Medicaid and CHIP Program (MACPro) System
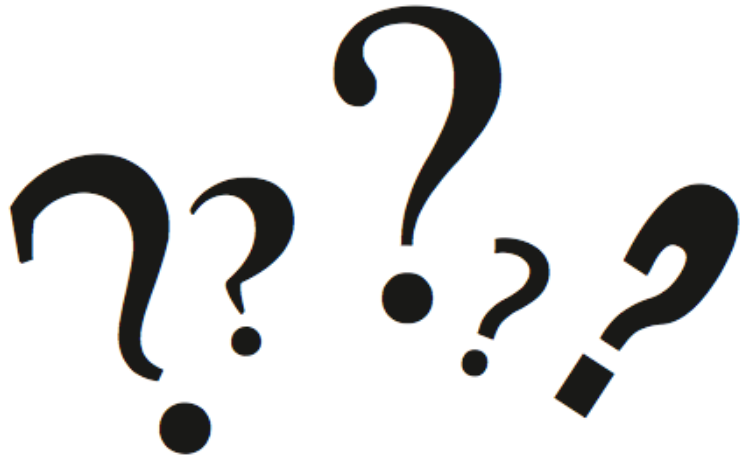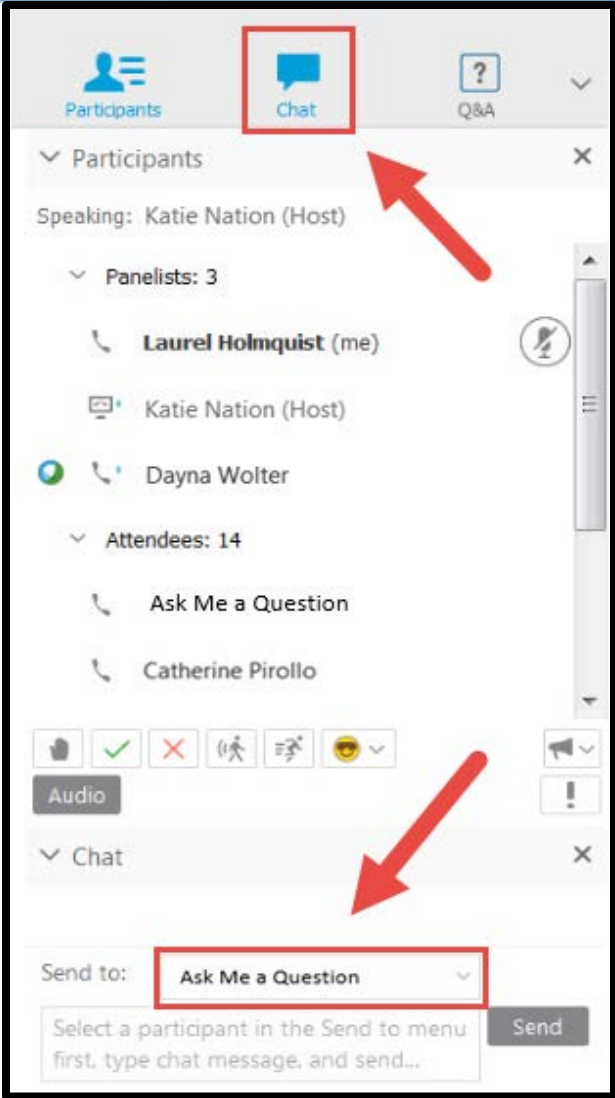
User Management

