



# MACPro

Medicaid & CHIP Program System

## Medicaid and CHIP Program (MACPro) System

Quality Measures Reporting:  
MACPro Roles Training for CMS  
November 10 and 12, 2015

Welcome to the Medicaid and CHIP Program (MACPro) System Training on **Quality Measures Reporting** MACPro Roles Training for CMS Users.

My name is **Jeanette James** and I am part of the Center for Medicaid and CHIP Services in the Data & Systems Group under the leadership of Jessica Kahn and Deborah Stewart. I work in the Division of Operations and Technical Services under the leadership of Dona Coffman. Our Division assists the business components in developing and providing Training and Assistance to the MACPro User Community.

Today, Our MACPro training will cover the Quality Measures Report MACPro Roles Training for both state and CMS Users.

I now welcome Megan Thomas to provide an overview of today's training.

***<<Megan returns it to Jeanette James>>***

Your presenter for today's session will be **Marshall Nannes** of Truven Health Analytics, I now turn it over to **Marshall**.

***The webinar presenter starts:***

Hello, my name is **Marshall Nannes** and I'm with Truven Health Analytics. Truven Health is the education, training, and assistance contractor for the MACPro System. The purpose of today's webinar is to help you understand the roles and the responsibilities of the roles in **MACPro's Quality Measures Reporting** submission process.

The call is on presentation mode to prevent background noises. There will be an opportunity to ask questions at the end of the presentation, and CMS and training personnel are here to assist with any questions you may have at that time. Also, please note that we are recording this session for future viewing.

# Agenda



- ◆ What is MACPro?
- ◆ MACPro Quality Measures Reporting Rollout Plan
- ◆ MACPro Quality Measures User Roles
- ◆ MACPro Quality Measures Report Creation
- ◆ Getting MACPro Roles
- ◆ Next Steps
- ◆ MACPro Help Desk and Technical Assistance
- ◆ Questions

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We have a full agenda for today:

- We'll start with a brief background on MACPro
- Then, we will discuss the rollout plan for the MACPro **Quality Measures reporting**
- Followed by an explanation of the MACPro **Quality Measures** user roles and the process flows in which they are involved.

The webinar will end with some information about:

- How to get your MACPro role, next steps, how to obtain technical assistance for using the system, and an opportunity to ask questions.

# **What is MACPro?**

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Let's begin our webinar with a brief background on MACPro.

## What is MACPro?



- ◆ A web-based system for the submission, review, disposition, and management support of Medicaid and CHIP initiatives
  - ◆ Quality Measures Reporting
  - ◆ State Plan Amendments (SPA)
  - ◆ Waivers
  - ◆ Demonstrations
  - ◆ Advance Planning Documents
- ◆ Replaces CARTS for Adult and Child Core Set reporting
- ◆ New system for Health Homes Core Set reporting
- ◆ System for reporting under the "Adult Medicaid Quality: Improving Maternal and Infant Health Outcomes in Medicaid and CHIP" grant

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MACPro is a web-based system for the submission, review, and management of Medicaid and CHIP initiatives, such as **Quality Measurement reporting and State Plan Amendments**. For some applications, MACPro will be a new online submission tool. For others, it will be a change from what was a manual workflow to an electronic workflow. And for some, it will be the first time information is collected.

In terms of **Quality Measurement reporting**, MACPro replaces the CARTS reporting for adult core set reporting and Section IIA of the child CARTS report. Additionally, Health Homes core set reporting will be reported for the first time using MACPro. MACPro is also the system for reporting under the "Adult Medicaid Quality: Improving Maternal and Infant Health Outcomes in Medicaid and CHIP" grant.

## 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**  
Medicaid & CHIP Program System

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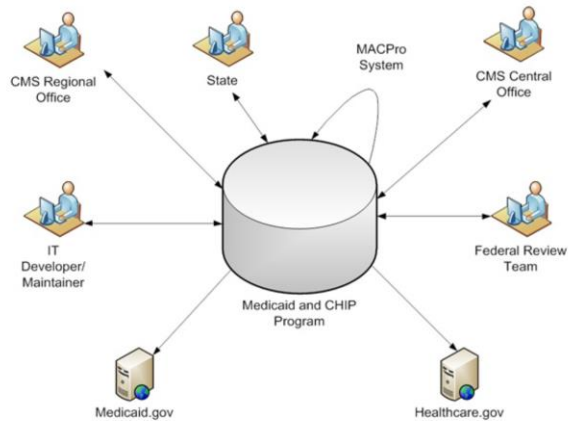
MACPro is being implemented to improve the state reporting and federal review processes, program management, and transparency. Both CMS and States will know where a submission resides, when the CMS response is due, and the status of the review.

