates with external stakeholders
5. Package Disapprover disapproves package
6. CPOC receives the package, uploads the PDF disapproval letter and returns package to SPOC
7. SPOC receives package and acknowledges receipt
8. CPOC closes the package
9. Disapproval Process
MACPro Health Home SPA
State User Roles
What Will I Learn?

• Generally, who is involved in the state process?
MACPro Health Home SPA
State User Roles

- State Editor (SE)
- State Point of Contact (SPOC)
- State/Territory Medicaid Director (State Director)
- State System Administrator (SSA)
<table>
<thead>
<tr>
<th>Primary User</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Editor (SE)</td>
<td>• Responsible for creating SPA submission packages</td>
</tr>
<tr>
<td>Primary User</td>
<td>Actions</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
</tr>
<tr>
<td>State Point of Contact (SPOC)</td>
<td>• Responsible for reviewing and submitting the SPA submission to CMS</td>
</tr>
<tr>
<td></td>
<td>• Responds to Requests for Additional Information (RAIs) from CMS</td>
</tr>
<tr>
<td></td>
<td>• Documents and reviews Correspondence Log</td>
</tr>
<tr>
<td>Primary User</td>
<td>Actions</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>--------------------------------------------------------------</td>
</tr>
<tr>
<td>State Director (State Director)</td>
<td>• Reviews and certifies submission packages</td>
</tr>
<tr>
<td>State System Administrator (SSA)</td>
<td>• Creates/maintains State Profile</td>
</tr>
</tbody>
</table>
MACPro Health Home SPA State Workflow
What Will I Learn?

• Generally, how does a state create and submit a SPA?
  • Who is involved in the state submission process?
How Do I Get Access to MACPro?
Reach out to your manager to make sure your role was identified on a CMS MACPro Roles Template

All CMS roles requests should be confirmed for your ENTIRE team by March 23rd, 2016.
MACPro 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
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
Next Steps

❖ Send the MACPro Role Templates back to MACPro_HelpDesk@cms.hhs.gov

❖ In-system demonstrations will be conducted

❖ You will receive notifications with your MACPro information

❖ Look out for the MACPro Health Homes State Plan Amendment (SPA) release announcement
Questions?