

MACPro

Medicaid & CHIP Program System

Medicaid and CHIP Program System (MACPro)

Medicaid MAGI Eligibility and Administration
State Introductory Training

2017

Agenda



- ◆ Introduction to MACPro
- ◆ Transition to MACPro
- ◆ How Do I Obtain Access to MACPro?
- ◆ MACPro Medicaid State Plan State User Roles
- ◆ MACPro Medicaid State Plan State Submission Workflow
- ◆ Help Desk and Technical Assistance
- ◆ Next Steps
- ◆ Questions?

Introduction to MACPro



- ◆ **Introduction to MACPro**
- ◆ Transition to MACPro
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What is MACPro?



- ◆ A web-based system that allows CMS and states to collaborate more effectively online in support of Medicaid and CHIP initiatives

- ◆ Current MACPro functionality includes:
 - ◆ Medicaid Health Home State Plan Amendments, and
 - ◆ Quality Measures Reporting

- ◆ Will eventually replace the Medicaid Model Data Lab (MMDL) and paper-based process of submitting and reviewing state plan amendments



Key Features



◆ **MACPro Features:**

- ◆ SPA templates designed with structured data choices and built-in logic
- ◆ Tasks
- ◆ Automated Notifications

◆ **System Functionalities:**

- ◆ Submission Packages
- ◆ Reviewable Units
- ◆ Correspondence Log
- ◆ Clarification
- ◆ Request Additional Information (RAI)
- ◆ Approval Notice

Implementation of MACPro



- ◆ Ensures consistency across states through simplified SPA templates
- ◆ Reduces unnecessary delay and enhances efficiency through automated workflows and built-in logic
- ◆ Improves transparency by allowing states to check the status of submissions
- ◆ Establishes clear communication processes that are documented and maintained in one central location
- ◆ Supports data-driven decision making for Medicaid and CHIP programs
- ◆ Consolidates multiple systems to allow for standardized data definitions and work processes across programs and policies

Future of MACPro



- ◆ When fully implemented, MACPro will allow CMS, along with state partners and researchers, to have a single point of entry to access various program data applications including, but not limited to:
 - ◆ Adult and Child Core Quality Measures Reporting
 - ◆ State Plan Amendments (SPA)
 - ◆ CHIP Program data
 - ◆ RACs (Recovery Audit Contractors) Form
 - ◆ Medicaid Payment Suspension Reporting
 - ◆ 1937 Benchmarks
 - ◆ 1115 Demonstrations
 - ◆ Community First Choice SPAs
 - ◆ Balancing Incentive Payments

Transition to MACPro



- ◆ Introduction to MACPro
- ◆ **Transition to MACPro**
- ◆ How Do I Get Obtain Access to MACPro?
- ◆ MACPro Medicaid State Plan State User Roles
- ◆ MACPro Medicaid State Plan State Submission Workflow
- ◆ Help Desk and Technical Assistance
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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

Transition to MACPro



Training today will cover:

- ◆ How to obtain access to MACPro
- ◆ MACPro user roles
- ◆ An overview of the state submission process

Future trainings will cover:

- ◆ Administrative user roles including approval authority for other users to access MACPro
- ◆ Creating and submitting MAGI Eligibility or Administration SPAs within MACPro (in-system demonstration)

How Do I Obtain Access to MACPro?