Additionally, MACPro supports data-driven decision making for Medicaid and CHIP programs.

## Background on MACPro (cont.)



### CMS Framework



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This diagram represents the concept of MACPro as a 2-way communication tool.

The stakeholders around the outer circle are submitting and/or obtaining MACPro information. Also, you'll notice there are two one-way arrows pointing outward at the bottom of the diagram. These represent the MACPro system feeding public information to Healthcare.gov and Medicaid.gov. The result is greater transparency because these public resources will use a single source of truth about the Medicaid and CHIP program.

# **MACPro Quality Measures Reporting Rollout Plan**

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Now, let's talk about the **Quality Measures reporting** rollout plan.

## MACPro Quality Measures Reporting Rollout Plan



◆ **Release Date: December 2015**

◆ Trainings will cover:

- ◆ Roles in MACPro (this session)
- ◆ How to submit and review a Quality Measures Report

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The initial rollout of MACPro will occur in **December 2015**. As part of this rollout, webinar trainings sessions and written instructions are being offered on:

- The roles available in MACPro
- How to get access to MACPro; and
- How to submit and review a Quality Measures report.

Today, we will cover the first bullet and discuss the CMS and state roles available for Quality Measures reporting.



# **MACPro Quality Measures User Roles**

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Now we'll review the different user roles within MACPro for Quality Measures reporting.

## MACPro Quality Measures CMS User Roles



- ◆ MACPro has numerous distinct CMS and 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)

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A number of distinct roles have been established for CMS and states within MACPro.

These roles determine in what capacity a user will employ the system.

It's important to note that the user roles in MACPro differ from those that are used in CMS' other web-based systems, like CARTS, MMDL, and WMS— and in some applications, this is the first time that there are roles. We'll discuss the Quality Measures roles and recommendations for who should hold each type of role during this presentation.

## MACPro Quality Measures CMS User Roles




- ◆ CMS Central Office Administrator (CMS CO Admin)
- ◆ CMS Contractor Central Office Administrator (CMS Contractor CO Admin)
- ◆ CMS Central Office or Regional Office (CMS CO or RO)
- ◆ CMS Contractor
- ◆ CMS System Administrator (CMS Admin)

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This page shows the **five** MACPro **Quality Measures** user roles for CMS staff.

Currently, CMS Quality Measures users can only hold **one** Quality Measures MACPro role at a time.

Let's take a moment to review some of the responsibilities of each CMS user role.

<div> <div>MACPro Quality Measures</div> <div>CMS User Role Descriptions</div> <div>  </div> </div>		
User Role	Role for...	Actions
<b>CMS Central Office Administrator</b>  <b>(CMS CO Admin)</b>	<b>Central Office personnel</b>  Direct responsibility for implementing/administering Quality Measurement programs	<ul style="list-style-type: none"> <li>• Complete submission reviews</li> <li>• Create and complete "Seek More Information" requests</li> <li>• Browse/view quality measure submission reports</li> <li>• View/modify CMS quality measure user profiles</li> <li>• Approve CMS quality measure user roles</li> <li>• Add/update extension dates</li> <li>• Reassign quality measure user tasks</li> <li>• Disassociate quality measure users</li> <li>• Generate data reports</li> </ul>


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The first role we'll discuss is the CMS Central Office Administrator.

The **CMS Central Office Administrator (or CMS CO Admin)** is a role for CMS Central Office staff with direct responsibility for implementing and/or administering the Medicaid Quality Measurement programs.

Individuals with this role have the ability to:

- Complete reviews
- Create and complete "Seek More Information" requests
- Browse and view quality measure submission reports
- View/modify CMS user profiles
- Approve CMS user roles
- Add/update extension dates
- Reassign quality measures user tasks
- Disassociate quality measures users; and
- Generate data reports.


