Medicaid and CHIP Program System (MACPro)

Quality Measures (QM) Reporting

Federal Fiscal Year (FFY) 2019 State Update

September 12, 2019

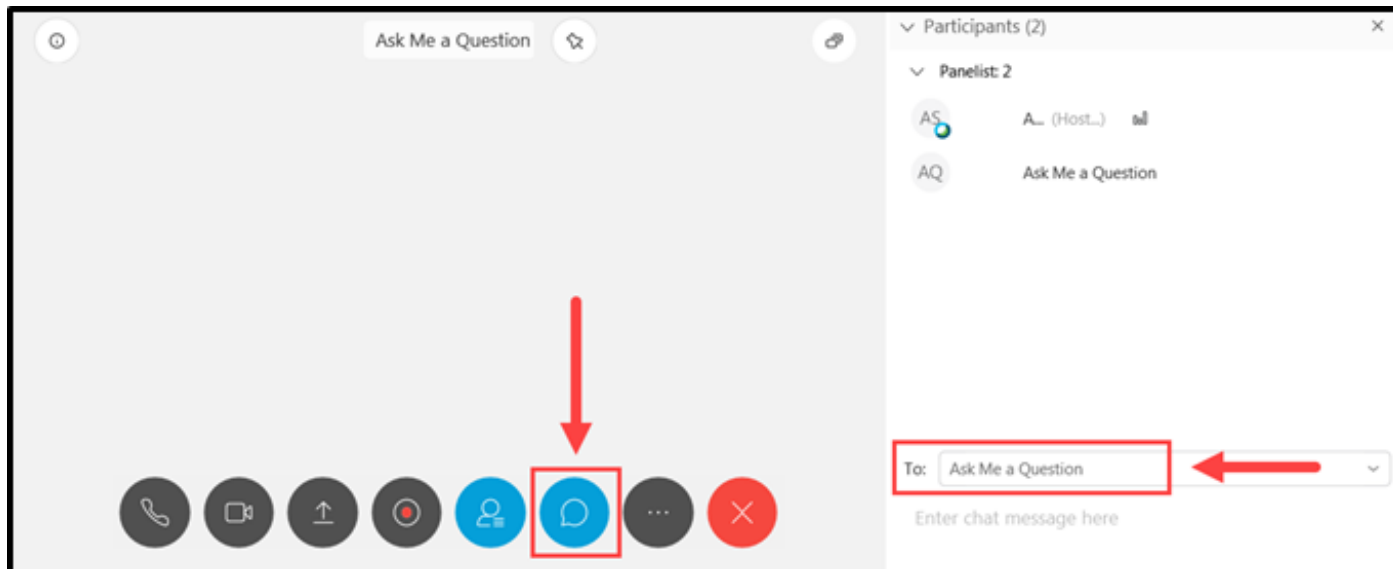# Meet & Greet: Trainers

- CMS Representatives

- MAC Quality TA Representatives

- Presenter(s)

- Ask Me a Question

Meet & Greet: Attendees

Introduce yourself by typing in the **chat box** to **Ask Me a Question**:

- What is your name?
- Have you ever used MACPro?

Agenda

- Technical Assistance to Support FFY 2019 QM Reporting of the Child, Adult, and Health Home Core Sets

- Introduction to MACPro

- MACPro Access

- Available QM MACPro State Roles

- QM FFY 2019 MACPro System Updates

- Tips & Tricks

- Help Desk & Additional Resources

- Next Steps

Training Expectations

You will know…

- MACPro access basics

- FFY 2019 policy and system updates

- Useful tips and tools

- MACPro assistance basics

Technical Assistance to Support FFY 2019 QM Reporting of the Child, Adult, and Health Home Core Sets

Topics:

- Policy updates for Adult, Child, and Health Home Quality Measures

Introduction to MACPro

Topics:

- Introduction to MACPro
- MACPro functionality and features

What is MACPro?

