



MACPro Health Homes State Plan Amendment Introductory State User Guide

Reflects MACPro Environment as of 05/02/2016

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Welcome to the Introductory State User Guide for MACPro Health Homes State Plan Amendment

This Introductory State User Guide for MACPro State Users describes the steps state users will follow to create, review, and submit a Health Homes State Plan Amendment (SPA). Please contact the Help Desk if you have questions outside the scope of this document.

Assistance with the MACPro system is available through the MACPro Help Desk, Monday through Friday, 8:00 am-6:00 pm Eastern Standard Time. For questions regarding the *use of MACPro*, contact the MACPro Help Desk at MACPro_HelpDesk@cms.hhs.gov or call 301-547-4688.

The MACPro Help Desk Team welcomes your suggestions for our training and reference materials. Please contact us with your feedback and comments on this training, or if you need other MACPro assistance.

What is MACPro?

MACPro is a web-based system for the submission, review, disposition, and management support of Medicaid and CHIP initiatives, Quality Measures Reporting, State Plan Amendments (SPA), Waivers, Demonstrations and Advance Planning Documents. MACPro replaces CARTS for Adult and Child Core Set reporting and is the new system for Health Homes Core Set reporting. System for reporting under the "Adult Medicaid Quality: Improving Maternal and Infant Health Outcomes in Medicaid and CHIP" grant.

MACPro is being implemented to improve the state reporting and federal review processes, federal program management, and transparency. It also supports data-driven decision making for Medicaid and CHIP programs through online access to data and information.

Overview - Create, Review, and Submit Health Homes SPA Workflow

High level steps for creating, reviewing, and submitting a Health Homes SPA submission package are listed below.

- <u>State System Administrator</u> creates a State Profile at initial setup. After this is complete, the profile may be updated to reflect changes.
- <u>State Editor (SE)</u> builds a submission package and sends it to the State Point of Contact (SPOC) for review.
- State Point of Contact (SPOC) reviews, edits, and submits submission package to the State Director.
- <u>State Director (SDIR)</u> conducts final review, certifies submission package, and returns package to State Point of Contact for submission to CMS.

***Please note: This is specific to MACPro Health Home SPA users. Please refer to the Quality Measures training and support materials to reference role functionality for Quality Measure authorities.

***Please note: Usernames seen in images throughout this document are roles used only for training purposes. The name found in the top right hand corner of your MACPro account will appear as your first and last name, not as your MACPro role.

Browser information for MACPro

Browser	Comments
Microsoft Internet Explorer 11, 10, 9, and 8	Microsoft Internet Explorer 10, 9, and 8 are depreciated and will not be supported in a future release of MACPro. Microsoft Internet Explorer 11 is supported on Windows 8.x tablet.
Mozilla Firefox	Mozilla Firefox updates automatically. MACPro supports the most recent stable version of Mozilla Firefox.
Google Chrome	Google Chrome updates automatically. MACPro supports the most recent stable version of Google Chrome.
Apple Safari	Safari is only supported on Mac operating systems.

Official Submissions vs. Draft Submissions

Users submit official submissions or draft submissions, described below.

Official Submissions

CMS suggests initially submitting simple program amendments or new programs that are similar to existing programs as official submission packages.

- Official submissions start the 90 day policy clock upon submission to CMS for review and disposition.
- CMS may review and view package.
- CMS may approve, disapprove, request additional information (RAI), or submit a clarification for the official submission package.
- The State may allow CMS to view the submission package informally prior to official submission.

Draft Submissions

CMS suggests submitting complex programs or new Health Home models and new targeted amendments as draft submission packages.

- Drafts submitted to CMS do not start the 90 Day Policy Clock.
- States may allow CMS to view the submission package informally prior to official submission
- CMS may review, but cannot approve, disapprove, implement an RAI, or request clarification for the draft submission package.
- When CMS returns the package to the State they may provide feedback in the correspondence log or offline.
- If the state chooses not to edit the returned draft package, it may be closed and converted to an official package for submission to CMS starting the 90 Day Policy Clock.
- If the state chooses to edit the returned submission package, the state must re-submit the draft to CMS as a draft submission package for re-review prior to closing the draft submission and converting to an official submission package.
- Closed draft submissions cannot be edited.
- Official submissions that were converted from drafts cannot be edited with the exception of the SPA ID and proposed effective date prior to submission to CMS

Points in the submission package process that differ between Draft and Official are indicated by red text throughout this guide.