<div> <div>MACPro Quality Measures</div> <div>CMS User Role Descriptions</div> <div>  </div> </div>		
User Role	Role for...	Actions
<b>CMS Contractor Central Office Administrator (CMS Contractor CO Admin)</b>	<b>Contractor personnel</b> Direct responsibility for helping CMS implement/administer Quality Measurement programs	<ul style="list-style-type: none"> <li>• Complete submission reviews</li> <li>• Create and complete "Seek More Information" requests</li> <li>• Browse/view quality measure submission reports</li> <li>• Add/update extension dates</li> <li>• Reassign quality measure user tasks</li> <li>• Generate data reports</li> </ul>

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The **CMS Contractor Central Office Administrator (CMS Contractor CO Admin)** is for CMS contractors with direct responsibility for helping CMS implement and/or administer the Medicaid Quality Measurement programs.

Individuals with this role can:

- Complete reviews
- Create and complete "Seek More Information" requests
- Browse and view quality measure submission reports
- Add/update extension dates
- Reassign quality measure user tasks; and
- Generate data reports.

<div> <div>MACPro Quality Measures</div> <div>CMS User Role Descriptions</div> <div>  </div> </div>		
User Role	Role for...	Actions
<b>CMS Central Office or Regional Office</b>  <b>(CMS CO/RO)</b>	<b>Central Office or Regional Office personnel</b>  No direct responsibility for implementing/administering Quality Measurement programs, but have an interest in state reporting	<ul style="list-style-type: none"> <li>• Browse/view quality measure submission reports</li> <li>• Generate data reports</li> </ul>


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The next three roles we'll discuss are for individuals who do not have an active part in reviewing state reporting, but have a professional need or interest in having access to the reports.

The **CMS Central Office or Regional Office (CMS CO and RO)** role is for CMS staff with no direct responsibility for implementing or administering the Medicaid Quality Measurement programs, but who may be interested in states' reporting of measures.

Individuals with this role can:

- Browse and view quality measure submission reports; and
- Generate data reports.


<div> <div>MACPro Quality Measures</div> <div>CMS User Role Descriptions</div> <div>  </div> </div>		
User Role	Role for...	Actions
<b>CMS Contractor</b>	<b>Contractor personnel</b>  No direct responsibility for implementing/administering Quality Measurement programs, but have CMS-related or approved business needs requiring access to state reporting	<ul style="list-style-type: none"> <li>• Browse/view quality measure submission reports</li> <li>• Generate data reports</li> </ul>

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The **CMS Contractor** role is for CMS contractors or researchers with no direct responsibility for implementing or administering the Medicaid Quality Measurement programs, but have CMS-related or approved business needs to access states' measurement reporting.

Individuals with this role can:

- Browse and view submitted reports; and
- Generate data reports.

<div> <div>MACPro Quality Measures</div> <div>CMS User Role Descriptions</div> <div>  </div> </div>		
User Role	Role for...	Actions
<b>CMS System Administrator</b>  <b>(CMS Admin)</b>	<b>CMS personnel</b>  No direct responsibility for implementing/administering Quality Measurement programs, but involved with MACPro role assignment/approval	<ul style="list-style-type: none"> <li>• Approve State Admin</li> <li>• Approve CMS CO Admin</li> <li>• Reassign State Admin tasks</li> <li>• Disassociate State Admin</li> <li>• Reassign tasks for CMS Co Admin</li> <li>• Disassociate CMS CO Admin</li> </ul>

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The **CMS System Administrator (CMS Admin)** role is for CMS personnel that have no direct responsibility for implementing or administering the Medicaid Quality Measurement programs, but are involved with assigning and approving MACPro staff.

Individuals with this role can:

- Approve or disapprove the State Administrator role
- Approve or disapprove the CMS Central Office Administrator (CMS CO Admin) role
- Reassign State Admin tasks
- Disassociate State Admin
- Reassign tasks for the CMS CO Admin; and
- Disassociate the CMS CO Admin.

Please note that our process to obtain IDs will change over time. There may be activities on this list that the CMS System Administrator may not be able to do initially, but will further down the road.



