



**Department
of Health**

Medicaid
Redesign Team

Behavioral Health Transition to Managed Care for Rest of State

April 2016

Agenda

- Behavioral Health Transition to Managed Care
- Health Commerce System
- HARP/HCBS Eligibility Assessment
- Community Mental Health Assessment
- Uniform Assessment – Community Mental Health Pilot aka the Interim Solution
- UAS-NY Training Environment
- Organization Readiness
- Milestones

Single Point of Contact and HCS Coordinator Responsibilities

The Single Point of Contact

- Oversee organization's transition to using the Community Mental Health and HARP Eligibility Assessments and associated applications
- Serve as the primary information contact between your organization and State project staff

HCS Coordinator

- Create new HCS user accounts
- Provision OMHCMH roles
- Provision Trust Level 3

Behavioral Health Managed Care Transition

Mainstream MCOs and MLTCs

- ✓ integrates all Medicaid State Plan covered services for mental illness, substance use disorders (SUDs), and physical health conditions

Health and Recovery Plans (HARPs)

- ✓ manages care for adults with significant behavioral health needs
- ✓ offers access to an enhanced benefit package comprised of Behavioral Health Home and Community Based Services
- ✓ offers Health Home care management services

HIV Special Needs Plans (SNPs)

- ✓ Individuals meeting the HARP eligibility criteria who are already enrolled in an HIV SNP may remain enrolled in the current plan and receive the enhanced benefit of a HARP

HARP/HCBS Assessment

- HARP – Health and Recovery Plan
- HCBS – Home and Community Based Services
- Subset of items are used from the Community Mental Health Assessment
- HARPs will manage care for adults with significant behavioral health needs

Community Mental Health Assessment

- Researched and validated by interRAI
- Comprehensive assessment
 - designed to incorporate the person's needs, strengths and preferences when assessing the key domains of function, mental and physical health, social support and service use
 - includes items to describe the performance and capacity of the person in a variety of domains, with the majority of items serving as specific triggers for care planning
 - information used to assist in the identification of needs and to inform and support individual goals and appropriate interventions
- Adapted for New York State

Assessor Qualifications

- Education
- Experience
- Training and Supervision

The State may waive such qualifications, on a selected basis and under circumstances it deems appropriate which may include care manager capacity issues. The waiver request form can be found at http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/harp_hiv_snp.htm

Health Commerce System (HCS)

**UAS-NY
Training
Environment**

**Uniform
Assessment -
Community
Mental Health
Assessment
Pilot (Interim
Solution)**

UA-CMH Roles

Role	Description
OMHCMH-01 Assessor	Ability to initiate, conduct and sign assessments
OMHCMH-02 Manager	Ability to review assessments and access reports

- Both OMHCMH roles are available to Health Homes and Health Home Care Management Agencies
- Managed Care and Managed Long Term Care Organizations only have access to the Manager role

UAS-NY Training Environment

- Required Courses
- Recommended Courses
- User roles determine what training is deemed required
- Access to the training environment (and the Interim Solution) requires an HCS Account and Trust Level 3
- Proof of Course Completion

Uniform Assessment – Community Mental Health Pilot = Interim Solution

- Web-based application accessed through the Health Commerce System
- Role-based application that guides user privileges
- Contains Community Mental Health Assessment and HARP/HCBS Eligibility Assessment Tool
- Reports available to support management and care planning

It is anticipated that the CMHA will be integrated into the UAS-NY in 2017.

Health Commerce System (HCS)

- **Secure, Web Portal**
 - Authenticates users
 - Contains a wide range of restricted and non-restricted applications
- **Organizations are grouped by Organizational Type:**
 - Organizational type based on operating certificates
 - ✓ Managed Care
 - ✓ Health Home Program
 - ✓ Health Home CMA
 - Provides additional security by limiting the organization types that can access applications

Only these organization types have access to the UA-CMH Pilot application and roles.