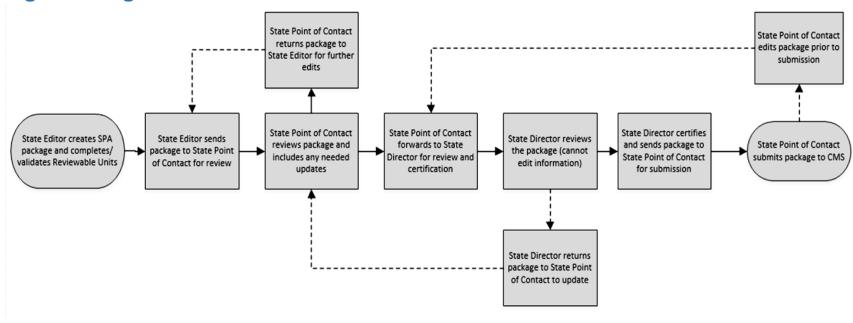


Figure 1: High Level Workflow- Official SPA Submission State Workflow

- First, the State Editor creates the SPA submission package and completes/validates the reviewable units.
- Then, the State Editor sends the package to the State Point of Contact or SPOC for review.
- The State Point of Contact reviews the package and includes any needed updates.
- The State Point of Contact may return the package to the state editor for further edits, if needed.
- If not, the State Point of Contact forwards to the State Director for review and certification.
- The State Director then reviews the package, but they cannot edit the information. If edits are needed, the State Director may return the package to the State Point of Contact.
- Assuming the State Director certifies, the package is sent to the State Point of Contact for submission to CMS.
- The State Point of Contact then can submit the package; however, if they notice changes are needed, they may select to edit the package and resend it for certification by the State Director.

Figure 2: MACPro SPA State User Roles

Role	Actions
State Editor (SE)	Responsible for creating SPA submission packages
State Point of Contact (SPOC)	 Responsible for reviewing and submitting the SPA submission package to CMS Responds to Requests for Additional Information (RAIs) from CMS Documents and reviews Correspondence Log
State Director (State Director)	 Reviews and certifies SPA submission packages
State System Administrator (SSA)	Creates/maintains State Profile

^{***}Please note: This is specific to MACPro Health Home SPA users. Please refer to the Quality Measures training and support materials to reference role functionality for Quality Measure authorities.

Figure 3: Official SPA Submission: CMS Approval Workflow

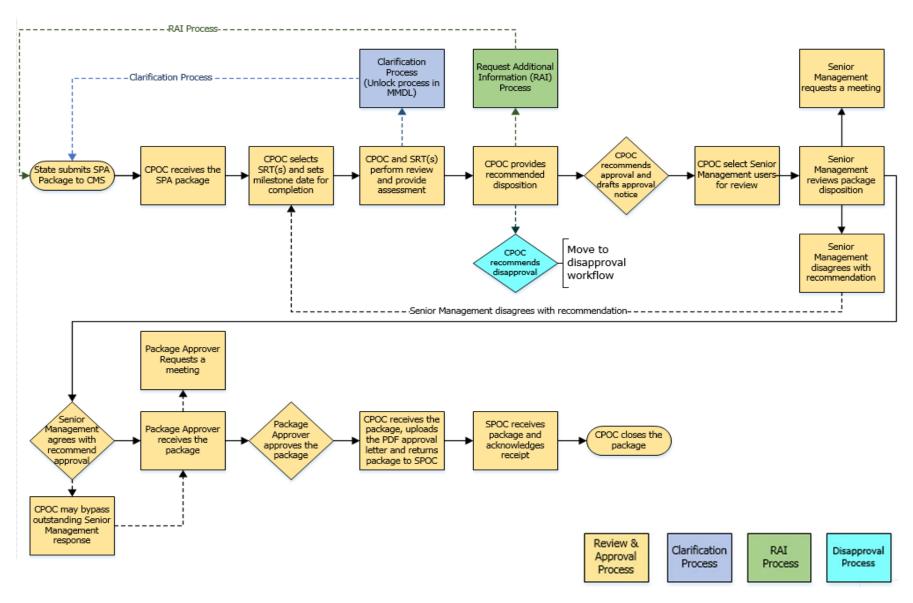
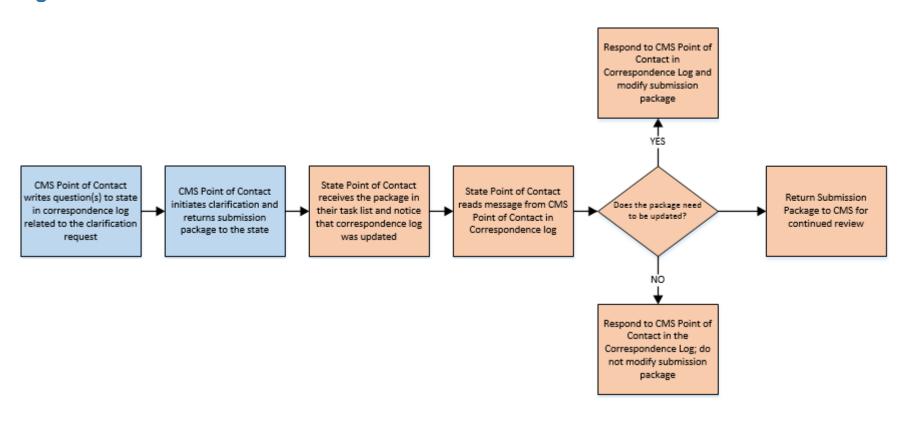
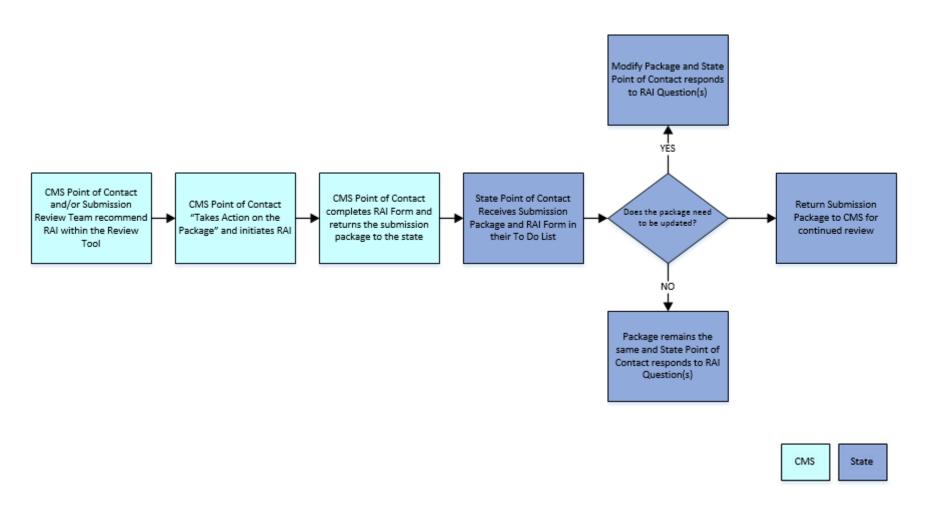