## MACPro Quality Measures State User Roles




- ◆ State Editor (SE)
- ◆ State Point of Contact (SPOC)
- ◆ State Director (SDIR)
- ◆ State System Administrator (State Admin)

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This slide lists the **four Quality Measures** roles for state users.

A state user may have more than one role in MACPro, with the exception of the State System Administrator. With this release, individuals with the State System Administrator role can only hold that role.

It is important to note that **all** state roles must be filled for proper workflow functionality.

<div> <div>MACPro Quality Measures</div> <div>State User Role Descriptions</div> <div>  </div> </div>		
User Role	Actions	May Concurrently Hold...
<b>State Editor</b> <b>(SE)</b>	Responsible for building a quality measures report <ul style="list-style-type: none"> <li>• Create quality measures submission reports</li> <li>• Browse, view, and edit quality measure submission reports</li> <li>• Delete not yet submitted reports</li> <li>• Generate data reports</li> </ul>	<ul style="list-style-type: none"> <li>• SPOC</li> <li>• SDIR</li> </ul>


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The **State Editor** begins the process by creating a MACPro Quality Measures report.

Individuals with this role can:

- Create quality measure submission reports
- Browse, view, and edit quality measure submission reports
- Delete not yet submitted reports; and
- Generate data reports.

State Editors may concurrently hold the roles of State Point of Contact and State Director.

<div> <div>MACPro Quality Measures State User Role Descriptions</div>  </div>		
User Role	Actions	May Concurrently Hold...
<b>State Point of Contact</b>  <b>(SPOC)</b>	Reviews and edits the quality measures report  <ul style="list-style-type: none"> <li>• Browse, view, and edit quality measure submission reports</li> <li>• Respond to "Seek More Information" requests</li> <li>• Delete not yet submitted reports</li> <li>• Un-certify reports</li> <li>• Generate data reports</li> </ul>	<ul style="list-style-type: none"> <li>• SE</li> <li>• SDIR</li> </ul>


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The **State Point of Contact (or SPOC)** is responsible for reviewing a Quality Measures report created by the State Editor prior to sending it to the State Director for final review, certification, and submission.

Individuals with this role can:

- Browse, view, and edit quality measure submission reports
- Respond to "Seek More Information" requests
- Delete reports that have not yet been submitted
- Un-certify reports; and
- Generate data reports.

SPOCs may concurrently hold the roles of State Editor and State Director.


<div> <div>MACPro Quality Measures</div> <div>State User Role Descriptions</div> <div>  </div> </div>		
User Role	Actions	May Concurrently Hold...
<b>State Director (SDIR)</b>	Conducts final review of quality measures report, certifies report, and submits the report to CMS  <ul style="list-style-type: none"> <li>• Browse/view quality measure submission reports</li> <li>• Certify and submit quality measure reports</li> <li>• Generate data reports</li> </ul>	<ul style="list-style-type: none"> <li>• SE</li> <li>• SPOC</li> </ul>

The **State Director (SDIR)** role is responsible for doing the final review on the Quality Measures report, and then certifying and submitting the report to CMS. We do want to point out that the State Director role does not need to be filled by the Medicaid Director of a state.

Individuals with this role can:

- Browse and view quality measure submission reports
- Certify and submit quality measure submission reports to CMS; and
- Generate data reports.

State Directors may concurrently hold the roles of State Editor and State Point of Contact.

<div> <div>MACPro Quality Measures</div> <div>State User Role Descriptions</div> <div>  </div> </div>		
User Role	Actions	May Concurrently Hold...
<b>State System Administrator</b>  <b>(State Admin)</b>	Administrative role that approves and modifies state user roles and profiles <ul style="list-style-type: none"> <li>• Approve state user roles</li> <li>• Modify state user profiles</li> <li>• Reassign state user tasks</li> <li>• Disassociate state users</li> <li>• Generate data reports</li> </ul>	<ul style="list-style-type: none"> <li>• No other roles available for this release</li> </ul>