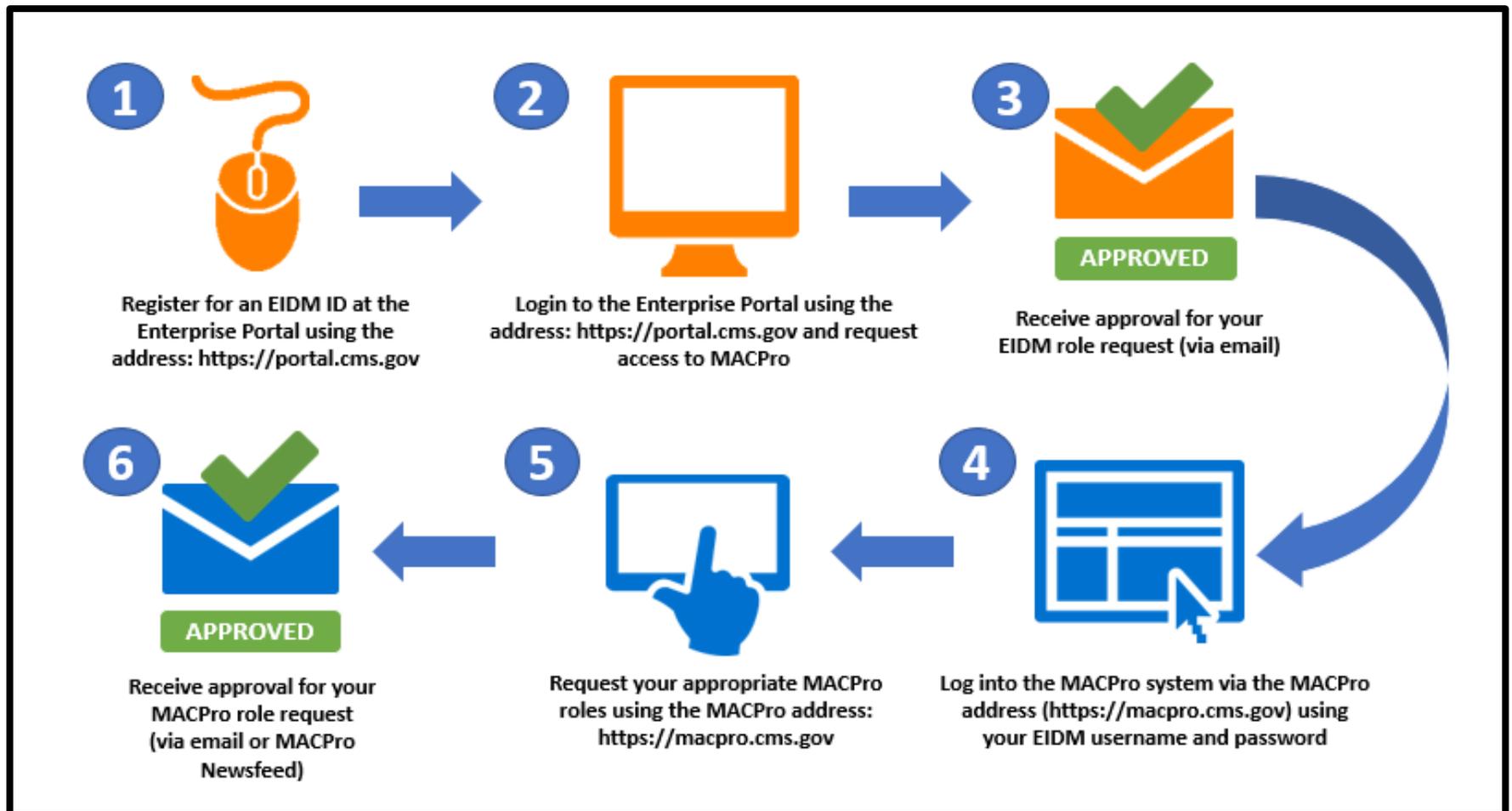
- ◆ Introduction to MACPro
- ◆ Transition to MACPro
- ◆ **How Do I Obtain Access to MACPro?**
- ◆ MACPro Medicaid State Plan State User Roles
- ◆ MACPro Medicaid State Plan State Submission Workflow
- ◆ Help Desk and Technical Assistance
- ◆ Next Steps
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What Will I Learn?



- ◆ How to obtain MACPro access
- ◆ When each step of the process should be completed