Figure 4: Clarification Process



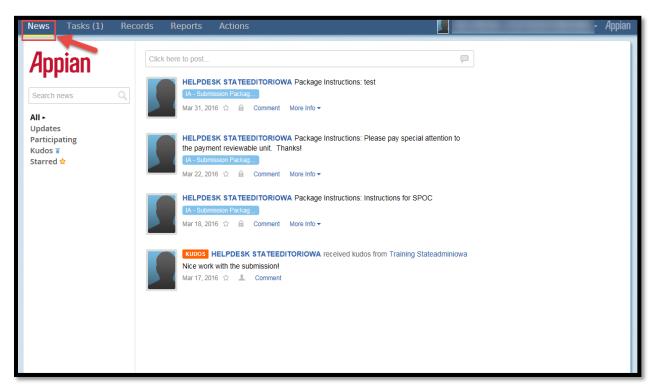
CMS State

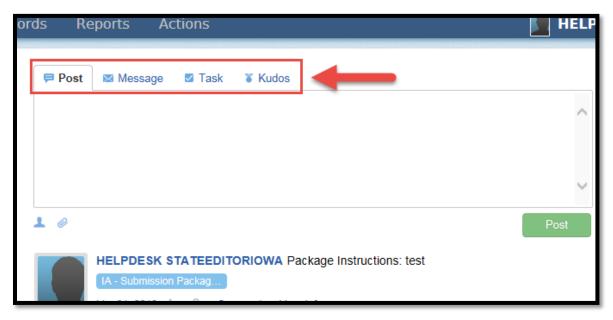
Figure 5: RAI Process



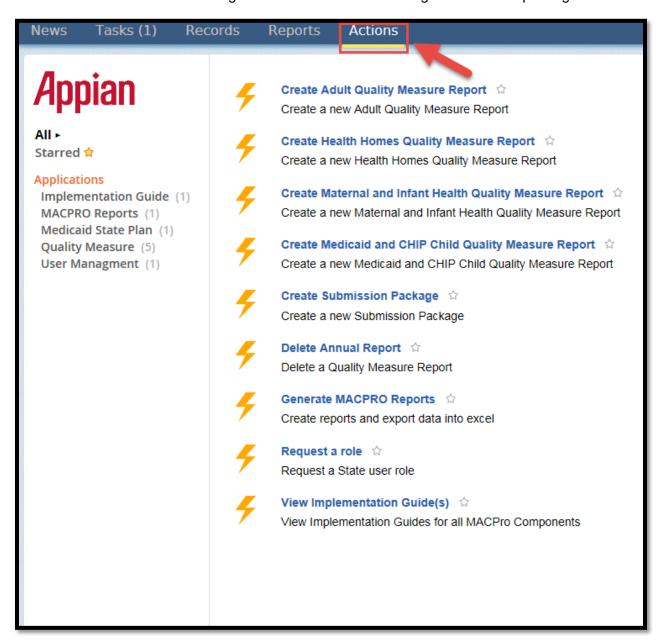
MACPro Home Page

1. When you first log in to MACPro you are taken to your **Newspage**. The Newspage is a location that provides general status updates on packages and can be used for informal communication about packages between different MACPro users. This page operates similarly to a social media platform. You can write a post for your team, send a message to an individual, send a task to an individual, or recognize someone by providing them "kudos" from the text box located at the top of the page. Additionally, activities related to packages you are working with or are following are listed for your reference.

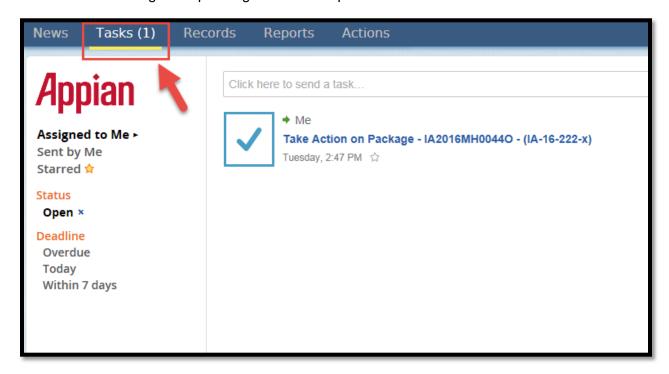