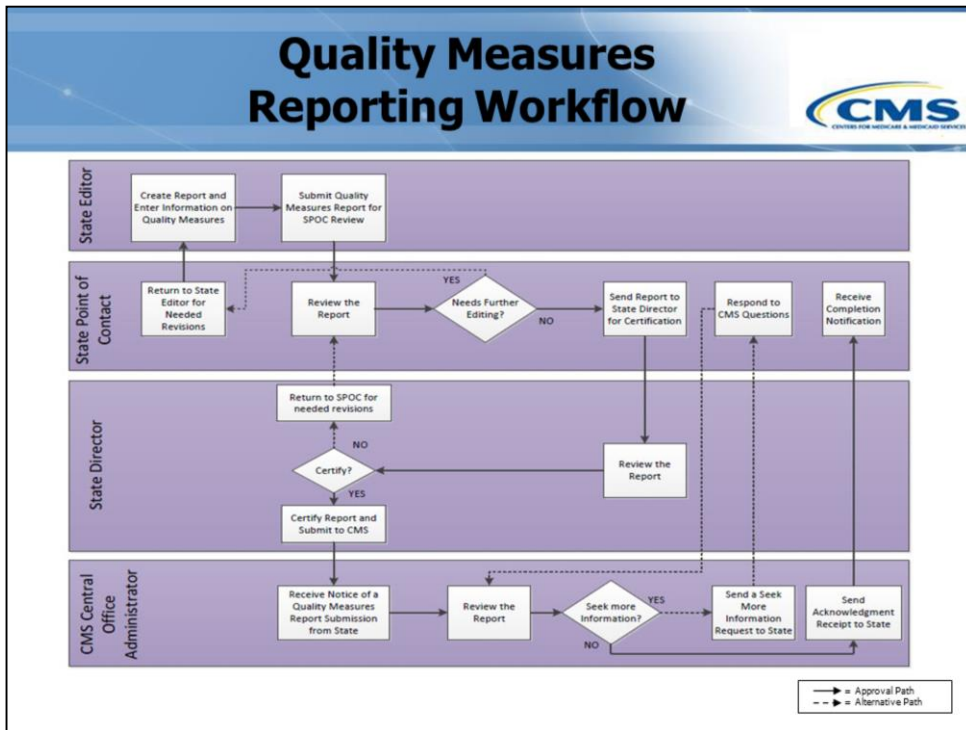
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The **State System Administrator (State Admin)** is an administrative role that can:

- Approve state user roles
- Modify state user profiles
- Reassign state user tasks
- Disassociate state users; and
- Generate data reports.

For this release, the State System Administrators may not hold any other roles.

I want to note again that the process to obtain IDs will change over time. For this initial release, State System Administrators will not have to approve all initial role requests, only additional role requests from existing MACPro users. Additionally, there may be activities on this list that the State Admin may not be able to do initially, but will further down the road.



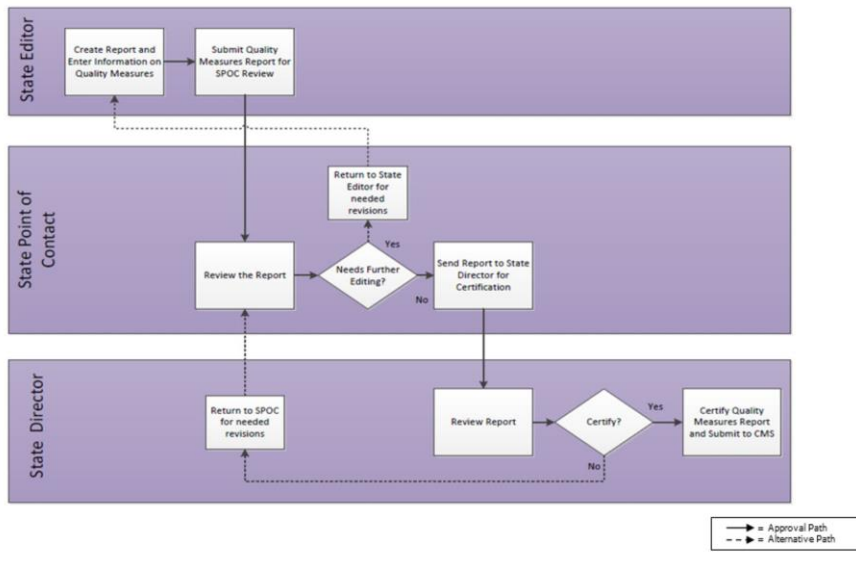
This diagram outlines the full submission process, from the State Editor's creation to the completion of the CMS review. Let's take a look at the process, first by state activities and then by CMS.