HCS User Accounts

- All Users must have their own active HCS User Account
- Only one HCS account per user
- Staff without an active account must work with their HCS Coordinator and use the Paperless HCS User Account process
- Path to Quick Reference Guides: From HCS homepage My Content > Documents by Group > View All Document Groups > Coordinator > HCS Coordinator

Paperless HCS User Account

NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS. The Health Commerce System (HCS) user account request has gone paperless! No more signatures and notary. Applying for an HCS user account is as simple as filling out an online form and having a NYS DMV Driver License or NYS DMV Non-driver Photo ID. People that do not have a NYS DMV Driver License or NYS DMV Non-driver Photo ID can still apply for an HCS user account using the existing process which requires signatures and a notary. Please see your HCS Coordinator to apply.*

A. User steps...

What are the steps?

To obtain an account, you must:

1. Register for an account
2. Enroll your account on the HCS. This step must be done with your HCS Coordinator

Important Information!

To enroll using the paperless process, you must have a NYS DMV Driver License or NYS DMV Non-driver Photo ID.

Where do I register?

1. Open your web browser and enter this website in the address bar

<https://apps.health.ny.gov/pub/usertop.html>

2. Click 'Register' for an account'

How do I register?

1. Complete the Name, Address and Policy Statement sections, and click **Continue**
NOTE: Your name must match what is on your NYS driver license or NYS Photo ID
2. Request a userid and create a password, click: **Continue**
3. Answer at least six of the 27 secret question, click **Register**
4. Confirm your account information, and click: **Confirm**
5. Print your NYSDOH Account Registration Completion information, click **OK**
6. You will receive a confirmation email that your userid was created
7. See your *HCS Coordinator with your NYSDOH Account Registration Completion printout and your NYS DMV Driver License or NYS DMV Non-driver Photo ID



B. Coordinator steps...

How do I enroll a user with the paperless process?

1. Log on the HCS
2. Click **Coord Account Tools - HCS** under **My Applications**
* Counties click **Coord Account Tools—LHD**
3. Click **User** under 'Request an account for a...'

4. Click **Yes**, they have a NYS DMV driver license or NYS DMV Non-driver Photo ID

NOTE: A NYS driver license is required for the paperless process. If they do not have one, click 'No, they do not...'

5. Select your organization in the list
6. Enter the user's Public ID, click **Submit**
NOTE: This information must be supplied by the user when they registered for an HCS account
7. Enter the user's information from the NYS driver license or NYS Photo ID, click **Submit**
NOTE: The information must match exactly
8. Enter the user's contact information (fields marked with an asterisk are required), click **Submit**
9. Your user is enrolled on the HCS. Please instruct them to use their userid and password they created and sign in the HCS (<https://commerce.health.state.ny.us>)



C. User steps...

How do I sign on the HCS?

Once your HCS Coordinator completes their steps above, you will be enrolled on the HCS and receive a congratulations email. Do the following:

1. Read the 'Document 2 SAUP' for rules and responsibilities
2. Click the HCS website link (or copy and paste it in your browser's address bar), and enter your userid and password that you created when registering

* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm)



Trust Level 3 Assurance for EXISTING HCS User Accounts

Coordinator's Update Tool

[Manage People](#)
[Update Contact Info](#)
[Manage Role Assignments](#)
[Delete Account](#)
[Request Account](#)
[Verify Trust Level](#)

Trust Level for

How to Grant Trust Level 3 Access

- The user must be in person with their NYS driver license or Non-driver Photo ID available.
- Enter the user's information from their NYS driver license or Non-driver Photo ID in the NYS DMV Identity Verification fields below.

The Last and First name fields must match what is on the user's driver license or non-driver photo ID. If it does not match, contact 1-866-529-1890 option 1 and request the name be updated to match the driver license name.

- All fields marked with an asterisk (*) are required.
- Check the box to attest the user's identity was verified, and click **Submit**

Only **successful** verifications will acquire Trust Level 3.