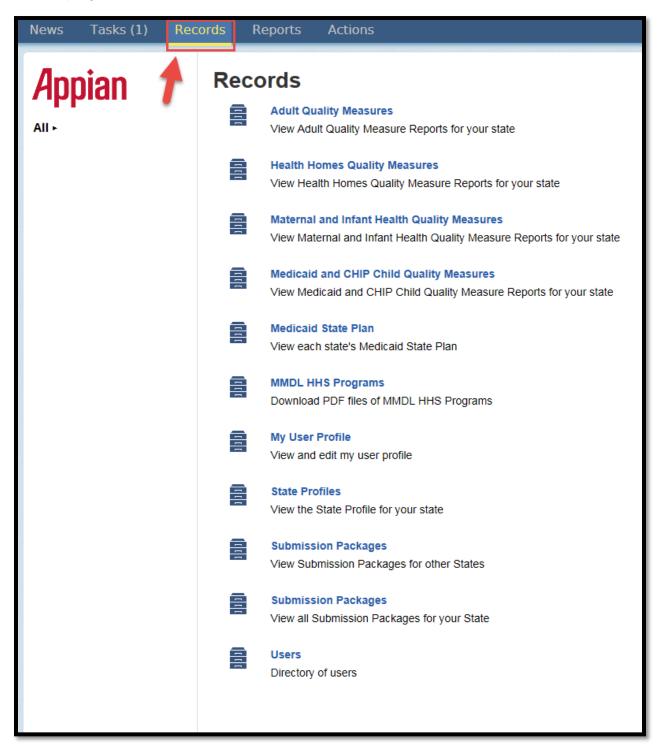
2. The **Actions** tab is for initiating new actions such as creating a submission package.



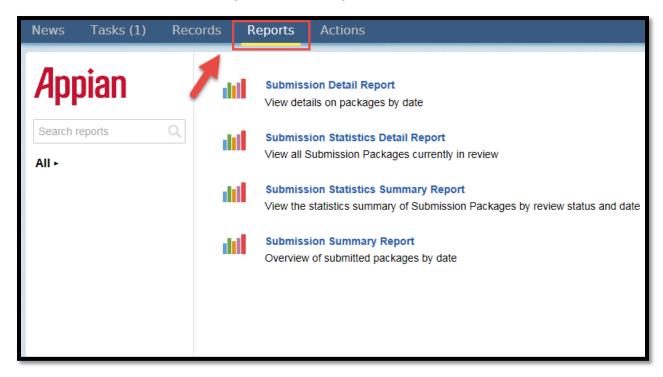
3. The **Tasks** tab is where specific actions as part of the workflow will populate for you to work on. Tasks are activities that are needed to keep the package moving through the workflow, such as reviewing or responding to an RAI request.



4. The **Records** tab is where you can go to reference submission packages that are complete or in progress.



5. The **Reports** tab can be used for tracking different activities within MACPro. We will explore each tab in further detail throughout this training.



Step 1: State System Administrator - Create State Profile

Please Note: The State System Administrator will only need to create a state profile once.

