Medicaid State Plan Amendment (SPA) State Introductory Training

Presentation Speaker Notes

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Slide 1: Title Slide

Sophia Hinojosa is the meeting host. She will kick off the presentation by welcoming everyone.

Welcome to the Medicaid and CHIP Program System (MACPro) Medicaid State Plan Amendment (SPA) State Introductory Training for State Users.

Today's training will cover key information relevant to the onboarding of the SPA process in MACPro.

Your presenter for today's session will be Annie Scalet from IBM Watson Health. I now turn it over to Annie.

Hello, my name is Annie Scalet and I'm with IBM Watson Health. IBM Watson Health is the education, training, and assistance contractor for MACPro. The purpose of today's webinar is to help you understand the state roles and their responsibilities for Medicaid State Plan (or SPAs) in MACPro. This includes the creation, review, and submission process. Additionally, by the end of this presentation, you will understand the next steps for getting ready to work on SPAs in MACPro.

Currently, your lines are muted to prevent background noise. As we move through the presentation, please feel free to submit your questions as you think of them via the Chat feature. We'll go over how to do that in just a moment. We will address your questions during the Q&A breaks.

CMS and training personnel are also here to assist with any questions. Please note that we are recording this session for future viewing and the slides presented today are included in the meeting invitation. This material (including a recording of this session) will be available on Medicaid.gov in a few weeks.

Slide 2: Welcome!

Now that I have introduced myself as a presenter for today, I would like to introduce my colleagues that will be assisting during this session.

- Laurel will be driving our slides for today
- Katie is signed in as the attendee Ask me a Question
- Avni will be assisting with answering questions throughout the breaks
- Sophia and Jessica are our CMS representatives on the call

Slide 3: Chat Questions

As mentioned, a moment ago, we encourage you to ask questions throughout the presentation. You may submit them as we go along by using the WebEx Chat feature at the bottom of your screen, directing your questions privately to the attendee named Ask Me a Question. Again, this our colleague Katie.

Slide 4: Meet & Greet

Let's briefly test out using the Chat feature. In the Chat box of the WebEx, please type your name, location, and what you are hoping to learn from today's session. Please direct your response to the user "Ask Me a Question."

Slide 5: Training Expectations

Here are the key takeaways from today's session. By the end:

- You'll have an overarching understanding of MACPro
- You'll know the State roles and how they operate; and
- You'll receive an overview of the MACPro state workflow, which are the steps that states take to create, edit, review, and submit a SPA to CMS.

We'd also like to note that there are resources providing additional information on these topics available on Medicaid.gov.

Slide 6: Raise your Hand…

So, let's start by taking a poll to get a better idea of everyone's background with MACPro. Using the "Raise Hand" feature in the Participants box of the WebEx, let us know if you have ever used MACPro before.

To lower your hands, re-select that hand button.

Slide 7: Agenda

Let's jump into our presentation. Here's our agenda:

- We'll start with an introduction to MACPro
- Then, we will review the general process flow for obtaining access
- Followed by a review of available MACPro state user roles and the submission workflow in which they are involved

The webinar will end with information on:

- How to obtain help and technical assistance, next steps, and a final opportunity to ask questions.

Slide 8: Introduction

Let's begin by going over what MACPro is.

Slide 9: What is MACPro?

MACPro is a web-based system for the submission, review, disposition, and management of Medicaid and CHIP initiatives, such as Medicaid State Plan and Quality Measurement reporting. For some applications, MACPro is 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 State Plan Amendments, MACPro will grow to replace more of the paper-based process of submitting and reviewing SPAs.

Slide 10: MACPro Functionality

As of today, MACPro includes:

- Medicaid State Plan Amendments; including Health Homes and Eligibility & Administration and;
- Quality Measures Reporting

Slide 11: Future of MACPro

Over time, MACPro will be a single point of entry to many CMS applications, including but not limited to the ones listed on this screen.

Once 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
- Additional Medicaid State Plan Amendments (SPA)
- CHIP Program and SPAs
- Advance Planning Documents (APD)
- Managed Care Contracts (MCC)

Slide 12: Transition of SPAs to MACPro

We want to highlight some important information regarding the transition of SPAs from paper-based State Plans and other legacy systems to MACPro.