# **MACPro Quality Measures Report Creation: State Submission**

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First, the state submission process flow.

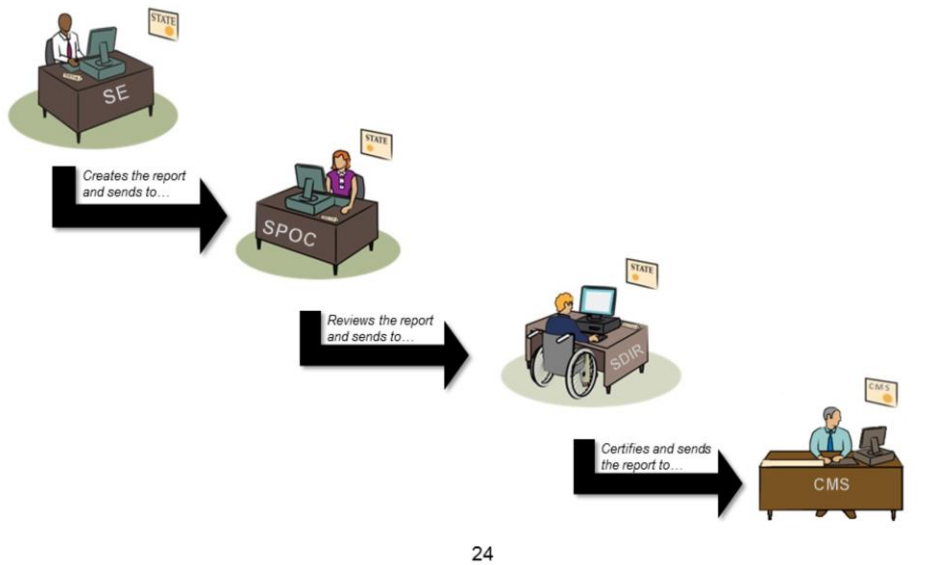
# MACPro Quality Measures Report Creation: State Submission



Here is the full MACPro state Quality Measures reporting submission workflow. Let's walk through the steps for the certification process.



## MACPro Quality Measures Report Creation: State Submission



The State Editor (SE) begins by logging into MACPro and entering information to create the Quality Measures report. When completed...

The State Point of Contact (SPOC) receives an e-mail notice that a report is ready for review. The SPOC logs into MACPro and reviews and edits the report and sends it to the State Director for certification.

The State Director (SDIR) receives an e-mail notice that the report is ready for certification. The SDIR logs into MACPro and reviews the report, and can select to either deny the report or certify it. If certify is chosen...

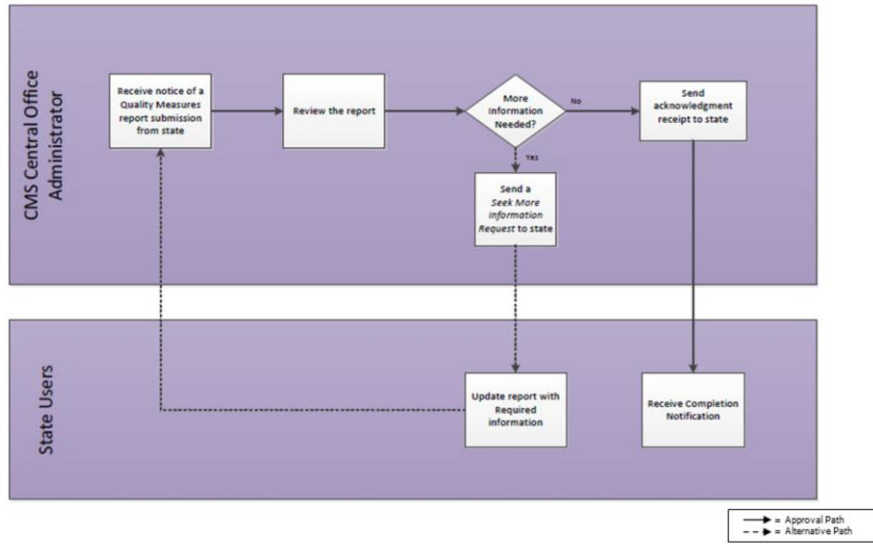
CMS receives an e-mail notice that the report is ready for review.