How to Obtain MACPro Access



How to Obtain MACPro Access



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 to Obtain MACPro Access



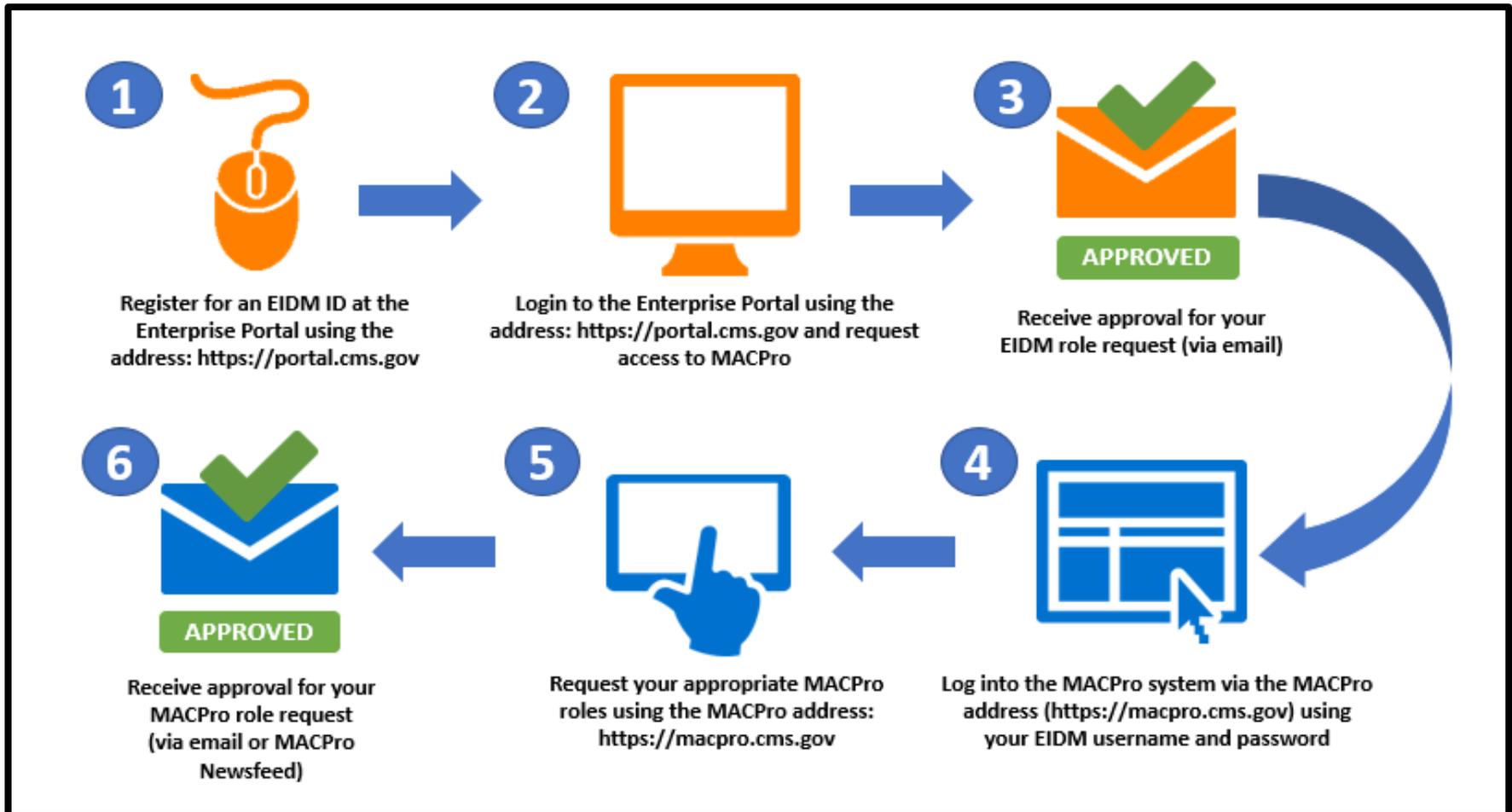
What is a MACPro role?