As we noted earlier, over time, the amount of State Plan sections contained in MACPro will grow as more development occurs.

All new SPA actions that include any topics in MACPro need to be submitted in MACPro.

Let's pause to hear a word from one of our CMS representatives on this topic.

Slide 13: Transition of SPAs to MACPro (cont.)

As part of the transition of State Plan material into MACPro, as of Monday, November 5th, all Medicaid Eligibility group and Financial Eligibility SPAs must be submitted through MACPro.

Any Eligibility SPAs submitted to the regional office SPA mailbox on or after Monday, November 5th, including content that has been transitioned to MACPro, must be resubmitted through MACPro. SPAs that were officially submitted to the SPA mailbox on or before Friday, November 2nd will continue to be processed through the traditional paper-based process.

Previously submitted SPAs that are being processed by CMS will be completed in the existing workflow.

With the transition to MACPro, SPAs submitted and approved in MACPro become the official record.

Slide 14: Key Features

There are key features in MACPro that we would like to highlight for you.

First, SPA templates and implementation guides have been designed to clearly identify available policy options and include built-in logic to reduce errors. This ensures that upon submission, SPAs are complete and reflect correct application of policy.

MACPro features an automated workflow that routes each SPA directly to the appropriate staff member (within the state and CMS).

Finally, workflow actions are assigned to users as tasks to keep the submission progressing in a timely manner.

MACPro also hosts system functionalities that may be new to you. We will go into these in further detail later in the presentation.

Slide 15: Benefits of MACPro

By allowing States and CMS to collaborate online for Medicaid and CHIP initiatives, the benefits of MACPro include:

- Ensured data consistency
- Improved efficiency
- Increased transparency
- Established clear communication processes
- Enabled data-driven decision making; and
- A centralization of multiple reporting systems such as: CARTS, MMDL, and WMS

Do any of our CMS representatives want to add any additional information on this topic?

Slide 16: Questions?

Let's pause here for a moment. Are there any questions at this point?

Slide 17: MACPro Access

Now, let's talk about how to obtain access to MACPro.

Slide 18: MACPro Access: What Will I Learn?

In this section, we will review the general process required for gaining access to MACPro and when each step of the process should be completed.

Slide 19: MACPro Access Steps

The image on this slide provides a visual of the process flow for obtaining access to MACPro. We will walk through it step-by-step in the next slides.

For clarity, steps 1-3 on this graphic are orange to indicate that these actions should be completed within the Enterprise Identity Management (or EIDM) portal, using the address: https://portal.cms.gov. We encourage you to register for an EIDM ID and request your EIDM role for MACPro as soon as possible, as your role request is routed to approvers for manual review. When you request your EIDM Role for MACPro, you will be prompted to go through an identity verification process.

Steps 4-6 on this graphic are blue to indicate that these actions should be completed within MACPro, using the MACPro link: https://macpro.cms.gov.

If you have not started this process, we encourage you to begin prior to your imminent need for MACPro access, as these steps can take some time.

Slide 20: Enterprise Identity Management (EIDM)

The first step to access MACPro is to get an EIDM ID. Again, MACPro access is managed by the Enterprise Identity Management (EIDM) portal, which is an identity management and services system that provides users with access to numerous CMS applications.

Please note that the EIDM address is https://portal.cms.gov, which is different from the MACPro link (https://macpro.cms.gov).

Once you register for an EIDM ID, you should request an EIDM role for MACPro. Please note, your EIDM role for MACPro is different than your MACPro role. Your EIDM role for MACPro only provides access to MACPro. Your MACPro role will provide specific action permissions within MACPro. MACPro users must have both an EIDM ID and approved EIDM role for MACPro to access the system.

All State users should request a "MACPro State Staff" EIDM Role. Links to detailed instructions on how to do this are included toward the end of today's slide deck.

Some users may already have a role for Health Homes SPA, Eligibility, Administration, or Quality Measure Reporting. If you are one of these users, you do not need to register a new EIDM ID.

Users should only hold one EIDM ID, even if accessing multiple CMS applications through the EIDM Portal.