MACPro is a **web-based system** that allows CMS and states to **collaborate more effectively online** in support of Medicaid and CHIP initiatives

MACPro

Medicaid & CHIP Program System

MACPro Advantages

- ✓ Ensures data consistency

- ✓ Improves efficiency

- ✓ Enhances state and CMS communication

- ✓ Increases transparency

- ✓ Facilitates accuracy
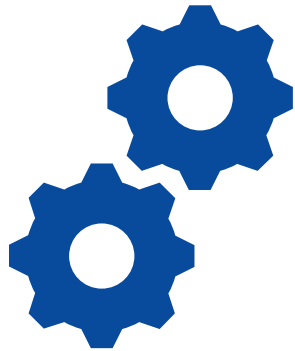
MACPro Components

Current:

- Quality Measures (QM) Reporting
    - Adult (AQM)
    - Medicaid and CHIP Child (CQM)
    - Health Home (HHQM)
- Medicaid State Plan Amendment (SPA)

Upcoming:

- Benefits and Provider Payments
- CHIP and SPAs
- Waivers and 1115 Demonstrations
- Advance Planning Documents (APD)

Key Terms

- **Authority**
  - Section within the component of QM
  - Under QM: Adult, Child, and Health Home

- **Workflow**
  - Sequence of activities and tasks to complete a process, including routing and tracking of documents for approval and other tasks

- **Core Measure**
  - Measures included within a core set in which states enter QM information

- **Seek More Information (SMI)**
  - A request from CMS when they have further questions about a QM report during review

- **Report ID**
  - System-generated identifier for each QM report to uniquely identify reports in MACPro

MACPro Access

Topics:

- Obtaining access to MACPro

- MACPro vs. Enterprise Identity Management (EIDM)

MACPro Access Steps

EIDM: https://portal.cms.gov

1 Register for an ID at the Enterprise Portal (EIDM)

2 Log in to EIDM and request MACPro access

3 APPROVED — Receive approval

MACPro: https://macpro.cms.gov

4 Log in to MACPro using EIDM credentials

5 Request MACPro role(s)

6 APPROVED — Receive approval

Enterprise Identity Management (EIDM)

- Identity management services system providing access to CMS applications

- EIDM CMS Enterprise Portal: https://portal.cms.gov

- New users must create an EIDM ID and request access to MACPro

- Users have **one** EIDM ID across applications

- All state users request **MACPro State User** role

MACPro User Roles

- MACPro: https://macpro.cms.gov

- Roles within MACPro determine available actions in the system

- Request user role(s) for Quality Measures

MACPro Access Scenarios

Scenario 1: User with no EIDM ID or MACPro access:

EIDM ID: ✗
MACPro Access: ✗
MACPro Role: ✗
→ Execute Steps 1-6

Scenario 2: User with EIDM ID and no MACPro access:

EIDM ID: ✓
MACPro Access: ✗
MACPro Role: ✗
→ Execute Steps 2-6

Scenario 3: User with EIDM ID and MACPro access, but no MACPro role:

EIDM ID: ✓
MACPro Access: ✓
MACPro Role: ✗
→ Execute Steps 5-6

Review: MACPro Access Steps

EIDM: https://portal.cms.gov

1 Register for an ID at the Enterprise Portal (EIDM)

2 Log in to EIDM and request MACPro access

3 APPROVED — Receive approval

MACPro: https://macpro.cms.gov

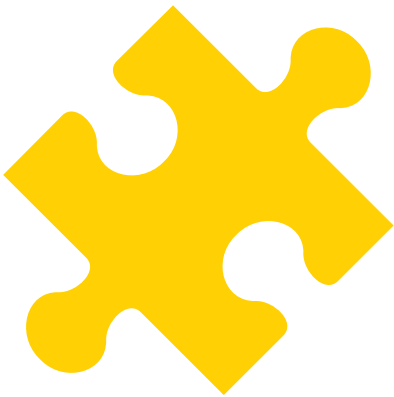**4** Log in to MACPro using EIDM credentials

5 Request MACPro role(s)

6 APPROVED — Receive approval

MACPro Access: Test Your Knowledge

If I am a state user and want to use MACPro, which **access role** do I select?