- ◆ 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

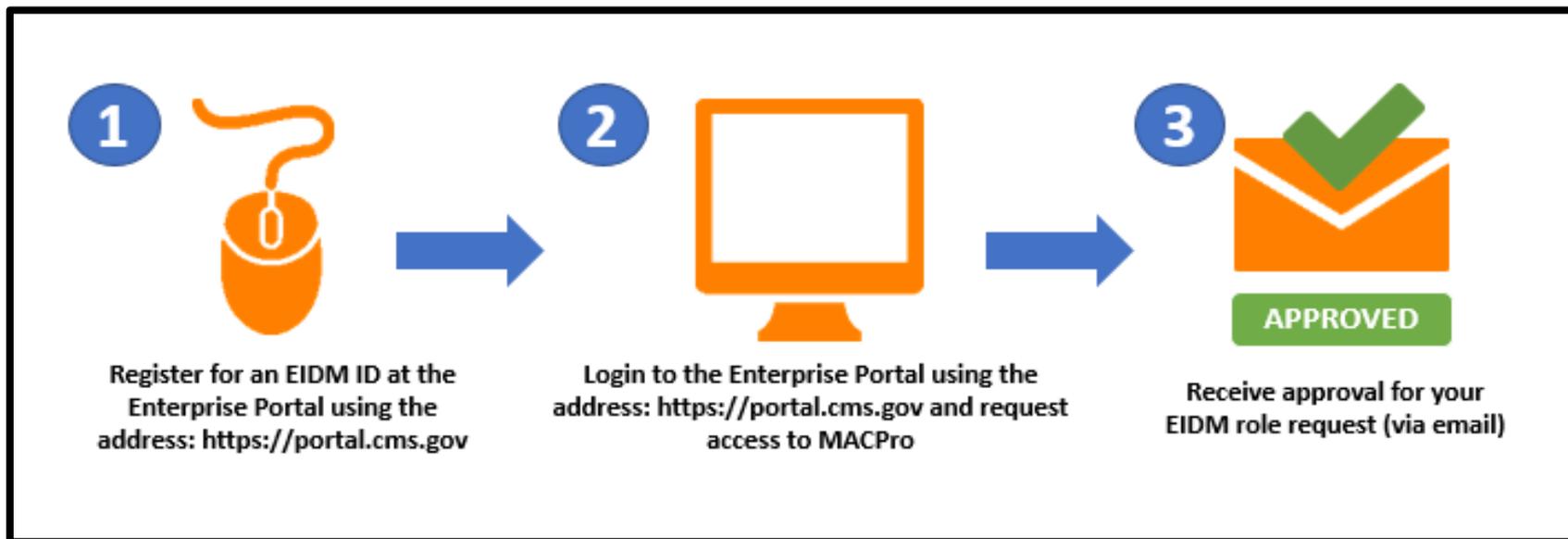
When do I obtain my MACPro role?

- ◆ You will receive an email from MACPro@cms.hhs.gov notifying you when it's time to request your MACPro role(s) for the Medicaid Eligibility and Administration SPA authorities including detailed instructions