Slide 21: MACPro Roles

Once your EIDM role for MACPro is approved, the next step is to request your user role within MACPro. MACPro user roles determine your capabilities within the application.

Please note, you cannot access MACPro to request your MACPro roles until your EIDM role for MACPro access is approved.

Slide 22: Obtain MACPro Roles

Once again, at a high level, here are the actions required to gain MACPro access:

- First, register for an EIDM ID
- Then, log back in to the Enterprise Portal to request an EIDM role for MACPro; and
- Once your EIDM role for MACPro is approved, log in to MACPro to request your MACPro user role
- After your MACPro role is approved, you may use MACPro

Slide 23: MACPro Access Scenarios

The process we just discussed is are the steps a new user would need to take to access MACPro. We understand that you all may be starting at different stages, so we have a few scenarios listed on this slide regarding how to obtain MACPro access.

If you are a new user without an EIDM ID or MACPro access in EIDM, you should begin with Step 1 (to register for an EIDM ID) and then continue through to Step 6, which is receiving approval for role requests in MACPro.

If you are a new user with an existing EIDM ID but do not have MACPro access in EIDM, you should start with Step 2 (requesting your access to MACPro through EIDM) and then continue through to Step 6.

And if you are a new user with an existing EIDM ID and MACPro access, you should start with Step 5, requesting your MACPro roles, and then finish with Step 6.

If you were previously in MACPro for another authority, then you have an EIDM ID and approved MACPro access. You should follow scenario 3 and begin at Step 5, requesting additional MACPro user roles.

Slide 24: MACPro Access: Knowledge Check Question

We just covered a lot of information, so let's stop here and take a quick knowledge check.

If I am a state user looking to be a State System Administrator in MACPro, which EIDM role for MACPro do I select?

A. Business Support User
B. State User
C. CMS Staff User
D. Approver

Slide 25: MACPro Access: Knowledge Check Answer

The correct answer is B, State User. Unless notified otherwise, all state users should request the State User role in EIDM to obtain access to MACPro.

Slide 26: State User Roles

We just reviewed the steps required to obtain access to MACPro, one of which was to request your appropriate role or roles within MACPro.

Now we'll review the different state Medicaid State Plan user roles within MACPro to familiarize you with the various options.

Slide 27: State User Roles: What Will I Learn?

In this section, we will cover which Medicaid State Plan MACPro roles are available to State users and what each role can do.

Slide 28: MACPro State User Roles

This slide lists the MACPro Medicaid State Plan state user roles. MACPro roles determine users' range of available actions, responsibilities, and which reports can be accessed.

A state user may have more than one Medicaid State Plan role in MACPro. For example, they could be a State Editor and State Director, or any other combination.

To complete the workflow, it's important that all state roles have at least one assignee with the correct authorities. However, states are encouraged to have more than one assignee in each role to prevent disruptions to the workflow during a user's absence.

As we walk through each role in more detail, some of the terms may feel unfamiliar. You will become more acquainted with them as we go through today's training session.

Let's take a minute for our CMS representatives to add to this topic.

Slide 29: MACPro Role: State Editor

Now, let's go over the four state roles in detail.

The State Editor (or SE) is responsible for:

- Creating and updating content for new submission packages
- Converting Draft submission packages to Official submission packages; and
- Collaborating with the State Point of Contact on submission package Clarification and RAI responses.

Slide 30: MACPro Role: State Point of Contact

The State Point of Contact (or SPOC) is the next role in the process.

The SPOC is responsible for submitting submission packages to CMS. Users holding this role also serve as the primary contact with CMS for submissions, including Clarification requests and RAI.

- When working with a submission package, the SPOC:
- Documents and review Correspondence Log entries
- Returns submission packages to State Editors when revisions or additional information are needed
- Reviews and updates submission package content; and
- Submits RAI responses to CMS.

This role is also specific to each Medicaid State Plan reporting authority. For example, if you would like to be a SPOC for Health Homes SPAs along with Eligibility SPAs, SPOCs will need to request the role twice-- once for each respective authority.

Slide 31: MACPro Role: State Director

The State Director acts as the third role in the state submission process.

Users holding this role review and certify state prepared submission packages for the State Point of Contact's submission to CMS.