Overview & In-System Demonstration

March 15, 2018

Agenda

◈ Updates to MACPro User Management Functionality

◈ Impacted MACPro Administrative Roles

◈ Additional Resources

◈ Help Desk/Technical Assistance

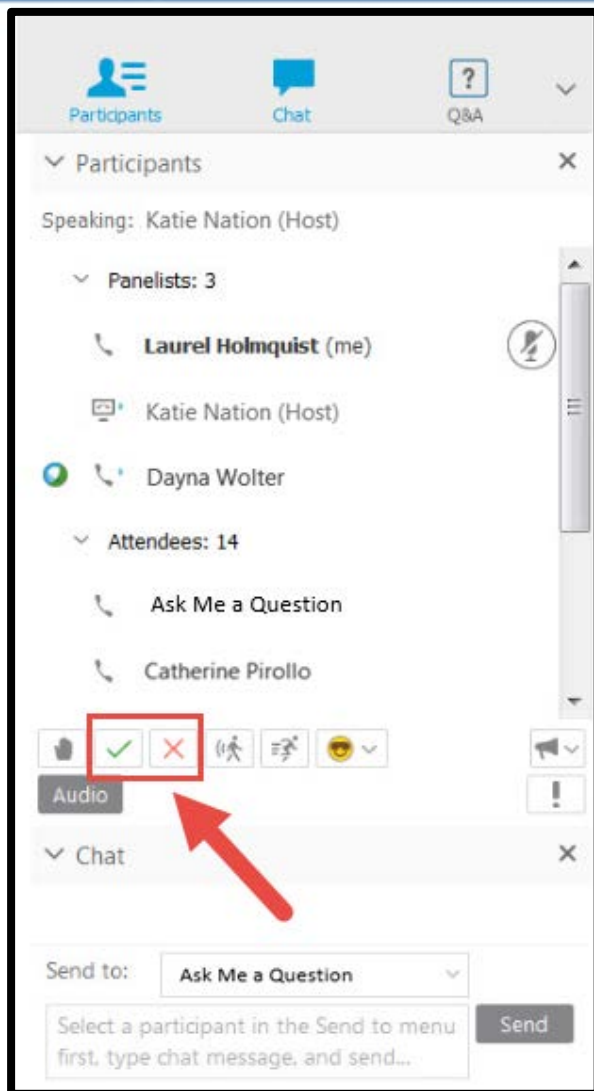◈ Final Questions

◈ In-System Demonstration

Questions?

Webex meeting panel

Agenda

◈ **Updates to MACPro User Management Functionality**

◈ Applicable MACPro Administrative Roles

◈ Additional Resources

◈ Help Desk/Technical Assistance

◈ Final Questions

◈ In-System Demonstration

Updates to MACPro
User Management Functionality

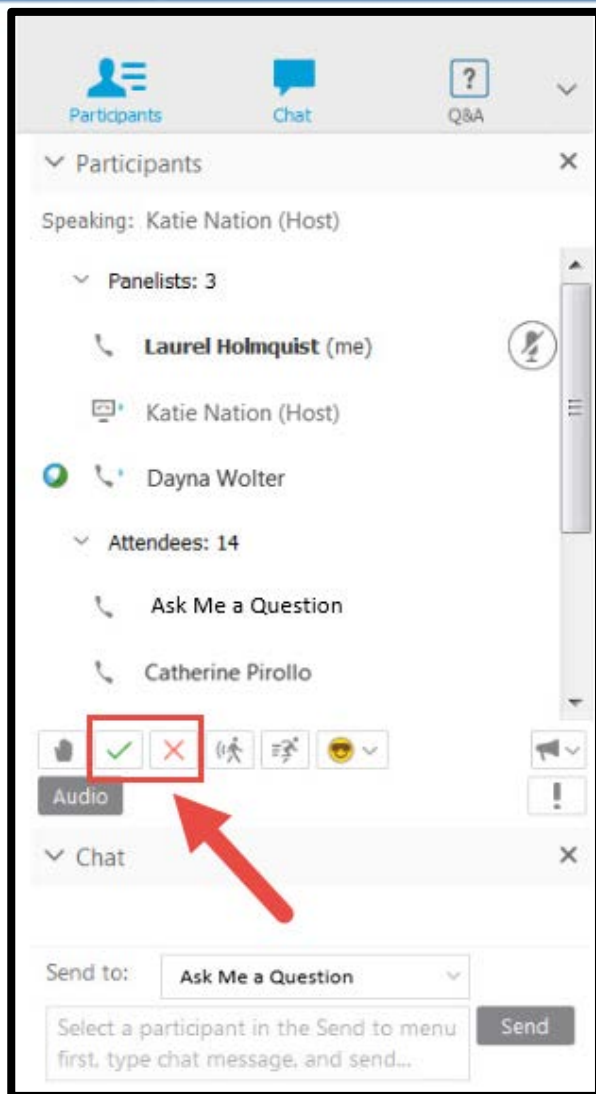Webex meeting panel

Poll:

Have you ever used the User Management functionality in MACPro?