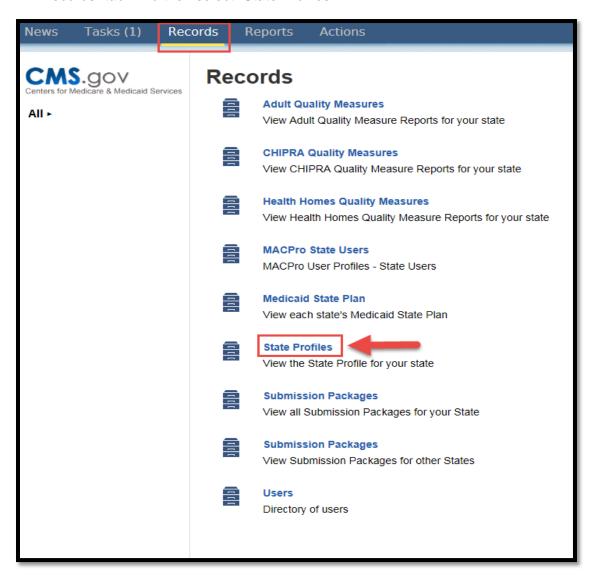
- **1.1** State System Administrator logs into MACPro.
- **1.2** Select the "Actions" tab from the upper tool bar. Then select "Create State Profile".



- **1.3** Enter in the information for your state.
- **1.4** Then scroll to the bottom and select the green button labeled "Save State Profile".



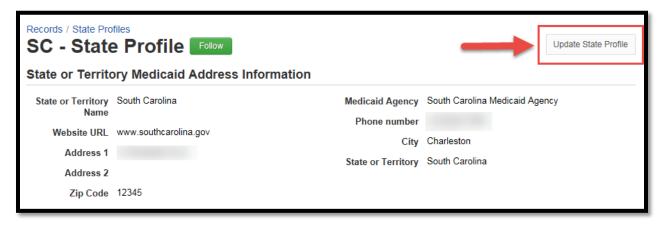
1.5 You may at any time update your State's profile information. To do so, proceed to the "Records" tab. And then select "State Profiles".



1.6 Next select your state profile by clicking on the blue link.



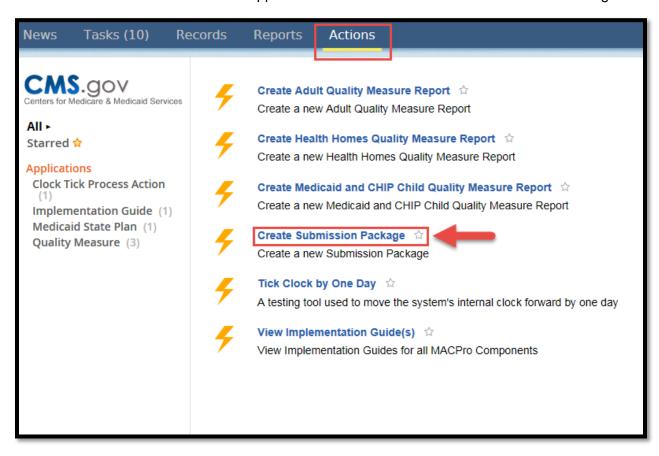
1.7 Select the "Update State Profile" Button in the upper right hand corner.



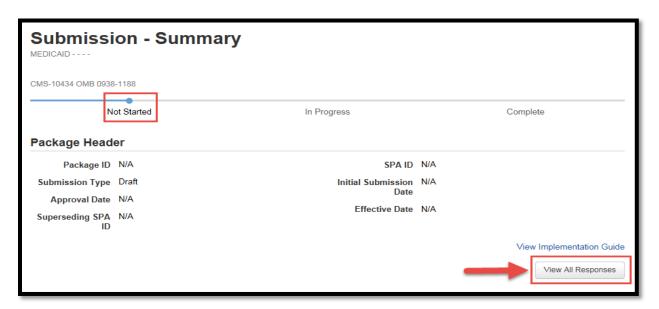
1.8 After selecting this button, you may proceed to enter information and then select "Save State Profile".

Step 2: State Editor - Create Submission Package and Complete Submission Reviewable Units

- **2.1** State Editor logs into MACPro.
- 2.2 Select the "Actions" tab from the upper tool bar. Then select "Create Submission Package".