As a note, the MACPro State Director is not necessarily the State's Medicaid Director.

Slide 32: MACPro Role: State System Administrator

The State System Administrator (or SSA) is an administrative role that reviews and dispositions – in other words, approves or disapproves – their state user role requests. SSAs also have the ability to reassign specific tasks on behalf of users within their state. Prior to a state creating a submission package in MACPro for the first time, the SSA must create a State Profile. In addition to the actions listed, the SSA can view state system reports.

Slide 33: Questions?

Does anyone have questions about the material we have covered so far?

Slide 34: State SPA Workflows

Now, let's look at how these roles operate in the submission process. The following workflows will help you visualize the life of a SPA submission package.

Slide 35: State SPA Workflows: What Will I Learn?

In this section, you will gain an understanding of the steps for creating and submitting a submission package and how each role is involved.

Slide 36: State User Functionalities

Before we dive into the workflows, let's define a few terms that you will hear frequently.

There are key functionalities in MACPro that are available to State users. The next few slides provide brief introductions to these features, but as we go through the presentation, we will look at them in-depth.

For Medicaid State Plan in MACPro, anything that is submitted to CMS begins as a <u>Submission Package</u>. Briefly, a submission package is a compilation of state plan templates that make up a submission that CMS will review-- in this case, a State Plan Amendment. We'll describe this more in a few minutes.

Previous state plan templates are now referred to as <u>Reviewable Units</u> in MACPro and abbreviated as RUs. Reviewable Units are the forms in which states enter information for their submission package. We'll also talk about these in more detail in later slides.

Next on this list is <u>dependencies</u>. We won't go into too much detail in today's training on them, but they are important to keep in mind. Dependencies refer to RUs that are dependent upon other RUs. This means that a change in one RU will result in a change to another dependent RU. These are described as primary and secondary RUs. Also, it is important to note that whenever a change in a primary RU affects a secondary RU, the secondary RU will need to be revised to reflect the primary RU.

An important method of centralized communication is the <u>Correspondence Log</u>. Correspondence Logs are an official record of communication between the state and CMS. CMS can provide information to the state and the state can respond. Only the State Point of Contact and the CMS Point of Contact can write in a Correspondence Log, but others may view the Correspondence Log in a package for reference. The Correspondence Log can be on the package level or on the RU level. Additionally, the CPOC and SPOC have the ability to create threads within the log. Each time an entry is made, an email notification is sent to the applicable user.

Slide 37: State User Functionalities (cont.)

CMS can submit <u>Clarification requests</u> to the state prior to recommending approval or disapproval of a submission. The clarification gives the state an opportunity to make additional edits. It is similar to an unlock in MMDL or informal RAI and does not stop the 90-day clock. Clarifications can be requested on the package level or the RU level.

Another option would be for CMS to submit a <u>Request for Additional Information</u>, or an RAI. This option stops the 90-day clock but provides the state with an opportunity to address more in-depth questions or updates. When a package is submitted back from RAI, a second clock begins.

A state specific <u>Approval Notice</u> is generated by the CMS Point of Contact. The approval notice does not replace official approval documentation, but rather is a form that notifies the user that their submission package has been approved. It is a part of the official record of the package and can be viewed by the state following approval.

Slide 38: Upper Tool Bar & Package Navigation Menu

While navigating in MACPro, we will refer to the <u>Upper Tool Bar</u> and Package <u>Navigation Menu</u> frequently. The Upper Tool Bar is MACPro's main navigation menu.

On this menu is the <u>News</u> tab, which contains general status updates on the packages and can be used for informal communication about packages between different MACPro users. We do want to note here that this tab can be seen by all and comments are not private.

The <u>Actions</u> tab is for initiating new actions, such as creating a submission package.

The <u>Tasks</u> tab is where specific actions as part of the workflow will populate.

The <u>Records</u> tab is where you can go to reference submission packages that are complete or in progress.

And finally, the <u>Reports</u> tab can be used for tracking different activities within MACPro.

In the <u>Package Navigation Menu</u>, there are several options that can vary based on MACPro role and package status. We will talk about several of these options throughout our session today, but we wanted to highlight where to find the Package Navigation Menu. A few important tabs in this menu are the <u>Summary screen</u> and <u>Related Actions</u>.