YES = Green Check

NO = Red X

Updates to MACPro
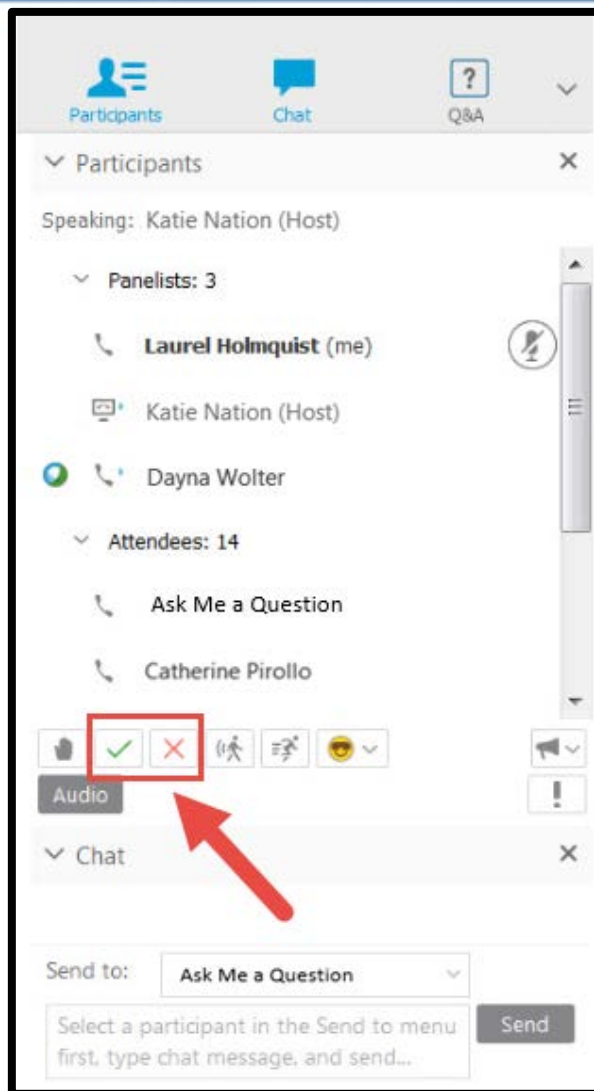# User Management Functionality

Webex meeting panel

Poll:

Have you ever requested a role in MACPro?

YES = Green Check

NO = Red X

Updates to MACPro
User Management Functionality

Webex meeting panel

Poll:

Have you ever approved or denied a role in MACPro?

YES = Green Check

NO = Red X

Updates to MACPro
User Management Functionality

◈ Requesting Roles Based on Attributes

  ◆ When requesting/modifying a role, all users may select multiple authorities and/or states

◈ Role Removal

  ◆ All users may submit a role removal request for any currently assigned roles

  ◆ Administrators (SSA, CSA, CRA, CO Admin) may approve or deny role removal requests submitted by users

Updates to MACPro
User Management Functionality

Functionality	Applicable Roles	*NEW*
Requesting to add, modify, or remove a role	All Users	Role removal
Approving or denying a request to add, modify, or remove a role	SSA, CSA, CRA, CO Admin	Approving and denying role removal

◈ Task Reassignment

    ◆ Specific users can reassign their own tasks

    ◆ Tasks may be manually reassigned from one MACPro user to another eligible user

        ◇ E.g. Senior Reviewers with matching component, region, and office type attributes can reassign tasks for certain users

    ◆ Tasks may be removed from a user's task queue when there are no eligible users available for reassignment

Updates to MACPro
User Management Functionality

Functionality	Applicable Roles	*NEW*
Task Reassignment (self)	State Editor, State Point of Contact, State Director, CMS Point of Contact, Senior Reviewer, Package Approver/Disapprover, Disapproval Coordinator, CMS CO Admin, Technical Assistance/Analytic Support.	Task Reassignment for self
Task Reassignment (others)	SSA, CSA, CRA, CO Admin, Senior Reviewer	Task Reassignment for others

◈ Routing CPOC Tasks

- ◆ A CPOC task will be routed to a CPOC with attributes (state and authority) matching that of the package