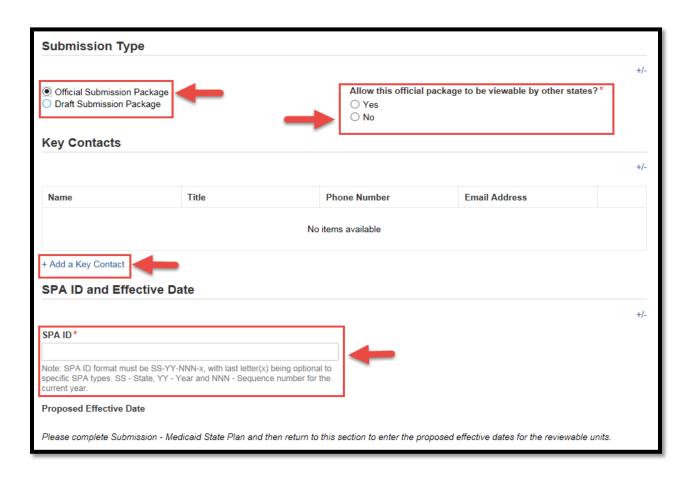
2.3 SUBMISSION - Summary: You will be directed to the "Submission-Summary" page. At the top of the page there is a timeline that indicates that you have "Not Started" this Reviewable Unit. Select the "View all Responses" button on the right side of the page to begin entering information.



2.4 The State Information and Submission Component Sections are pre-filled based on what was populated into your State Profile and based on what is available to MACPro at this time.

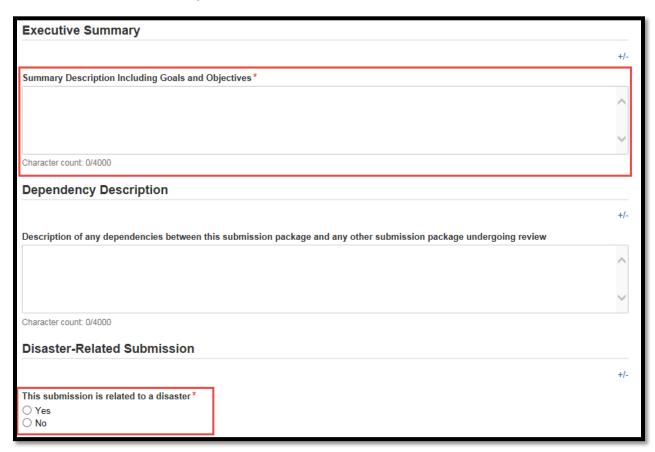


2.5 Next, fill out information for the Submission Type Section, Key Contacts Section, and the SPA ID and Effective Date Section. The system automatically fills the submission type as "Draft Submission Package", however you may switch your submission type to Official. Please note: The SPA ID and Effective Date Section will only appear if you select "Official Submission Package" under the Submission Type Section. You must enter a Key Contact in order to fully complete this Reviewable Unit. An Official/Draft submission can be changed up until it is initially submitted to CMS. Once submitted, you may not change the submission type. If you submitted a draft, you will have to officially convert the draft.

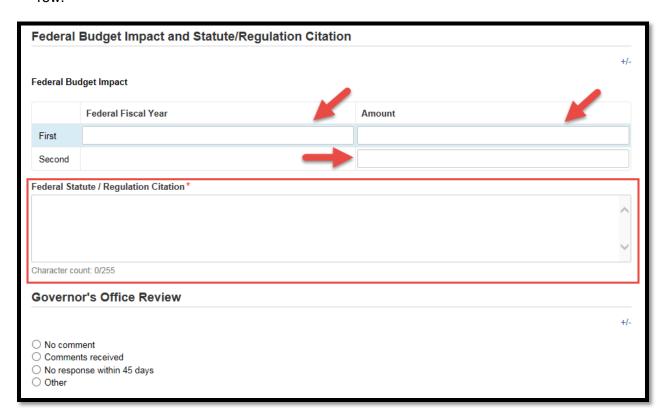


2.6 The next sections are the Executive Summary, Dependency Description Section and the Disaster-Related Submission Section. The Executive Summary and Disaster-Related Submission Sections are mandatory, while the Dependency Description Section is an optional section.

The Dependency Description section may be used in a situation when the SPA you are submitting has a connection to another SPA that is either also being submitted or has already been submitted. Indicating the connection in this section assists CMS in ensuring that both are reviewed together.



2.7 The final sections are the Federal Budget Impact and Statute/Regulation Citation Section and the Governor's Office Review Section. Please note: The "Federal Fiscal Year" Column in the Federal Budget Impact table will automatically populate the first cell in the "Second" row

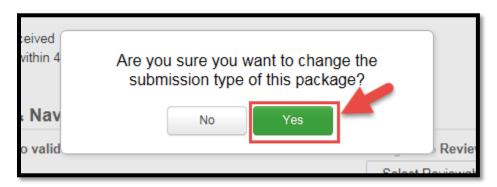


2.8 At this point be sure to save the reviewable unit using the "Save Reviewable Unit" button at the bottom of the screen.