A. MACPro Business Support User

B. MACPro State User

C. MACPro CMS Staff User

D. MACPro Approver

Send your response via chat to attendee named: **Ask Me a Question**

MACPro Access: Answer

B. MACPro State User

Unless notified otherwise, all state users should request the State User MACPro access role in EIDM.
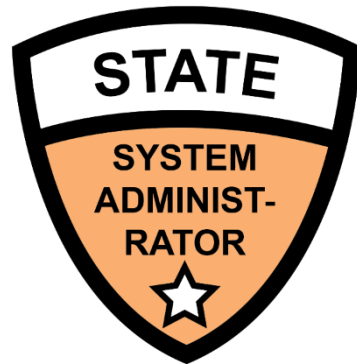
Questions?

Available QM MACPro State Roles

Topics:

- State roles available for Quality Measures (QM)
- Role responsibilities

MACPro State User Roles

State System Administrator (SSA):

STATE SYSTEM ADMINIST-RATOR

State Point of Contact (SPOC):

STATE POINT OF CONTACT

State Editor (SE):

STATE EDITOR

State Director (SDIR):

STATE DIRECTOR

State roles have no role sharing limitations

State Editor (SE)

Abilities

- Creates QM reports
- Provides content for QM reports
- Responds to Seek More Information (SMI) requests

Additional Information

- **Role Approver:** State System Administrator (SSA)
- **Role Type:** Authority-specific

State Point of Contact (SPOC)

Abilities

- Reviews and updates QM reports
- Uncertifies QM reports
- Responds to Seek More Information (SMI) requests

Additional Information

- **Role Approver:** State System Administrator (SSA)
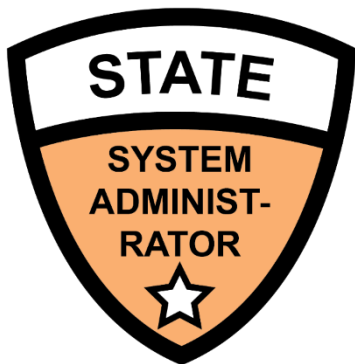- **Role Type:** Authority-specific

State Director

Abilities

- Reviews and certifies Quality Measure (QM) reports
- Submits QM reports to CMS

Additional Information

- **Role Approver:** State System Administrator (SSA)
- **Role Type:** Not authority-specific

State System Administrator (SSA)

Abilities

- Reviews and dispositions state user role addition, modification, or removal requests
- Reassigns state specific tasks on behalf of users
- Views state system reports

Additional Information

- **Role Approver:** CMS System Administrator (CSA)
- **Role Type:** Not authority or component-specific
- The SSA should view the MACPro Administrative Roles Training

MACPro Roles: Question

Of the following state roles, which role(s) best fits you? Or which role(s) do you currently hold in MACPro?

A. State System Administrator (SSA)

B. State Editor (SE)

C. State Point of Contact (SPOC)

D. State Director (SDIR)

Send your response via chat to attendee named: **Ask Me a Question**

Questions?

QM FFY 2019 MACPro System Updates

Topics:

- System-specific changes and updates for Adult, Child, and Health Home Quality Measures

System Updates: All Quality Measures

- Instructions updated under the Delivery System Section on the Admin Screen

Delivery System

As of September 30, 2018, what percentage of your Medicaid/CHIP enrollees (under age 21) were enrolled in each delivery system?

Please ensure that the percentages reported for each program (for example, Medicaid or CHIP) sum to 100 percent.

Delivery System	Medicaid (under age 21)	CHIP

- Instructions added below the Performance Measure Section and Data Source section for applicable core set measures in AQM, CQM, HHQM

Data Source

Collapse

If reporting entities (e.g., health plans) used different data sources, please select all applicable data sources used below. For example, if some health plans used the hybrid method and others used the administrative method select both Hybrid and Administrative. In the Additional Notes/ Comments on Measure section, please note how many reporting entities used each data source type. For example, "5 managed care plans used the hybrid method, and 3 managed care plans used the administrative method."

☐ Administrative Data

☐ Hybrid (Administrative and Medical Records Data)

☐ Other

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System Updates: All Quality Measures (Continued)

- Numerator field updated in Performance Measure (PM), Other Performance Measure (OPM), and Optional Measure Stratification (OMS) section of all applicable core set measures in AQM, CQM and HHQM 2019 to allow states to enter 0 in the numerator field and still be able to manually enter a weighted rate for measures reported using Hybrid alone or both Administrative and Hybrid data sources.