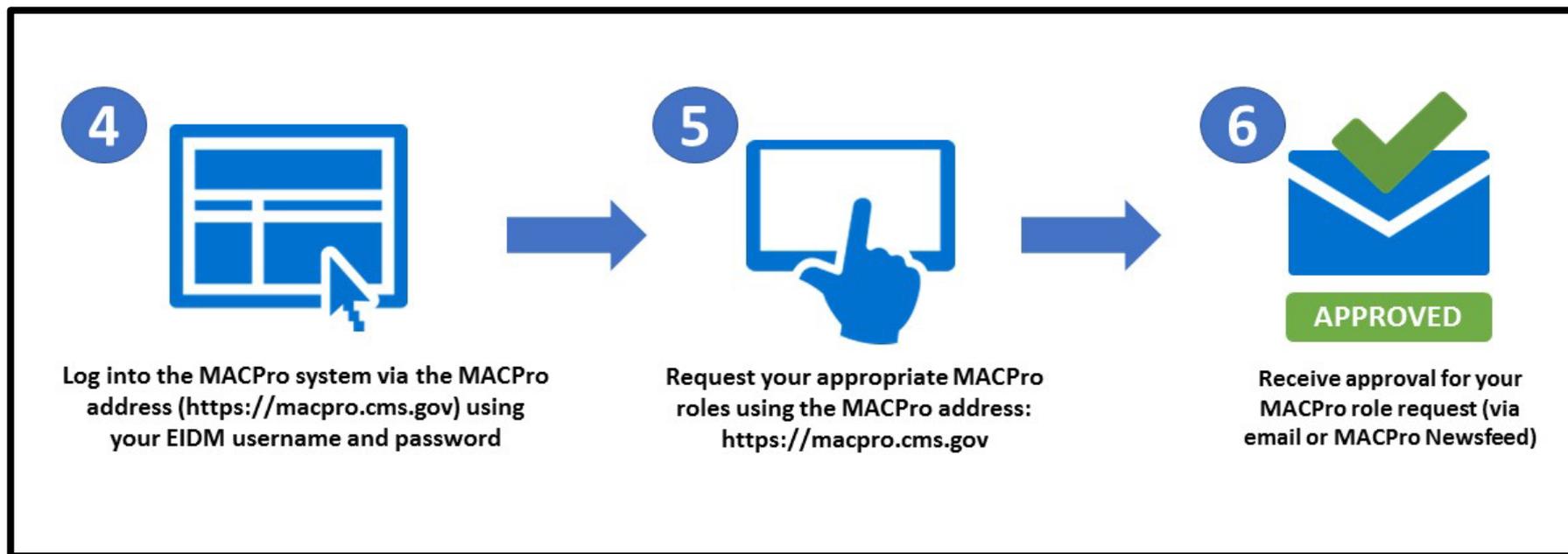
How to Obtain MACPro Access



How to Obtain MACPro Access (Steps 1 to 3 – EIDM)



How to Obtain MACPro Access (Steps 4 to 6 – MACPro)



- You will receive an email from MACPro@cms.hhs.gov notifying you when it's time to request your MACPro role(s) for the Medicaid Eligibility and Administration SPA authorities including detailed instructions

How to Obtain MACPro Access



Scenario 1: You are not an existing MACPro user

- ◆ **1a:** You do not have an EIDM ID and do not have MACPro access
 - ◆ Begin with Step 1 (registering for an EIDM ID) and continue through to Step 6 (receiving approval for roles in MACPro)

- ◆ **1b:** You have an existing EIDM ID, without approved MACPro access
 - ◆ Start with Step 2 (requesting MACPro access through EIDM) and continue through to Step 6 (receiving approval for roles in MACPro)

How to Obtain MACPro Access



Scenario 2: You are an EXISTING MACPro user

- ◆ You are an existing MACPro user with an EIDM ID and approved MACPro access
 - ◆ Begin at Step 5 (request your appropriate MACPro user role) and continue to Step 6 (receiving approval for your roles in MACPro)

MACPro Medicaid State Plan State User Roles



- ◆ Introduction to MACPro
- ◆ Transition to MACPro
- ◆ How Do I Obtain Access to MACPro?
- ◆ **MACPro Medicaid State Plan State User Roles**
- ◆ MACPro Medicaid State Plan State Submission Workflow
- ◆ Help Desk and Technical Assistance
- ◆ Next Steps
- ◆ Questions?

What Will I Learn?



- ◆ Who is involved in the state submission process
- ◆ The functions of the State Medicaid State Plan MACPro roles

MACPro Medicaid State Plan User Roles



- ◆ State users have many distinct roles in MACPro
- ◆ MACPro roles determine users' range of available actions, responsibilities, and which reports can be accessed
- ◆ MACPro roles differ from those currently used in other CMS web-based systems (e.g., MMDL, WMS, CARTS)

MACPro Medicaid State Plan State User Roles



- ◆ State Editor (SE)
- ◆ State Point of Contact (SPOC)
- ◆ State Director
- ◆ State System Administrator (SSA)*

Roles with an asterisk () indicate that the role has administrative functions and must attend the MACPro administrative training.*

MACPro Medicaid State Plan State User Role Descriptions



Role	Actions
State Editor	<ul style="list-style-type: none">• Creates content for new SPA submission packages• Updates draft SPA submission packages based on feedback from state leadership• Converts draft SPA submission packages to official SPA submission packages• Collaborates with the State Point of Contact (SPOC) on SPA submission package clarifications and request for additional information (RAI) responses (if needed) <p><i>Similar to State Medicaid Agency (SMA) personnel</i></p>

MACPro Medicaid State Plan State User Role Descriptions



Role	Actions
State Point of Contact (SPOC)	<ul style="list-style-type: none">• Submits draft packages and certified official SPA submission packages to CMS• Serves as the primary contact with CMS for specific SPA submissions, including Clarification requests and RAI• Documents and reviews Correspondence Log entries• Returns submission packages to State Editors when revisions or additional information are needed• Reviews and updates submission package content• Submits SPA RAI responses to CMS <p><i>Similar to the state's SPA coordinator.</i></p>

This role is authority specific.