# **MACPro Quality Measures Report Creation: CMS Review**

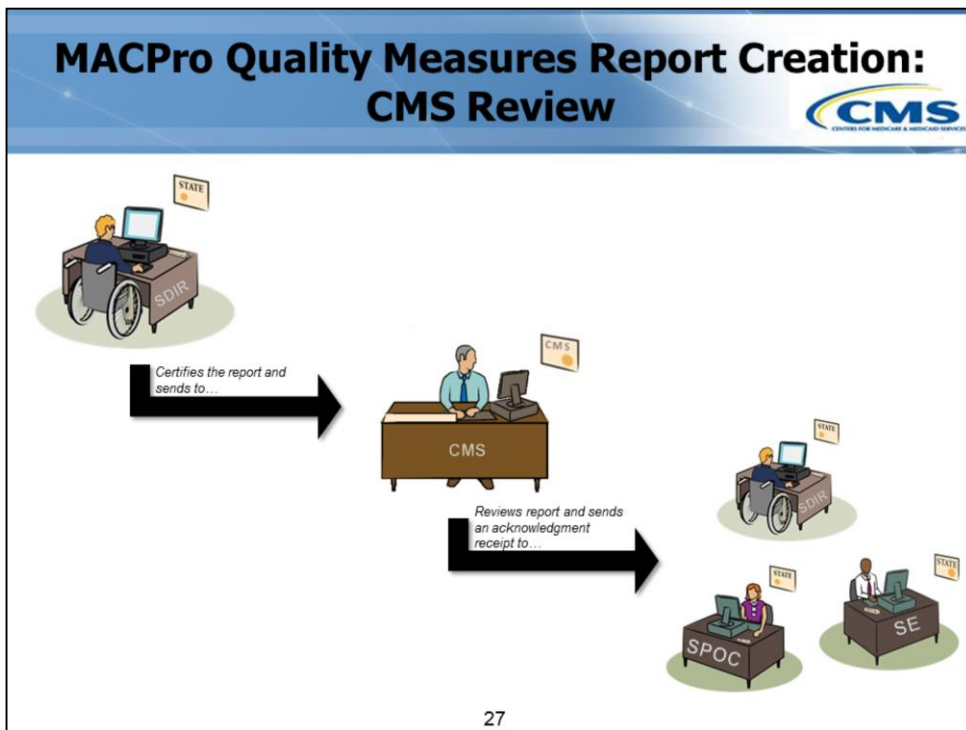
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Next we will go over the CMS review process.

## MACPro Quality Measures Report Creation: CMS Review



Here is the full CMS Quality Measures Review workflow. Please note that the CMS Contractor Central Office Administrator (or CMS Contractor CO Admin) can also perform this activity, if requested by the CMS CO Admin. Let's walk through the steps for this process.



Once a report is submitted by the state...

The CMS Central Office Administrator (CMS CO Admin) and/or the designated CMS Contractor Central Office Administrator (CMS Contractor CO Admin) receives an e-mail stating that there is a state Quality Measures report available for review. For the purpose of this review, we'll refer to the CMS CO Admin.

The CMS CO Admin logs into MACPro and reviews the report.

- If there are questions, the CMS CO Admin will send a **Seek More Information** request to the state.
- If there are no questions, the CMS CO Admin will send an **Acknowledgment Receipt** to the state.

## **Getting MACPro Roles**

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Let's talk about how to get your MACPro roles.

## Getting MACPro Roles



- ◆ For this release, fill out the MACPro roles template form
- ◆ Meet with your program to determine who should hold which role
- ◆ A program representative will send one template with all user role requests to [MACPro\\_HelpDesk@cms.hhs.gov](mailto:MACPro_HelpDesk@cms.hhs.gov)
  - ◆ **Due November 19, 2015**
  - ◆ You will not receive MACPro access unless the template is submitted and processed
  - ◆ For questions, contact the MACPro Help Desk

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For this initial release, you will need to fill out a form to request an ID, and you will be sent a username and password.

This week, you received an Excel-based MACPro roles template. You will need to meet with your program, decide who should hold which role, and fill out this form.