System Updates: All Quality Measures (Continued)

- Additional instructions available on the Performance Measure section of all applicable core set measures in AQM, CQM and HHQM 2019

Performance Measure

Collapse

The percentage of beneficiaries ages 18 to 74 who had an outpatient visit and whose body mass index (BMI) was documented during the measurement year or the year prior to the measurement year.

If all reporting entities (e.g., health plans) used the hybrid method, please report the sample size for each rate in the denominator field. If reporting entities used a mix of methods (e.g., some used hybrid and others used administrative method), please report the measure-eligible population in the denominator field.

If the rate or measure-eligible population increased or decreased substantially from the previous reporting year, please provide any context you have for these changes in the Additional Notes/Comments on Measure section.

Enter rate values to one decimal place (XX.X). If your rate ends in .0, note that the .0 will not be retained on the screen and the whole number will be displayed instead.

☑ Ages 18-64

	Numerator	Denominator	Rate
	0	100	

☐ Ages 65-74

Please explain why data was not entered for this numerator/denominator/rate set *

System Updates: All Quality Measures (Continued)

- Instructions added to Date Range section of all applicable core set measures in AQM, CQM and HHQM 2019

Date Range

Collapse

For all measures, states should report start and end dates to calculate the denominator. For some measures, the specifications require a "look-back period" before or after the measurement period to determine eligibility or utilization. The measurement period entered in the Start and End Date fields should not include the "look-back period."

More information about the Start and End Date for each measure is available in the measurement period table resource at https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/adult-core-set/index.html

Start Date

| Select Month | ▼ | Select Year | ▼ |

Month   Year

End Date

System Updates: Adult Quality Measures

- Instructions updated in the Definition of Population section for all core set measures (except CPA-AD)

Definition of Population Included in the Measure

Collapse

Definition of denominator:

Please select all populations that are included. (Must select at least one)

For example, if your data include both non-dual Medicaid beneficiaries and Medicare and Medicaid Dual Eligibles, select both
- Denominator includes Medicaid population
- Denominator includes Medicare and Medicaid Dually-Eligible population

☐ Denominator includes Medicaid population

☐ Denominator includes CHIP population (e.g. pregnant women)

☐ Denominator includes Medicare and Medicaid Dually-Eligible population

☐ Other

System Updates: Adult Quality Measures (Continued)

- Data Sources
  - **Added Administrative**: Controlling High Blood Pressure (CBP-AD)
  - **Removed Hybrid, added Administrative**: Screening for Depression and Follow-Up Plan: Age 18 and Older (CDF-AD)
  - **Added EHR**: HIV Viral Load Suppression (HVL-AD)

- Data Labels updated for Plan All-Cause Readmissions (PCR-AD)

Count of Index Stays	Count of Observed 30-Day Readmissions	Observed Readmission Rate	Count of Expected 30-Day Readmissions	Expected Readmission Rate	O/E Ratio (Count of Observed Readmissions/Count Of Expected Readmissions)

System Updates: Child Quality Measures

- Data Sources
  - **Removed Hybrid, added Administrative:** Screening for Depression and Follow-Up Plan: Ages 12-17 (CDF-CH)

- Text added in Performance Measure section in W15-CH core set measure

Performance Measure

Collapse

Percentage of children who turned 15 months old during the measurement year and who had the following number of well-child visits with a primary care practitioner (PCP) during their first 15 months of life:
- No well-child visits
- One well-child visit
- Two well-child visits
- Three well-child visits
- Four well-child visits
- Five well-child visits
- Six or more well-child visits

If all reporting entities (e.g., health plans) used the hybrid method, please report the sample size for each rate in the denominator field. If reporting entities used a mix of methods (e.g., some used hybrid and others used administrative method), please report the measure-eligible population in the denominator field.

If the rate or measure-eligible population increased or decreased substantially from the previous reporting year, please provide any context you have for these changes in the Additional Notes/Comments on Measure section.

The reported rates for 0, 1, 2, 3, 4, 5, and 6+ visits should add to 100 percent.