Coordinator's Update Tool

[Main Page](#)
[Location](#)
[Manage People](#)
[Organizational Offices](#)
[Manage Role Assignments](#)
[Reports](#)
[Add a New Person](#)
[Special Accounts](#)

Form Name:
Role Assignments

Select a Role to Assign/Modify
for Z Test Managed LTCP

Role Description	Person in Role?	Modify Role Assignments	Role Description	Person in Role?	Modify Role Assignments
Chief Executive Officer or President	No	Modify	HPN Coordinator	DOH Assigned	Modify
HPN Organizational Security Coordinator	DOH Assigned	Modify	MAPP Gatekeeper	No	Modify
MAPP SPOC	No	Modify	MAPP User	No	Modify
MEDS Reporting & Analysis	No	Modify	Medical Director	No	Modify
Order Official Prescriptions	N/A	Modify	PDS Reporting & Analysis	Yes	Modify
UAS-15	No	Modify	UAS-20	No	Modify
UAS-30	No	Modify	UAS-40	No	Modify
UAS-45	Yes	Modify	UAS-50	No	Modify
UAS-NY	Yes	Modify	UAS-NY IT	Yes	Modify

NYS DMV Identity Verification

Last Name:

First Name:

NYS DMV ID or Non-driver Photo ID: *

Date of Birth (YYYYMMDD): *

Gender (M/F): *

ZipCode: *

* I attest by checking the box that the user's identity was verified and approved for Trust Level 3 access.

[Submit](#) [Reset](#)

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Assigning Roles

Coordinator's Update Tool



Form Name: Role Assignments

Select a Role to Assign/Modify
for *Z Test Managed LTCP*

Role Description	Person in Role?	Modify Role Assignments	Role Description	Person in Role?	Modify Role Assignments
Chief Executive Officer or President	No	Modify	HPN Coordinator	DOH Assigned	Modify
HPN Organizational Security Coordinator	DOH Assigned	Modify	MAPP Gatekeeper	No	Modify
MAPP SPOC	No	Modify	MAPP User	No	Modify
MEDS Reporting & Analysis	No	Modify	Medical Director	No	Modify
Order Official Prescriptions	N/A	Modify	PNDS Reporting & Analysis	Yes	Modify
UAS-15	No	Modify	UAS-20	No	Modify
UAS-30	No	Modify	UAS-40	No	Modify
UAS-45	Yes	Modify	UAS-50	No	Modify
UAS-NY	Yes	Modify	UAS-NY IT	Yes	Modify

HCS Coordinator Resources

New York State Health Commerce System

Home My Content Print Search Help

Groups > Coordinator > HCS Coordinator Add to Fav. +View Help

Coordinator Document Groups

- Coordinator Account
- Director Account
- Medical Practice Account
- Policy
- Practitioner Account
- Security Coordinator Account
- Status
- User Account

HCS Coordinator Documents

Sort by: Date Posted - Descending 13 Records

Type	Label	Description	Date Posted
PDF	Paperless HCS User Account Request	Paperless HCS User Accounts Quick Reference Guide for non medical professionals who have a valid photo ID	09/16/2015
PDF	Multi-factor Authentication Quick Reference Guide	Guide to enroll a user's MFA information	08/13/2015
PDF	Paperless HCS User Account Request	Paperless HCS User Accounts Quick Reference Guide for non medical professionals who have a valid photo ID	02/16/2015
PDF	How to remove a role	using the Coordinator's Update Tool	02/13/2015
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
WEB	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
WEB	Coordinator Responsibilities	HCSC Responsibilities	03/18/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
PDF	Acceptable Account Request Form Criteria	What is the criteria for an account request form to be processed?	09/12/2011
PDF	NYSE-CON HCS Coordinator Overview V1	This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role.	02/28/2011
PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
PDF	Information about Account Security Violations	STOP!!! DO NOT share account information (userids and passwords). Allowing someone to use your HCS account is a breach of security!	11/19/2010

Select "Documents by Group" to access HCS Coordinator resources

Accessing the Applications (Training)

The screenshot displays the Health Commerce System interface. At the top, there is a navigation bar with a Home icon and a 'My Content' dropdown menu, which is circled in red. Below the navigation bar, the main content area is divided into several sections:

- Important Health Events:** Features a banner for 'ZIKA VIRUS RESPONSE' and a 'Visualization' chart.
- Important Health Notifications:** A table listing notifications with columns for Posted, Priority, Keyword, and Source.
- Newsroom Highlights...**
- Health Commerce System Applications:** A section with a 'Browse by' alphabetical index (A-Z) where the letter 'U' is circled in red. Below this is a list of application names, with 'Uniform Assessment System for New York' circled in red.

On the left side, there is a 'Welcome' message, a search bar, and a 'My Applications' list. The list includes various tools and systems, each with an information icon (i).