MACPro Medicaid State Plan State User Role Descriptions



Role	Actions
State Director	<ul style="list-style-type: none">• Reviews state-prepared SPA submission packages• Approves (certifies) SPA packages for submission to CMS <p><i>Similar to State Medicaid Director</i></p>
State System Administrator (SSA)	<ul style="list-style-type: none">• Reviews and approves/denies state user role requests• Views state system SPA reports• Maintains State Profile

MACPro Medicaid State Plan State Workflows



- ◆ Introduction to MACPro
- ◆ Transition to MACPro
- ◆ How Do I Obtain Access to MACPro?
- ◆ MACPro Medicaid State Plan State User Roles
- ◆ **MACPro Medicaid State Plan State Submission Workflow**
- ◆ Help Desk and Technical Assistance
- ◆ Next Steps
- ◆ Questions?

What Will I Learn?



- ◆ State User Functionalities
- ◆ How a state creates and submits a SPA
- ◆ Who is involved in the state SPA submission process

State User Functionalities



- ◆ **Single system of record with SPA templates designed with structured data choices and built-in logic**
 - ◆ Submission packages
 - ◆ Reviewable Units

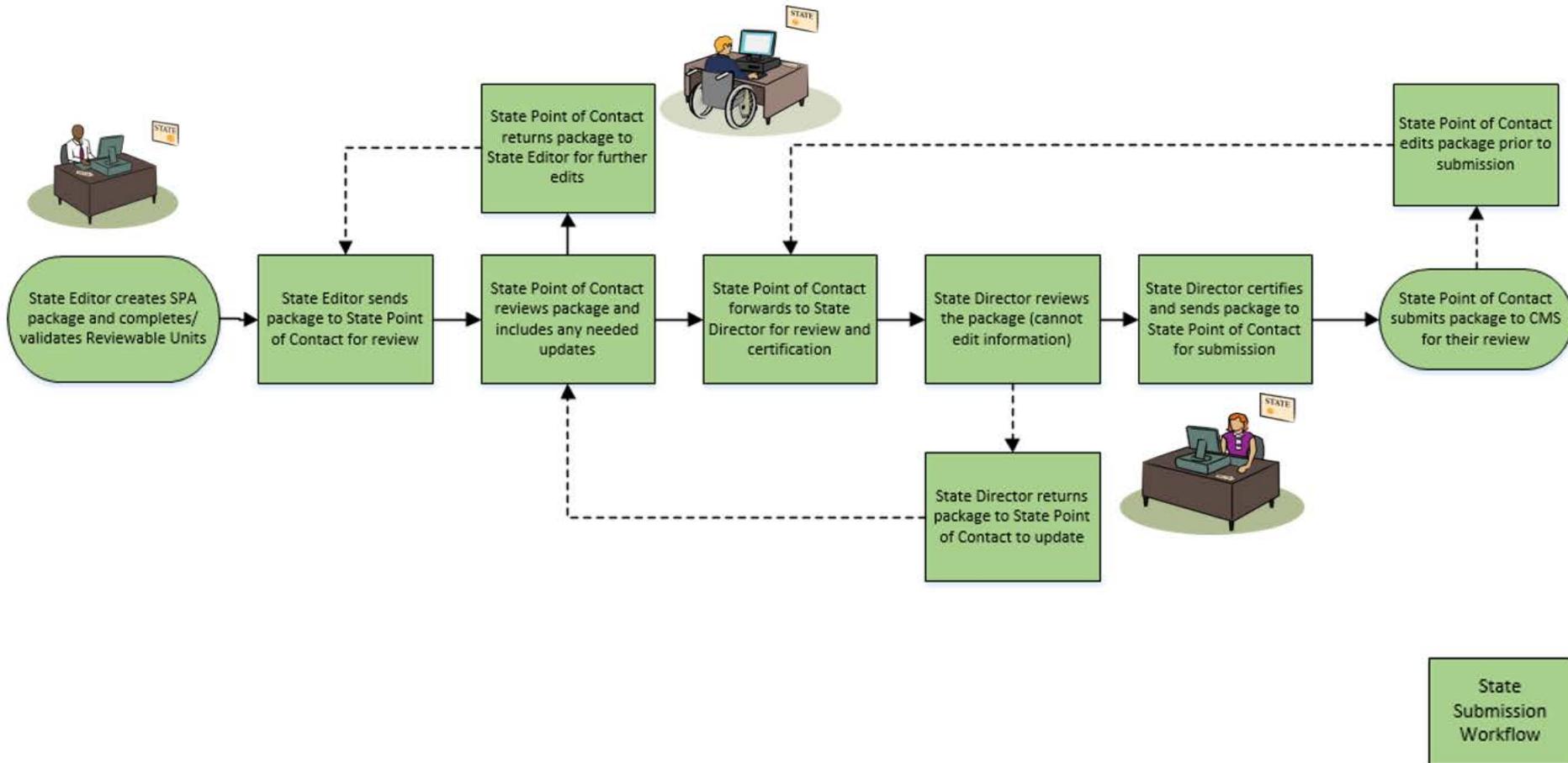
- ◆ **Real Time SPA Status Information**
 - ◆ Correspondence log for communication between CMS and the State