- ◆ CPOCs can have a read-only view of the package even after they drop their "Authority" attribute matching the package

Updates to MACPro
User Management Functionality

Functionality	Applicable Roles	*NEW*
Requesting to add, modify, or remove a role	All Users	Role removal
Approving or denying a request to add, modify, or remove a role	SSA, CSA, CRA, CO Admin	Approving and denying role removal
Task Reassignment (self)	State Editor, State Point of Contact, State Director, CMS Point of Contact, Senior Reviewer, Package Approver/Disapprover, Disapproval Coordinator, CMS CO Admin, Technical Assistance/Analytic Support.	Task Reassignment for self
Task Reassignment (others)	SSA, CSA, CRA, CO Admin, Senior Reviewer	Task Reassignment for others

Agenda

◈ Updates to MACPro User Management Functionality

◈ **Applicable MACPro Administrative Roles**

◈ Additional Resources

◈ Help Desk/Technical Assistance

◈ Final Questions

◈ In-System Demonstration

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Applicable MACPro Administration User Roles

◈ State System Administrator (SSA)

◈ CMS Central Office Administrator (CMS CO Admin)

◈ CMS Role Approver (CRA)

◈ CMS System Administrator (CSA)

◈ CMS Senior Reviewer

Applicable MACPro State Administration User Role

Role	Actions	Role Approver
State System Administrator (SSA)	• Reviews and dispositions state user role requests • Creates and maintains the State Profile • Views state system reports • *Reassigns state specific tasks on behalf of users* • *Reviews and dispositions state role removal requests*	• CMS System Administrator (CSA)

Applicable MACPro CMS Administration User Roles

Role	Actions	Details
CMS System Administrator (CSA)	• Reviews and approves/denies user role requests • *Reassigns tasks on behalf of Package Approver/Disapprover, Disapproval Coordinator, Senior Reviewer, and CMS CO Admin* • *Reviews and dispositions role removal requests* • Runs system reports as needed	• Cannot request any other user role
CMS Role Approver (CRA)	• Reviews and approves/denies CPOC and SRT user role requests • *Reassigns tasks for the CPOC role* • *Reviews and dispositions role removal requests for CPOC and SRT roles*	• Authority specific

Applicable MACPro CMS Administration User Roles

Role	Actions	Details
CMS CO Admin (CCA)	• CMS Central Office staff with direct responsibility for implementing and/or administering the quality measurement programs • Reviews and approves/denies CMS CO/RO, Researcher, and Technical Assistance/Analytic Support role requests • *Reviews and dispositions role removal requests for CMS CO/RO, Researcher, and Technical Assistance/Analytic Support roles* • *Reassigns tasks on behalf of CMS CO Admin and Technical Assistance/Analytic Support roles*	• Cannot request CSA role

Applicable MACPro CMS Administration User Roles

Role	Actions	Details
CMS Senior Reviewer	• Views system reports • Evaluates recommended submission package dispositions • Reviews the submission package disapproval justification • *Reassigns tasks for Package Approver/Disapprover, Disapproval Coordinator, Senior Reviewer, and CPOC*	• Cannot request CSA • Cannot be Package Disapprover on the same package

Knowledge Check

Webex poll question

Survey:

Which of the following roles CANNOT reassign tasks on behalf of another user?

