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 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

1. Register for an ID at the Enterprise Portal (EIDM)
2. Log in to EIDM and request MACPro access
3. Receive approval

EIDM: https://portal.cms.gov

4. Log in to MACPro using EIDM credentials
5. Request MACPro role(s)
6. Receive approval

MACPro: https://macpro.cms.gov
Enterprise Identity Management (EIDM)

- Identity management services system providing access to CMS applications


- 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](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: ✗

Scenario 2: User with EIDM ID and no MACPro access:
- EIDM ID: ✓
- MACPro Access: ✗
- MACPro Role: ✗

Scenario 3: User with EIDM ID and MACPro access, but no MACPro role:
- EIDM ID: ✓
- MACPro Access: ✓
- MACPro Role: ✗
Review: MACPro Access Steps

1. Register for an ID at the Enterprise Portal (EIDM)
2. Log in to EIDM and request MACPro access
3. Receive approval

MACPro: https://macpro.cms.gov

4. Log in to MACPro using EIDM credentials
5. Request MACPro role(s)
6. Receive approval
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 Point of Contact (SPOC):

State Editor (SE):

State Director (SDIR):

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.

<table>
<thead>
<tr>
<th>Delivery System</th>
<th>Medicaid (under age 21)</th>
<th>CHIP</th>
</tr>
</thead>
</table>

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

**Data Source**

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
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.
Additional instructions available on the Performance Measure section of all applicable core set measures in AQM, CQM and HHQM 2019
Instructions added to Date Range section of all applicable core set measures in AQM, CQM and HHQM 2019
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

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)
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

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**Performance Measure**

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.**

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

<table>
<thead>
<tr>
<th>Definition of denominator:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please select all populations that are included. (Must select at least one)</td>
</tr>
<tr>
<td>For example, if your data include both non-dual Medicaid beneficiaries and Medicare and Medicaid Dual Eligibles, select both</td>
</tr>
<tr>
<td>- Denominator includes Medicaid population</td>
</tr>
<tr>
<td>- Denominator includes Medicare and Medicaid Dually-Eligible population</td>
</tr>
</tbody>
</table>

**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)
System Updates: Health Home Quality Measures (Continued)

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

- Inpatient Utilization (IU-HH)
Questions?
Tips & Tricks

Topics:

- Helpful MACPro tools
- Optimal web browsers
# Report Summary Screen

### Records / Adult Quality Measures

**NE - Adult Quality Measure (NE2019MQ0027O) - 2019**

<table>
<thead>
<tr>
<th>Created</th>
<th>In Updates</th>
<th>In Review</th>
<th>Awaiting Certification</th>
<th>In CMS Review</th>
<th>In SMI</th>
<th>CMS Review Complete</th>
</tr>
</thead>
</table>

**Report Information**

- **Package ID**: NE2019MQ0027O
- **Report Year**: 2019
- **State**: NE

**SPOC Information**

**Reviewed By**

**Audit Information**

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

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_CMS-10434 OMB 0998-1188_

_Request System Help_
Print to PDF Functionality

- **Option 1:**
  - NE - Adult Quality Measure (NE2019MQ0027O) - 2019
  - Related Actions

- **Option 2:**
  - NE - Adult Quality Measure (NE2019MQ0027O) - 2019
  - View Print Preview
  - View the print preview of reviewable units

CMS-10434 OMB 0938-1188
Break Lock Functionality

Task locked

This report is being modified by 'TRAININGSE'. Breaking this lock will make them lose any unsaved work. It is recommended that you confirm with them before proceeding.

CANCEL BREAK LOCK
Accepting a Task & Task Ownership

Review Report: Adult Quality Measure (NE2019MQ0027O) - 2019

You must accept this task before completing it

ACCEPT
GO BACK
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 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
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
The MACPro Help Desk can be contacted via email or phone.

D. A and B only
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

1. **State Editor**
   - Create QM report & complete all required fields

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

3. **State Point of Contact**
   - Review & edit report

4. **State Director**
   - Forward report to State Director for review & certification

5. **State Director**
   - Review report

6. **State Director**
   - Certify report & submit to CMS

CMS Review Begins
Detailed QM State Workflow

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

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

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
SMI Workflow