- ◆ **Task List**
 - ◆ To do list for workflow actions

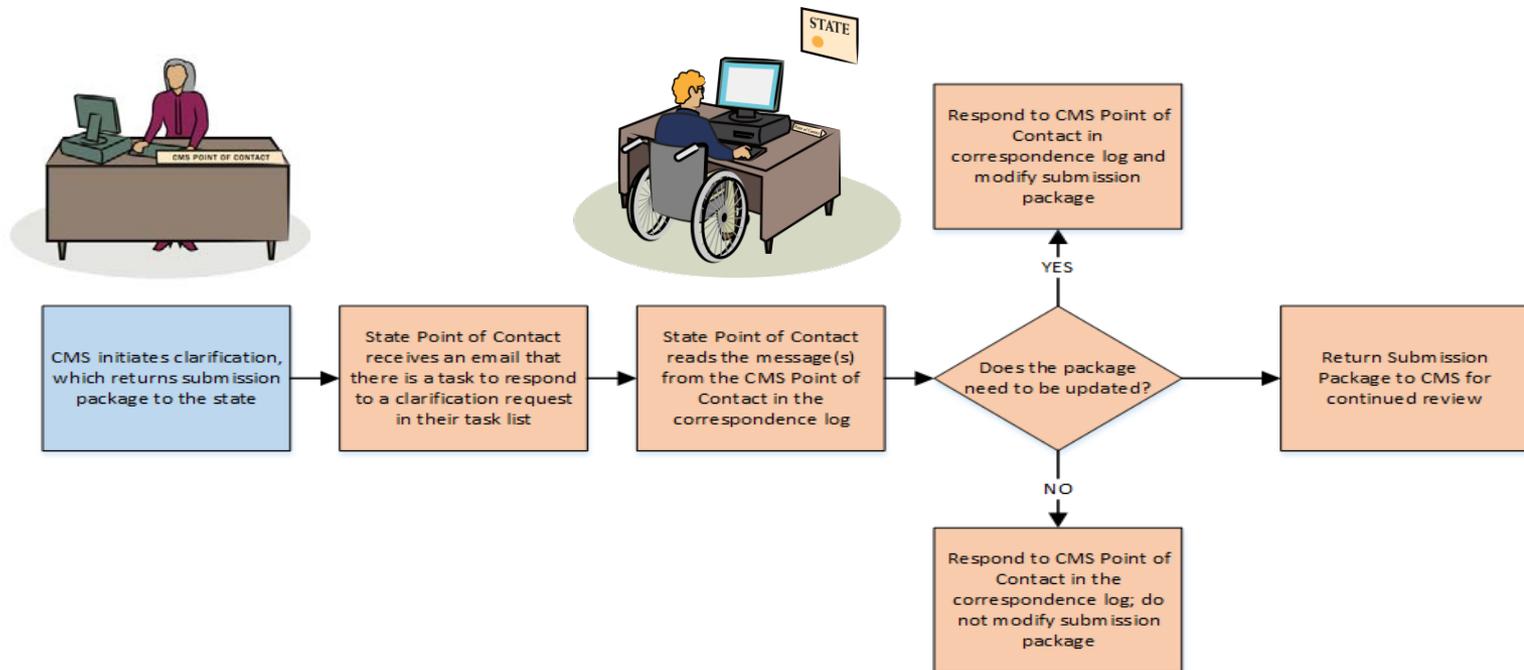
- ◆ **Implementation Guides**
 - ◆ Provides consistent guidance and policy assistance within MACPro

- ◆ **Automated Notifications**
 - ◆ Clarification
 - ◆ Request for Additional Information
 - ◆ Approval Notice