The <u>Summary screen</u> is where you can locate any information associated with the package.

The <u>Related Actions</u> tab provides opportunities to take additional steps that may not be a part of the workflow, such as producing a print to PDF of the package.

Slide 39: Submission Packages

Let's circle back to Submission Packages.

As I mentioned a few minutes ago, a submission package is the electronic package created by the state to propose amendments to a Medicaid State Plan. It is a collection of files and the associated file reference information provided by the state to support the request for approval. It includes the necessary attachments and supporting information that are required for approval. A submission package contains an electronic version of the CMS 179, which captures specific information related to a submission package. The Submission Form also includes Public Notice and Tribal Consultation documents.

Slide 40: State SPA Workflow

This is an overview of the steps the state will take to create and submit the package. We will go into detail for each step.

First, the State Editor creates the package and completes all Reviewable Units. The State Editor then sends the package to the State Point of Contact to review and edit.

Once notified that there is a task in their task list, the State Point of Contact will review and modify the package as needed. Then they will send the package to the State Director to review and certify.

The State Director will review the package for any last edits. If the package is ready to be submitted to CMS, they will certify and send the package back to the State Point of Contact.

The final step is for the State Point of Contact to submit the package to CMS. If the State Point of Contact needed to modify the package further, they must repeat the steps to certify the package again.

As a note, these roles are designed to collaborate with each other in MACPro. They can be held by the same person or multiple people to facilitate what works best for each state office.

Slide 41: Step 1: Create State Profile

Before states can create a SPA, a State System Administrator (SSA) must create a State Profile. One could already exist for the state as part of another authority, which would mean the SSA would only need to modify the existing profile as needed. The SSA cannot create a second profile because there can be only be one per state.

For example, if a state already created a profile for Eligibility, that means you cannot create a new profile, you may only modify it.

Slide 42: Create State Profile

To create a State Profile, the SSA will navigate to the Actions tab and select "Create State Profile".

From here they will need to fill out some basic information for the state like Address, Medicaid Key Contact, and other important information related to their agency.

Then, they will save the information. Once this profile is saved, a state can create a Submission Package.

Remember, this must be completed before creating a submission package.

Most states already have a profile, but the information can be edited at any time by the SSA.

Slide 43: Step 2: Create Submission Package

Once the state has a State Profile, the State Editor can create the submission package.

The State Editor will create the submission package and enter information into the Submission Forms and Reviewable Units, or RUs, which again are sections within the State Plan Amendment.

Slide 44: Create Package

The State Editor begins this process by selecting "Create Submission Package" in the Actions tab. This brings them to the Submission-Summary Reviewable Unit.

Slide 45: Draft vs. Official Submissions

In addition to the timeline, the Submission-Summary Reviewable Unit requires many pieces of important information. One of the most complex is the Submission type option.

When creating a submission package, the State Editor has the option of Draft or Official.

Official submissions should be used when a state is prepared to submit the package and start the 90-day clock. However, prior to formal submission of an Official package, states may allow CMS to view the information using the "Allow CMS to View" functionality in MACPro. This allows for informal feedback by CMS, but it is different from the state submitting a Draft submission package.

Draft submissions should be used when significant feedback is required prior to starting the 90-day clock. This is most helpful for complex and multi-faceted SPA submissions, or a SPA proposal that the state is still developing. You can also temporarily allow CMS to view the information in the package prior to submission with this package type.

It is important to note that the Draft or Official selection can be changed at any time before the package is submitted to CMS.

I'd like to reiterate that even if a state selects "Official," they may allow CMS to view their information prior to submission in an informal manner utilizing the "Allow CMS to View" functionality.

Do any of our CMS representatives have any information to add regarding Draft and Official packages?

Slide 46: Reviewable Units

As promised, let's talk more about the term "Reviewable Units".

Reviewable Units, or RUs, are sections within the submission package. Every submission package begins with the four or five Submission Forms that are required components of every new submission package. Consider these RUs as the cover page to the package that will contain the authority specific units.

The Submission-Summary is the first. Once this is filled out, the option to navigate to the other RUs becomes available, including the Medicaid State Plan form.