Posted	Priority	Keyword	Source
02/12/2016	Advisory	extreme weather	NYSDOH
02/11/2016	Advisory	influenza	NYSDOH
02/09/2016	Advisory	Infectious Disease	NYSDOH
02/09/2016	Advisory	Infectious Disease	NYSDOH
02/04/2016	Advisory	Zika Health Advisory	NYSDOH
02/04/2016	Advisory	Zika Health Advisory	NYSDOH
02/02/2016	Advisory	Influenza	CDC
02/01/2016	Advisory	Infectious Disease	NYSDOH
02/01/2016	Advisory	Infectious Disease	NYSDOH

My Applications List:

- Acronyms & Abbreviations
- CART
- ComDir Bulk Messaging Tool
- ComDir Role Lookup Tool
- Coord Account Tools - LHD
- Coord Account Tools - PCC
- Emergency Contacts
- Health Facilities Info Sys HFIS
- IHANS (Notification System)
- ServNY
- UA-Comm Mental Health PILOT
- UAS-NY
- UAS-NY TEST DRIVE

Health Commerce System Applications List:

- Uniform Assessment - Community Mental Health PILOT
- Uniform Assessment System for New York
- Uniform Assessment System for New York - TEST DRIVE
- UPHN Message Conformance Application
- Upload Digital Photos
- User Application Access List
- User Permission List

Accessing the Applications (Interim Solution)

The screenshot displays the Health Commerce System interface. At the top, there is a navigation bar with a search icon, a home icon, and a 'My Content' dropdown menu. Below the navigation bar, the main content area is divided into several sections:

- Important Health Events:** A banner for 'ZIKA VIRUS RESPONSE' with the NYS PMP logo.
- Important Health Notifications:** A table listing notifications with columns for Posted, Priority, Keyword, Source, and Audience.
- Newsroom Highlights...**
- Health Commerce System Applications:** A section with a 'Browse by' alphabetical index and a list of application names.

The 'My Applications' sidebar on the left lists various tools and systems, including CART, ComDir Bulk Messaging Tool, and UAS-NY TEST DRIVE. A 'Refresh My Applications List' button is located at the bottom of this sidebar.

Posted	Priority	Keyword	Source	Audience
02/12/2016	Advisory	extreme weather	NYSDOH	
02/11/2016	Advisory	influenza	NYSDOH	
02/09/2016	Advisory	Infectious Disease	NYSDOH	
02/09/2016	Advisory	Infectious Disease	NYSDOH	
02/04/2016	Advisory	Zika Health Advisory	NYSDOH	
02/04/2016	Advisory	Zika Health Advisory	NYSDOH	
02/02/2016	Advisory	Influenza	CDC	
02/01/2016	Advisory	Infectious Disease	NYSDOH	
02/01/2016	Advisory	Infectious Disease	NYSDOH	

Health Commerce System Applications

Browse by **A** **B** **C** **D** **E** **F** **G** **H** **I** **J** **K** **L** **M** **N** **O** **P** **Q** **R** **S** **T** **U** **V** **W** **X** **Y** **Z**

Application Name

- Uniform Assessment - Community Mental Health PILOT
- Uniform Assessment System for New York
- Uniform Assessment System for New York - TEST DRIVE
- UPHN Message Conformance Application
- Upload Digital Photos
- User Application Access List
- User Permission List

Milestones

Description	Timeframe
All HCS User accounts must be created and provisioned with an appropriate OMHCMH role assignment and Trust Level 3.	May 1, 2016
Introduction to the UAS-NY Training Environment Webinar	May 10, 2016
All required training must be completed	June 30, 2016
Begin conducting assessments	July 1, 2016



Questions?

- Behavioral Health Program and Policy Questions

via email: UA-CMH@omh.ny.gov

- Community Mental Health Assessment System—Interim Solution User Support

via email: helpstar@ciminc.com

telephone: 734-930-0855 (please specify that call is related to the Community Mental Health Pilot software in New York)

- UAS-NY Training Support

via email: uasny@health.ny.gov

telephone: 518-408-1021 (option 1)

- Organization Transition Support

via email: uasny@health.ny.gov

telephone: 518-408-1021 (option 2)

- Health Commerce System

Telephone: Commerce Account Management Unit: 1-866-529-1890