Official SPA Submission: State Workflow

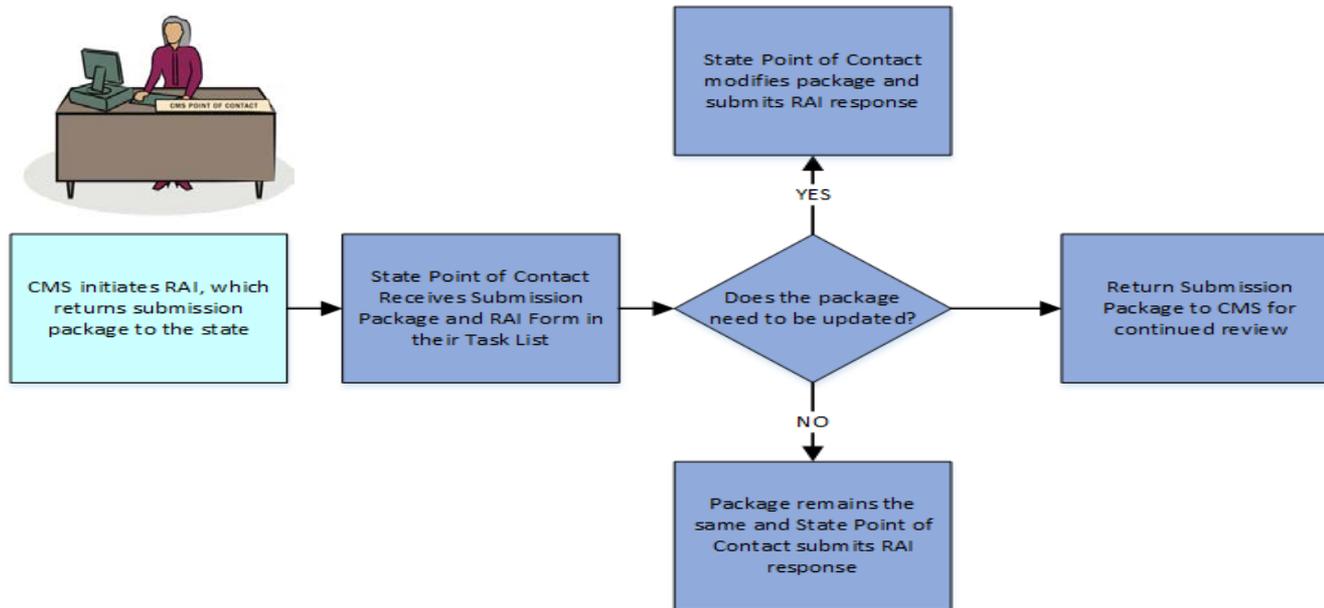


Clarification Process: Detailed View



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

RAI Process: Detailed View



- RAI process *stops* the 90 day clock

Help Desk and Technical Assistance



- ◆ Introduction to MACPro
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- ◆ **Help Desk and 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
 - ◆ **Hours:** 9:00AM – 7:00 PM EST
 - ◆ Click Request System Help link within MACPro

Records / Adult Quality Measures
GA - Adult Quality Measure (GA2016AQM_1601) - 2016 Follow

CMS-10434 OMB 0938-1188

Request System Help
View Implementation Guide

Core Measures in Report

Core Measure	Status
Adult Body Mass Index Assessment (ABA)	Complete ✓

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

Next Steps



- ◆ Introduction to MACPro
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Next Steps



- ◆ 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>

Next Steps



- ◆ 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=OmL4J00Q7Rc&index=1&list=PLaV7m2-zFKpgYq_8AHW-FYM61J295xwLC

Next Steps



- ◆ MACPro Administrative Training
 - ◆ Users who hold or will be requesting the **State System Administrator (SSA)** MACPro user roles will be invited to attend an upcoming training session. Two sessions will be offered:
 - ◆ Option 1: 8/10/2017
 - ◆ Option 2: 8/15/2017
 - ◆ If you are a new SSA, please contact the MACPro Help Desk (macpro_helpdesk@cms.hhs.gov) by **8/2/2017** to obtain the invitation for the Administrative Training.
 - ◆ Please **obtain your EIDM ID and EIDM Role** for MACPro **prior** to attending the training session, as we will provide a live-provisioning session to assist you in obtaining your MACPro user role during this session.

Questions?



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Questions?