Each package will have additional RUs which will vary in amount and name based on the program selected. In an Official submission, RUs need to be validated and saved one at a time, and all must be completed before the State Editor can forward the package on to the SPOC.

Slide 47: Validate & Navigate RUs

After a State Editor fills out an RU, they must validate for errors and save it.

If any errors exist, a message will appear in red beside the question explaining the error. This step can be tricky because, at first, it can seem unclear that there are validation errors that require attention. It is up to the user to scroll through the page and check for any red text.

Slide 48: Forward Package to SPOC

If a State Editor has created an Official submission package, all RUs must be completed, validated, and saved for the package to be complete.

The State Editor will also need to return to the Submission Summary form to ensure that the proposed effective dates and superseding SPA IDs are entered prior to submitting the package to the State Point of Contact for review.

We want to highlight here, as this screenshot shows, that in order to send the package to the State Point of Contact for review, the State Editor must take action under the Records tab.

It's important to remember that states can have multiple State Editors in the same authority, but multiple SEs cannot edit the package at one time. The SE that creates the package will have the ability to edit it.

Slide 49: Package Created: What's Next?

At this point in the workflow, the State Editor has completed their part in the submission process. The package is sent to the State Point of Contact for review and edits.

Slide 50: State SPA Workflow (Steps 1-2): Knowledge Check Question

Let's do a knowledge check and take a quiz on what we just covered.

Which role is not matched with the correct action?

    A. State Editor (SE): Creates package
    B. State Editor (SE): Makes updates to the package
    C. State System Administrator (SSA): Creates State Profile
    D. State System Administrator (SSA): Forwards the package to the State Point of Contact

Slide 51: State SPA Workflow (Steps 1-2): Knowledge Check Answer

The answer is D. Once the SE has created the package, the SE forwards the package to the SPOC to review and edit, not the State System Administrator.

Slide 52: Break!

Let's take a short break here and pick back up in five minutes. In the meantime, feel free to submit your questions via the WebEx Chat feature.

If you think of the questions following this session, please feel free to contact the MACPro Help Desk at MACP_HelpDesk@cms.hhs.gov.

Slide 53: Step 3: Review & Edit Package

Ok, now we are back from break! Let's move into the next step of the state workflow.

As a refresher, we just discussed the SSA creating a State Profile and the SE creating and forwarding the submission package to the SPOC for review and edits.

As pictured on this slide, the State Point of Contact, or SPOC, will receive an email notification that the State Editor has passed the package on for their review. In addition to an email, they will also have a task to review the package in their Tasks tab.

If you hold multiple roles, you will still receive this system notification. For example, let's say I hold both the SE and SPOC roles. I create a package as State Editor and then send it to the next step in the

workflow, which is the SPOC review. I will still receive a system notification since a new task was generated for the review. Even if you hold both roles, you will still need to take each step in the workflow.

Slide 54: Review & Edit Package

After opening the task to review and edit the package, the SPOC will be routed to a screen with a list of all RUs in the package. The SPOC can review any RU by selecting the RU name link from the table, which is highlighted in red in the image on this slide.

It's important to note that the SPOC has editing abilities. Because of this, the SPOC will have to validate any RU they select, regardless if changes are made. The validation process is the same as what the State Editor did to validate RUs in Step 2.

Slide 55: Forward Package to the SDIR

The State Point of Contact will review and edit RUs as needed. Once complete, they will take action in the system to move the package forward to the State Director for review and certification.

As a note, if the State Point of Contact is not ready to send the package forward and has deemed it needs further revisions, they may instead take action to send it back to the State Editor.

Slide 56: Package Reviewed: What's Next?

At this point, the package is sent to the State Director to review and certify.

Slide 57: Step 4: Review & Certify Package

Once the package is forwarded to the State Director, they will receive an email notification that the SPOC has passed the package on for their review. An example is pictured on this slide. In addition to an email, they will also have a task to review the package in the Tasks tab. Again, as a reminder, if you hold multiple roles, you will still receive this system notification.

Slide 58: Review Package

When the State Director opens the task, they will see a list of all reviewable units included in the package. This is the same screen the SPOC saw during their review, however, the State Director does not have the ability to edit any of the RUs.