A. Senior Reviewer

B. State Director

C. State System Admin

D. CMS Role Approver
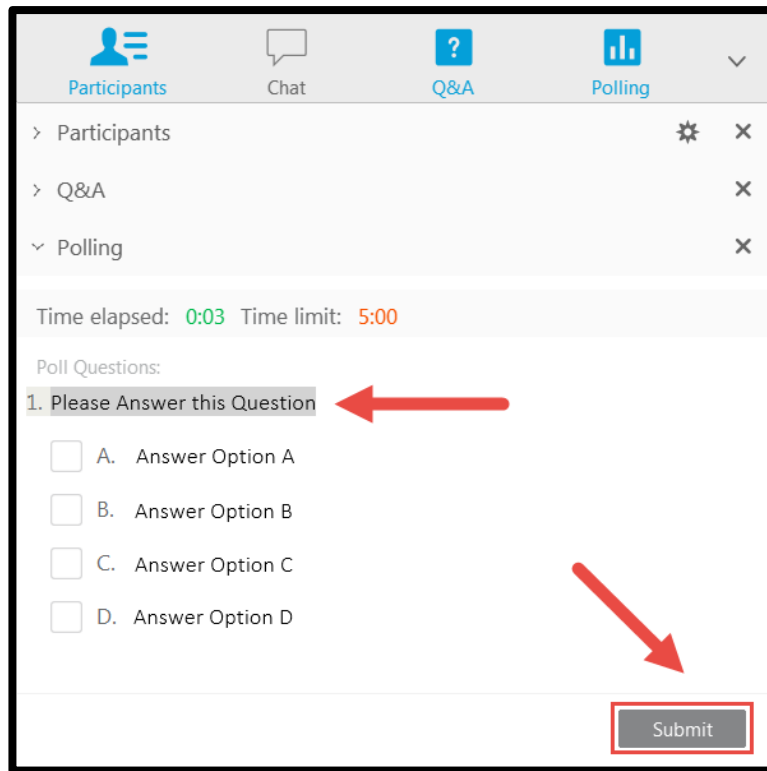
Knowledge Check

✔ **Answer:**

B. State Director

The State Director role does NOT have the ability to reassign tasks on behalf of another user.

Knowledge Check

Webex poll question

Survey:

True or False?

Prior to this update,

users were able to request a role removal in MACPro.

A. True

B. False

Knowledge Check

Answer:

B. False

Prior to this new update for User Management, users were NOT able to request a role removal in MACPro.

Agenda

◈ Updates to MACPro User Management Functionality

◈ Applicable MACPro Administrative Roles

◈ **Additional Resources**

◈ Help Desk/Technical Assistance
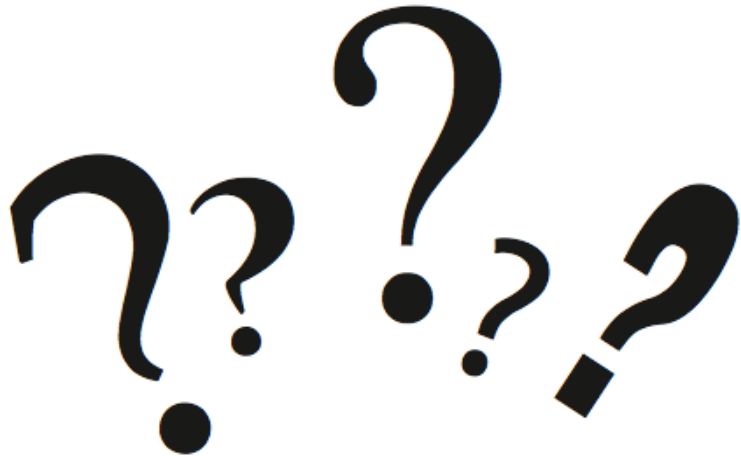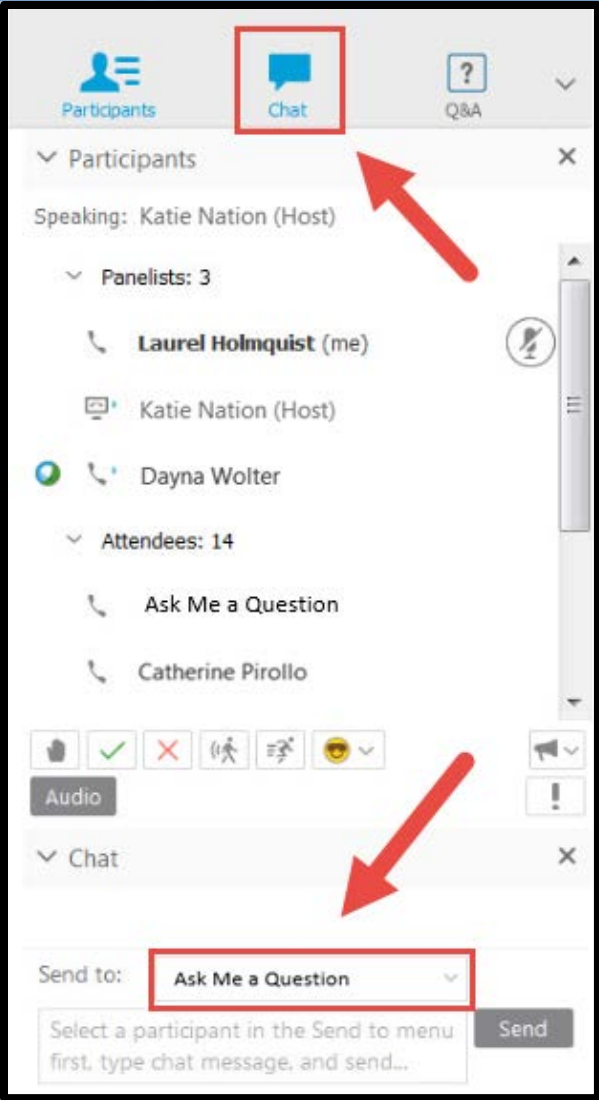
◈ Final Questions