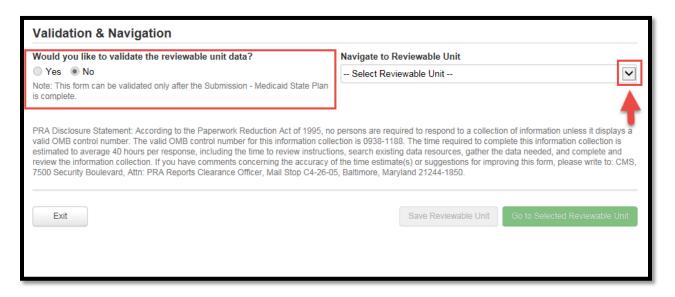
Drafts and Official packages both can't be validated at this point. You have the ability to save, however you must come back to validate this unit after validating the Medicaid State Plan Reviewable Unit.



2.9 If you selected "Official Submission" as the submission type, upon saving the reviewable unit, you will receive a prompt. Select "Yes". If you selected "Draft Submission" you will not receive this prompt.

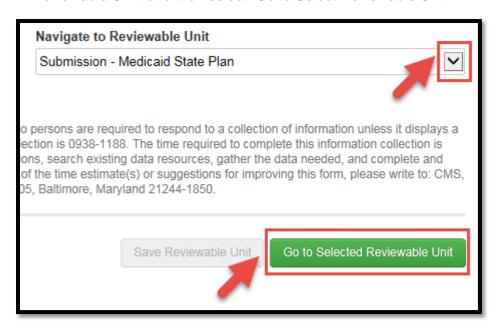


2.10 You will not be able to validate this Reviewable Unit until you complete the Submission Medicaid-State Plan Reviewable Unit. As a reminder, all reviewable units must be in "Complete" status before submitting the package to the State Point of Contact. To move to the next unit (Submission-Medicaid State Plan), select the drop down menu under "Navigate to Reviewable Unit".



Note about Validation: All reviewable units must be validated in order to move your submission package to the next stage. If there are incomplete fields or any information entered incorrectly, the system will not allow you validate. All validation errors will be pointed out by red script or red boxes. If you are unable to validate you must scroll back through the reviewable unit and check for the error.

2.11 Select "Submission-Medicaid State Plan" from the drop down menu under "Navigate to Reviewable Unit" and then select "Go to Select Reviewable Unit".



2.12 SUBMISSION - Medicaid State Plan: Next, select the purpose of your submission package. This section is mandatory to fill out in order to complete the Health Homes Reviewable Units.



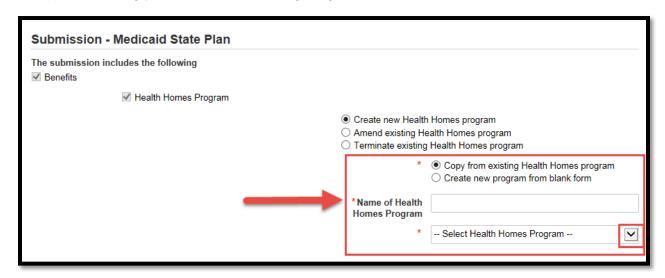
2.13 If you are creating a New Health Homes program continue following these steps. If you are amending an existing Health Homes program, refer to the new feature to Health Homes SPA's in MACPro, "Create an Amendment to an Existing Health Homes Program" section. This question is dynamic, therefore when you select "Create new Health Homes program" another question will pop up. Fill in the answer accordingly.



2.14 If you select "Create new program from blank form, a text box will appear requiring you to enter in the name of the Health Homes Program.



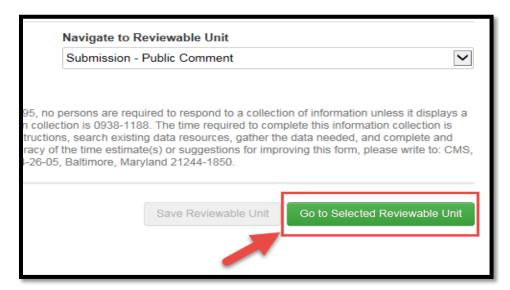
2.15 If you select "Copy from existing Health Homes program" a drop down menu will also appear allowing you to select an existing program.



2.16 After selecting a program type, and entering the Name of the Health Homes program, select the "Save Reviewable Unit" button at the bottom of the screen.



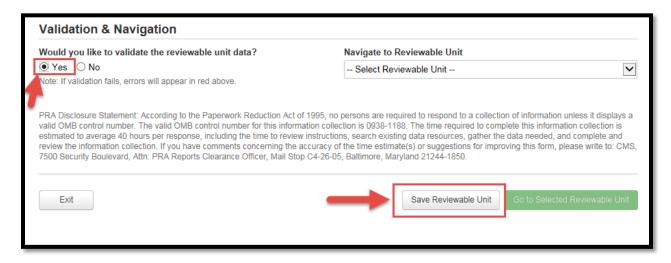
2.17 Upon saving, the Reviewable Unit will automatically be validated. To move to the next unit, select "Submission-Public Comment" from the drop down menu and then select "Go to Selected Reviewable Unit". You may also not go back and change the program type after saving the Submission-Medicaid State Plan unit.