Slide 59: Certify & Forward Package to SPOC

After completing their review, the State Director takes action to Certify and forward the submission package to the SPOC (who, as you recall, is the liaison between CMS and the state). As a note, the State Director also has the option to return the package to the SPOC for revisions.

If the State Director chooses to Certify and forward the package, the SPOC will not be able to edit the RUs at that time.

Slide 60: Package Certified: What's Next?

So far, we have discussed the SSA creating a State Profile, the SE creating a submission package, the SPOC reviewing and editing the package, and the State Director certifying the package.

Now, let's move on to our final step: The State Point of Contact is going to submit the package to CMS.

Slide 61: Step 5: Submit Package to CMS

Once the State Director has certified the package, the SPOC will receive a notification via email (like the one pictured on this slide) to submit the package to CMS. In addition to the email, they will also have a task to submit the package in the Tasks tab.

I'd like to reiterate that MACPro is built to communicate each time an update is made to a submission package. This means that if you are both the SPOC and State Director on a package, you still will receive this notification.

Slide 62: Submit Package to CMS

This last step is simple. Now that the State Director has certified the package, the SPOC can select "Take Action on Package" again from the Submission Package Screen. From here, unless the package needs to be modified, the SPOC will submit the package to CMS for review.

Slide 63: Package Record

Once a package is submitted, the state may want to check its status frequently. The user may do so by locating the package under the Records tab in MACPro.

Slide 64: Package Submitted: What's Next?

Now that the State Point of Contact has submitted the package to CMS, they will be taken back to the Actions tab. The package is now with CMS to review.

Slide 65: State SPA Workflow (Steps 3-5): Knowledge Check Question

Let's do another knowledge check.

Which role is not matched with the correct action?

   A. SPOC: Reviews and validates RUs
   B. State Director: Sends package to CMS for approval
   C. SPOC: Can return the package to the SE for revision

D. State Director: Certifies the package

Slide 66: State SPA Workflow (Steps 3-5): Knowledge Check Answer

The answer is B, the State Director. After the SPOC forwards the package to the State Director to review and certify, the State Director sends the package back to the SPOC to send to CMS for approval.

Slide 67: Questions?

Let's stop here for a question break. Please type your questions in the Chat Box and direct them to the attendee "Ask Me a Question". Our colleague Katie will read these questions.

Are there any questions about the steps we just reviewed?

Slide 68: State SPA Workflow Review

Once again, here is the full State workflow.

As you can see, we reviewed the steps the State Editor, State Point of Contact, and State Director take to submit the submission package to CMS.

Next, we are going to review the Clarification process.

Slide 69: Roadmap to Clarification

During review, CMS may send the state a request for Clarification on the state's submission package. This occurs during the review process for Official submissions only, and it sends the package back to the State.

Do please note that it does not stop the 90-day clock.

Some of the reasons for clarification may include CMS needing additional information on a reviewable unit or pointing out minor revisions.

The SPOC is notified of the Clarification through email (like the image on this slide) and in their Tasks tab in MACPro.

CMS will submit questions to the state via the Correspondence Log. I mentioned this feature earlier, but let's talk more about it now.

Slide 70: Correspondence Log

The Correspondence Log, or the link to create one, is located on the Package record.

As I mentioned earlier, Correspondence Logs can apply to an entire package or just to a specific RU. Supporting documents can be uploaded in the Correspondence Documents section.

Both the State Point of Contact and CMS Point of Contact have the ability to create and edit Correspondence Logs. As the log is created or when entries are added, each respective party is sent an email notification of what was entered.

Slide 71: Correspondence Log (cont.)

Additionally, when responding to entries in the Correspondence Log, you can reply to an existing entry to create a thread on the same topic.

In the next slide, we will go into more detail and show a visual representation of the process for a state to respond to a Clarification request.

Slide 72: Clarification Process

First, CMS initiates the Clarification, which returns the submission package to the state via a Task in their Task list.

The State Point of Contact (SPOC) receives an email that there is a task to respond to a Clarification request in their task list.

The SPOC then reads the Correspondence Log message from CMS.

At this point, the SPOC determines if the package needs to be updated.

If so, the SPOC responds to the CPOC in the Correspondence Log accordingly and updates the package.