◈ In-System Demonstration

Additional Resources

◈ MACPro Role and Administrative Training Slides

♦ https://www.medicaid.gov/state-resource-center/medicaid-and-chip-program-portal/downloads/macproroleadmintraining.pdf

◈ MACPro Role and Administrative Training Video

♦ https://www.youtube.com/watch?v=3yOfo992Dms&feature=youtube

Questions?

Webex meeting panel

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Agenda

◈ Updates to MACPro User Management Functionality

◈ Applicable MACPro Administrative Roles

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◈ **Help Desk/Technical Assistance**

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Help Desk and Technical Assistance

Browser	Version necessary to access MACPro
Google Chrome	Google Chrome updates automatically. The most recent version is supported **NOTE:** Google Chrome is the optimal web browser for using MACPro.
Mozilla Firefox	Mozilla Firefox updates automatically. The most recent version is supported
Microsoft Internet Explorer	Version 11 Users who attempt to access MACPro using Internet Explorer browser versions lower than 11 will see a screen indicating that they are using an unsupported browser. Login will be prevented

Help Desk and Technical Assistance

Software	Version necessary to access MACPro
Windows 10	Not applicable. Software does not impact ability to access MACPro
OS X Yosemite	Not applicable. Software does not impact ability to access MACPro

Help Desk and Technical Assistance

◈ Contact the *MACPro Help Desk*

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

　◆ **Phone:** 301–547–4688

◈ Within MACPro, select "Request System Help" link

Records / Adult Quality Measures

GA - Adult Quality Measure (GA2016AQM_1601) - 2016 Follow

CMS-10434 OMB 0938-1188

Request System Help
View Implementation Guide

Core Measures in Report

Core Measure	Status	
Adult Body Mass Index Assessment (ABA)	Complete	✓

Request System Help link

Help Desk and Technical Assistance
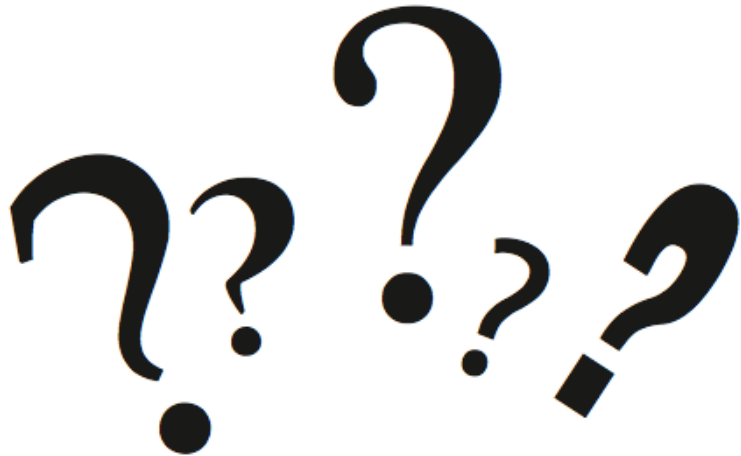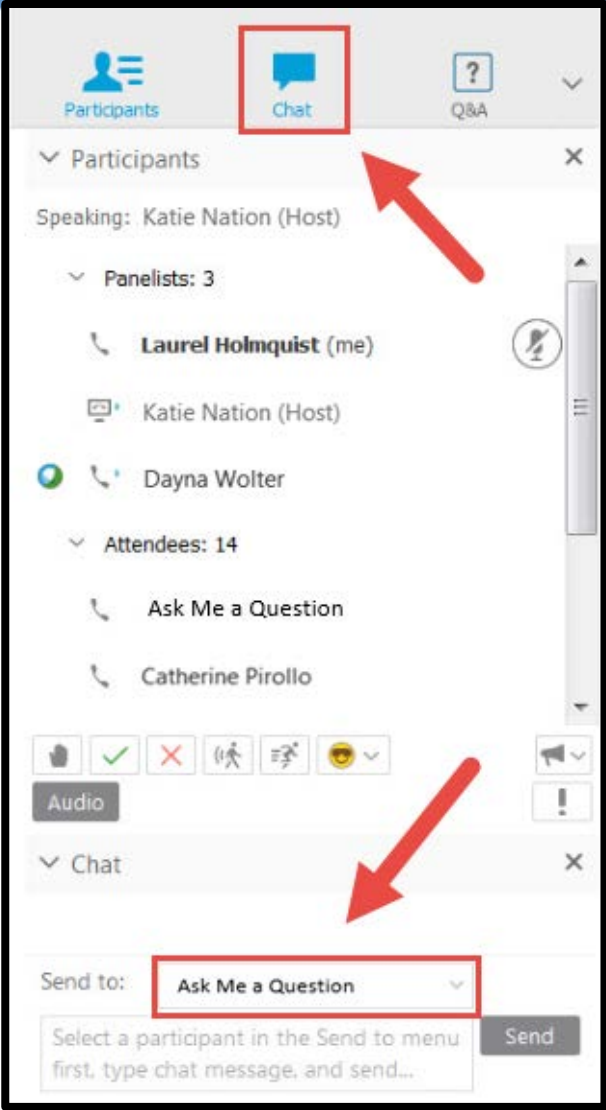
Information to provide in your email request:

◈ User contact information (Name, callback number, organization/state, email address, User ID)

◈ Component (Medicaid State Plan/Quality Measures)

◈ Authority (AQM, CCQM, MCQM, MIH, HHQM, Administration, HHSPA, Eligibility)