☐ 0 Visits

Please explain why data was not entered for this numerator/denominator/rate set *

System Updates: Health Home Quality Measures

- Text updated in the Definition of Population section for all core, utilization, and state-specific measures

Definition of Population Included in the Measure

Definition of denominator:

Please select all populations that are included. (Must select at least one)

For example, if your data include both non-dual Medicaid beneficiaries and Medicare and Medicaid Dual Eligibles, select both
- Denominator includes Medicaid population
- Denominator includes Medicare and Medicaid Dually-Eligible population

Select all that apply

☐ Denominator includes Medicaid population

☐ Denominator includes Medicare and Medicaid Dually-Eligible population

☐ Other

- Data Sources

  - **Added Administrative:** Controlling High Blood Pressure (CBP-HH)
  - **Removed Hybrid, added Administrative**: Screening for Depression and Follow-Up Plan (CDF-HH)

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System Updates: Health Home Quality Measures (Continued)

- Data Labels updated for:

  - Plan All-Cause Readmissions (PCR-HH)

Enter whole numbers for the Count of Index Stays and Count of Observed 30-Day Readmission. Enter the Count of Expected Readmissions to four decimal places. MACPro will automatically calculate the Observed Readmission Rate, Expected Readmission Rate and the O/E Ratio, all to four decimal places.

☑ Total

Count of Index Stays	Count of Observed 30-Day Readmissions	Observed Readmission Rate	Count of Expected 30-Day Readmissions	Expected Readmission Rate	O/E Ratio (Count of Observed Readmissions/Count Of Expected Readmissions)

  - Inpatient Utilization (IU-HH)

Inpatient

☑ Ages 0-17

Discharges	Discharges/1,000 Enrollee Months	Days	Days/1,000 Enrollee Months	Average length of stay
0	0	0	0	

Questions?

Tips & Tricks

Topics:

- Helpful MACPro tools
- Optimal web browsers

Report Summary Screen

Records / Adult Quality Measures

NE - Adult Quality Measure (NE2019MQ0027O) - 2019
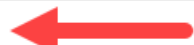
[📇] **VIEW PRINT PREVIEW**

Summary Report Data News Related Actions

CMS-10434 OMB 0938-1188

Request System Help

Created — **In Updates** — In Review — Awaiting Certification — In CMS Review — In SMI — CMS Review Complete

Report Information

Package ID	NE2019MQ0027O	**State**	NE
Report Year	2019		
Extension Date			

SPOC Information

Reviewed By   **Email Address**

Audit Information

Created By	Training StateEditorNE	**Last Updated By**	Training StateEditorNE
Created Date	7/10/2019 2:42 PM EDT	**Last Updated Date**	7/31/2019 11:40 AM EDT

Print to PDF Functionality

- Option 1:

- Option 2:

Break Lock Functionality

Accepting a Task & Task Ownership

You must accept this task before completing it
± ACCEPT ⊕ GO BACK
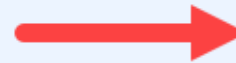
Review Report: Adult Quality Measure (NE2019MQ0027O) - 2019
CMS-10434 OMB 0938-1188

Session Time-Out Prompt

Your Session Is About to Expire

You will be signed out automatically if you do not resume your session within the next 2 minutes.

SIGN OUT   RESUME SESSION

Optimal Web Browsers

 Google Chrome is optimal and recommended; updates automatically; most recent version supported

 Mozilla Firefox updates automatically; most recent version supported

 Internet Explorer Version 11 required; using older version will prevent login

 Windows 10 software is compatible with MACPro

 OS X Yosemite software is compatible with MACPro

Help Desk & Additional Resources

Topics:

- QM Modules

- Resources available on Medicaid.gov

- Contacting the MACPro Help Desk

Quality Measures Modules

- **Module 1:**
  - State Editor creates a report and edits a core measure
  - State Editor submits a report to State Point of Contact

- **Module 2:**
  - State Point of Contact reviews a report and sends the report to State Director
  - State Director reviews and certifies report

- **Module 3:**
  - State Point of Contact answers an SMI request
  - State Point of Contact uncertifies and updates a report for an SMI request

Resources

Resources available on Medicaid.gov:

- EIDM Instructions for MACPro Users
    - Steps to register an EIDM ID and request MACPro access in EIDM

- IRD for Roles and Administration
    - Descriptions on available MACPro roles, steps to request a role, and user management functionalities

- Implementation Guides
    - Instructions specific to each core set measure on what content to enter