If not, the SPOC responds to the questions in the Correspondence Log and does not modify the package.

Once the Clarification questions are resolved, the SPOC returns the submission package to CMS for continued review.

Reminder, the Clarification process does not stop the 90-day clock.

Slide 73: Clarification

Once the SPOC submits the state's response to the request for Clarification, the package will return to CMS for continued review. The CPOC will receive a notification for a task initiating the review, letting them know that the state responded to their Clarification request.

Let's pause for a brief interjection from our CMS representatives.

Slide 74: Roadmap to RAI

CMS may also issue a <u>Request for Additional Information</u>, or RAI, on the submission package. Like a Clarification, this also sends the package back to the state.

Do note that, unlike clarifications, an RAI does stop the 90-day clock. Also, instead of responding through the Correspondence Log, there is an RAI form with CMS' questions and the State's answers.

Some of the reasons for an RAI include: needing more extensive information on a reviewable unit, pointing out major revisions, or addressing policy problems that were not resolved through the informal Clarification.

The SPOC is notified of the RAI through email, like the image on this slide, and in their <u>Tasks</u> tab on MACPro.

In the next slide, we will go into more detail and show a visual representation of the process for a state to respond to an RAI.

Slide 75: RAI Process

The CMS Point of Contact (CPOC) initiates the RAI, which returns the submission package to the state.

Then, the State Point of Contact (SPOC) receives the submission package and RAI form in their Task list.

At this point, the SPOC determines if the package needs to be updated based on the information asked in the RAI form.

If so, the SPOC modifies the package accordingly and responds to the questions within the RAI form.

If not, the SPOC responds to the questions in the RAI form and does not modify the package.

Once the RAI form and any modifications to the submission package are complete, the State Point of Contact returns the submission package and RAI form to CMS. A new 90-day clock begins at this point.

Slide 76: RAI

Once a state has submitted their response to the RAI to CMS, the CPOC will receive a notification to assign units to SRTs for the submission package, and the package will go through another review.

We want to note that when this new 90-day clock starts, it's often called the "Second clock" by CMS.

Slide 77: Additional Resources & Help Desk

Before we finish up today's session, let's review additional resources and technical assistance available to MACPro users.

Slide 78: Additional Resources

On Medicaid.gov, you can find guidance to help you obtain MACPro access.

The document EIDM Instructions for MACPro Users, linked on this slide, will provide detailed steps for registering an EIDM ID.

The Introductory Reference Document, or IRD, for Roles and Administration, also linked on this slide, provides detailed descriptions of available MACPro roles, steps to request roles, and additional user management functionalities.

Slide 79: How to Contact the Help Desk

For issues related to MACPro access and how to use the MACPro system, contact the MACPro Help Desk at MACPro_HelpDesk@cms.hhs.gov, call 301-547-4688, or select the "Request System Help" link within MACPro.

Slide 80: Contacting the Help Desk

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

- Your contact information
- The program and authority you are using, such as MACPro Medicaid State Plan – Eligibility
- Give a detailed description of your inquiry
- If applicable, specify the last screen or activity that was performed before experiencing the issue; and
- Include screenshots of the issue you are experiencing.

Let's pass it to our CMS representatives to speak more to this slide.

Slide 81: Web Browsers

This slide outlines web browser version details and software requirements for accessing MACPro, as well as web browser and software information related to using the Print to PDF functionality within the system.

Please note that Google Chrome is the optimal web browser for use with MACPro and that Internet Explorer users must have version 11 to access the system.

Slide 82: Next Steps

Now let's discuss next steps.

Slide 83: Next Steps: Obtain MACPro Access

First, if you have not done so already, please obtain an EIDM ID and request your appropriate EIDM role for access to MACPro.

Once approved for MACPro access in EIDM, you may then log into MACPro to request your MACPro specific roles.

Instructions on how to complete these steps can be found linked in the additional resources slide of this presentation.

Slide 84: Questions?

That's our presentation for today. Thank you for your time, participation, and questions. Let's do one final call for questions. Are there any questions or comments?

If you have questions after today, please contact the MACPro Help Desk at MACPro_HelpDesk@cms.hhs.gov.