◈ Detailed description of your inquiry

◈ Last screen/tab/navigation activity before problem

◈ Screenshots

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Questions?

Webex meeting panel

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- Updates to MACPro User Management Functionality

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- Final Questions

- **In-System Demonstration**

Role Requests: Adding, Modifying, and Removing

❖ All MACPro users have the ability to:

  ◆ Add a new role

  ◆ Modify a current approved role

  ◆ Remove a current approved role

❖ All requests are routed to the appropriate role approver to be approved or denied.

Role Requests: Approving or Denying

◈ Role approvers will receive an email notification letting them know that there is a pending role request awaiting their approval

◈ Role approvers have the ability to:
  ◆ Place requests in their queue
  ◆ Enter notes if desired
  ◆ Approve role requests
  ◆ Deny role requests
  ◆ Approve role removal requests
  ◆ Deny role removal requests

Task Reassignment for Self

◈ Self Task Reassignment applies to:

- ◆ State Editor
- ◆ State Point of Contact
- ◆ State Director
- ◆ CMS Point of Contact
- ◆ CMS Central Office Administrator
- ◆ Senior Reviewer

- ◆ Package Approver
- ◆ Package Disapprover
- ◆ Disapproval Coordinator
- ◆ Technical Assistance/Analytic Support roles

Task Reassignment for Self

◈ These users will be shown a list of MACPro users with matching attributes to whom the task can be reassigned

◈ The new assignee will receive an email notification once the task is reassigned

◈ The original owner will receive an email notification letting them know that the task is no longer in their queue

Task Reassignment on Behalf of Others

◈ Task Reassignment on the behalf of others applies to:

   ◆ State System Administrator

   ◆ CMS System Administrator

   ◆ CMS Role Approver

   ◆ CMS Central Office Administrator

   ◆ Senior Reviewer

Task Reassignment on Behalf of Others

◈ These users will be shown a list of eligible tasks and MACPro users with matching attributes to whom the task can be reassigned

◈ The new assignee will receive an email notification once the task is reassigned

◈ The original owner will receive an email notification letting them know that the task is no longer in their queue