- Training materials will be posted on Medicaid.gov
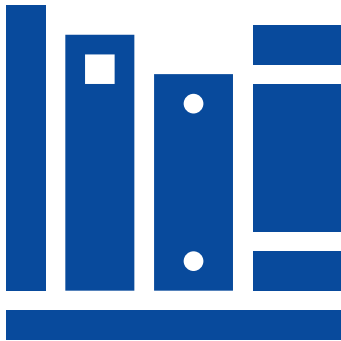
Contacting the Help Desk

For issues related to MACPro **access** and **how to use** the MACPro system, contact the MACPro Help Desk:

✉ **Email**: MACPro_Helpdesk@cms.hhs.gov

📞 **Phone**: 301–547–4688

📅 **Hours**: 9:00 AM – 7:00 PM EST

Help Desk:
Test Your Knowledge

Should you need assistance on how to use MACPro, how can you contact the MACPro Help Desk?
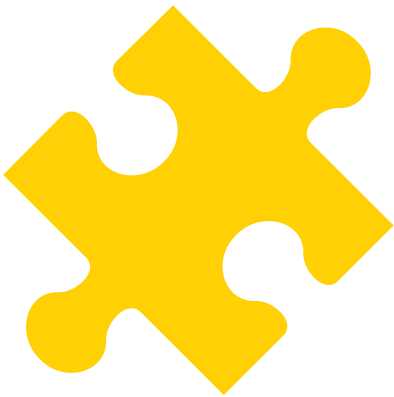
A. Email MACPro_HelpDesk@cms.hhs.gov

B. Call 301-547-4688

C. Send a letter

D. A and B only

Send your response via chat to attendee named: **Ask Me a Question**

Help Desk: Answer

D. A and B only

The MACPro Help Desk can be contacted via email or phone.
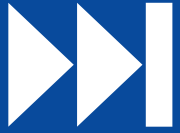
Next Steps

Topics:

- QM FFY 2019 available
- Obtain MACPro access
- Reporting deadline

Next Steps

- QM FFY 2019 now available in MACPro

- Obtain MACPro Access
  - [EIDM Instructions for MACPro Users](#)

  - [IRD for Roles and Administration](#)

- Reporting Deadline: **12/31/2019**

Questions?

Appendix

Topics:

- High-Level QM State Workflow

- Detailed QM State Workflow

- SMI Workflow

High-Level QM State Workflow

STATE EDITOR

1 Create QM report & complete all required fields

2 Forward report to State Point of Contact for review & edits

STATE POINT OF CONTACT

3 Review & edit report

4 Forward report to State Director for review & certification

STATE DIRECTOR

5 Review report

6 Certify report & submit to CMS

CMS Review Begins

Detailed QM State Workflow

STATE EDITOR

1.1 Go to **Actions**, select the relevant QM authority to create a report

1.2 On the Admin screen, select a Federal Fiscal Year, select Core Measures, then select **Begin Reporting**

1.3 On every Core Measure, complete required fields, select **Yes** to the validation question, then select **Save**

1.4 Select **Go to Admin Screen** & verify the status of all Core Measures are **Complete**

1.5 On the Admin screen, complete required fields & upload documents to the report, as needed

1.6 Select **Request State POC Review** to send the report for review

STATE POINT OF CONTACT

2.1 Go to **Tasks**, select the applicable task & as needed, select **Accept**

2.2 Select Core Measures to review & edit, then select **Go to Selected Measure**

2.3 On every Core Measure, review and edit fields as needed, select **Yes** to the validation question, then select **Save**

2.4 Select **Go to Admin Screen** & verify the status of all Core Measures are **Complete**

2.5 On the Admin screen, review & edit fields & upload documents to the report, as needed

2.6 Select **Send for Certification** to send the report to the State Director

STATE DIRECTOR

3.1 Go to **Tasks**, select the applicable task & as needed, select **Accept**

3.2 Select a Core Measure to review

3.3 On a Core Measure, review information & enter **Review Comments** as needed

3.4 Select **Back to Admin Screen** and repeat steps 3.1 through 3.4 until review is complete

3.5 Once Core Measures review is complete, on the Admin screen, review fields as needed

3.6 Select **Certify and Submit to CMS** to submit the report for approval

CMS Review Begins

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SMI Workflow