Once you fill out the template, a representative from each program will send one template with all of the user names in it to the MACPro Help Desk at the address listed on this slide by November 19th. If you have any questions while filling out the template, please contact the Help Desk for assistance.

# Getting MACPro Roles



**Notes:**

\*See MACPro CMS Role Definitions Sheet for details about roles.

\*\* Be sure to complete each column in the spreadsheet.

\*\*\*Return this Spreadsheet to MACPro\_HelpDesk@cma.hhs.gov by **Thursday November 19, 2015**

**Table 1. CMS Quality Measures MACPro Users**

First Name	Last Name	Email Address	Phone Number	Central Office/ Regional Office	Manager Name	Department	Indicate the Authority(ies) for Which Access is Being Requested			
							Adult Quality Measure Reporting	Child Quality Measure Reporting	Maternal and Infant Health Quality Measure Reporting	Health Quality Measure Reporting
Jane	Doe	<a href="mailto:jane.doe@cma.hhs.gov">jane.doe@cma.hhs.gov</a>	123-456-7890	Central Office	Sally Doe	CAHPG	Yes	Yes (Medicaid)	No	Yes

Here's a snippet of what the roles template looks like.

## Getting MACPro Roles



- ◆ Information needed on the sheets include:
  - ◆ Name
  - ◆ Contact information (email and phone)
  - ◆ Central or Regional office
  - ◆ Manager name and department
  - ◆ Authority/type of quality measure reporting (yes/no response)
  - ◆ MACPro role requested
  
- ◆ All information **MUST** be filled out

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The information needed in the spreadsheet includes:

- Your name
- Contact information
- If you are Central or Regional Office
- Manager name and department
- A yes/no response to the authority, or type of quality measure you'll be reporting (such as adult, child, Health Homes, or MIH); and
- The role you'd like to request.

Again, we want to stress that **all** information must be filled out for a role request to be processed.



## Next Steps

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Let's talk about next steps.

## Next Steps



- ◆ Fill out the roles form and return by **November 19, 2015**
- ◆ Watch for future invites to MACPro training sessions and additional training material
- ◆ In-systems demo Training sessions will include:
  - ◆ Adult Quality Measures
  - ◆ Child Quality Measures
  - ◆ Maternal and Infant Health Quality Measures
  - ◆ Health Homes Quality Measures
- ◆ Training Material will include:
  - ◆ State submission process
  - ◆ Other topics as needed

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The main next step is to complete the roles template and send it to the MACPro Help Desk by November 19.

Also, watch your email for more training sessions and material. We will be hosting additional sessions in the next few weeks, including in-system demos. Written material will also be provided on how to submit reports, among other topics.

## **MACPro Help Desk and Technical Assistance**

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Technical Assistance will be available to MACPro users.

## 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](mailto:MACPro_Helpdesk@cms.hhs.gov)
    - ◆ **Phone:** 301–547–4688
- ◆ For issues related to Quality Measure report content
  - ◆ Contact the *Quality Measures TA Contractor* at
    - ◆ **Email:** [MACQualityTA@cms.hhs.gov](mailto:MACQualityTA@cms.hhs.gov)

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We expect users to have questions as the MACPro system starts being used, especially for issues with:

- Login information
- Passwords
- Accessing MACPro; and
- Viewing **Quality Measures reports**.

Although there will be trainings and reference materials available to walk through the **Quality Measure reporting submission and review processes**, there are also **two** Help Desks: One to provide assistance on the MACPro *system* and a second to help with Quality Measure *content*.

## 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 (Adult, Child, Health Homes, or Maternal and Infant Health Grant Quality Measures)
- ◆ 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

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To help expedite an answer to your request, here's the information that should be provided in an email request to the Help Desk:

- Your contact information
- The application you are using (such as **Adult core set reporting**, **Child core set reporting**, **Health Homes core set reporting**, **MIH reporting**, etc)
- Give a detailed description of the problem, including how many people are being affected by it
- Specify the last screen or activity that was performed before experiencing the issue; and
- Include the error message that appeared – and preferably a screenshot.

## Questions?



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This concludes our presentation for today.

We'll now ask the operator to open up the phone lines and give the instructions to ask questions.