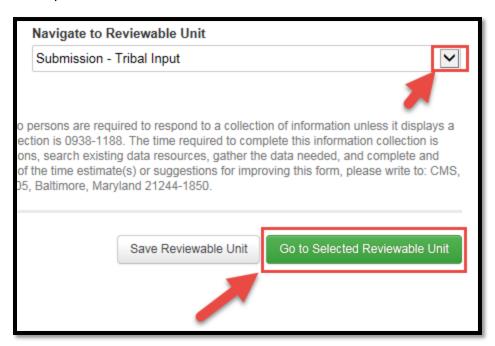
2.18 SUBMISSION - Public Comment: The next unit is the Submission-Public Comment Reviewable Unit. You must indicate an answer to the question. Please note that the "Public notice was not required, but comment was solicited" option is dynamic and will prompt you with a second question or the opportunity to upload public notice info.



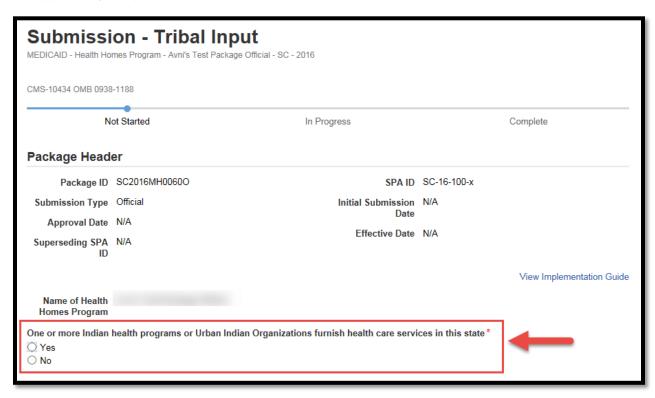
2.19 Next, select "Yes" to validate this Reviewable Unit and then select "Save Reviewable Unit".



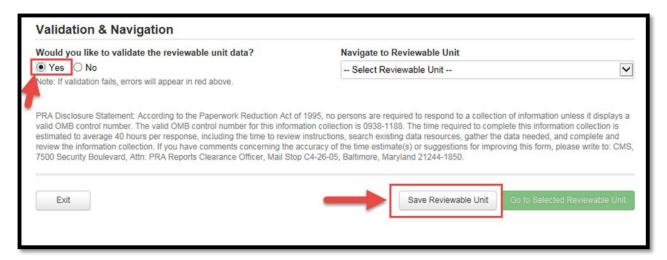
2.20 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



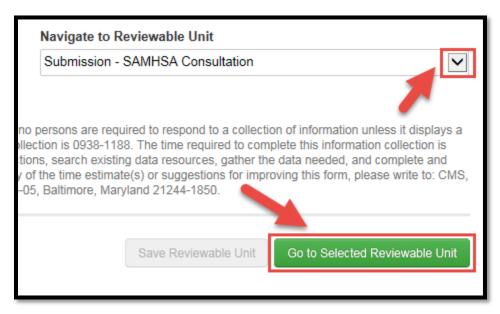
2.21 SUBMISSION - Tribal Input: The next Reviewable Unit is Submission-Tribal Input. You must indicate whether "Yes" or "No" to the question. The "Yes" option for this question is dynamic and will prompt you to answer more questions, enter in further information or the opportunity to upload tribal notifications.



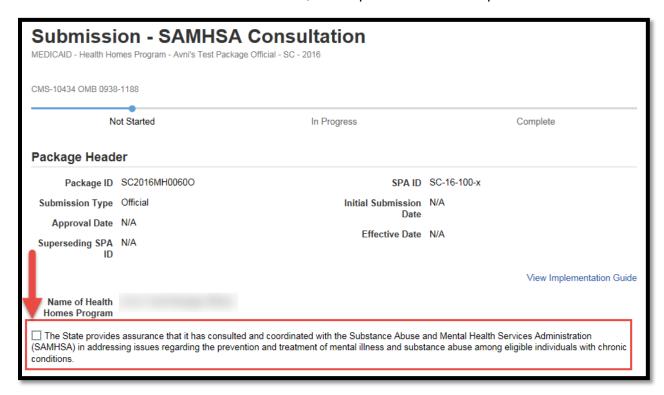
2.22 Once you have all information entered, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".



2.23 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



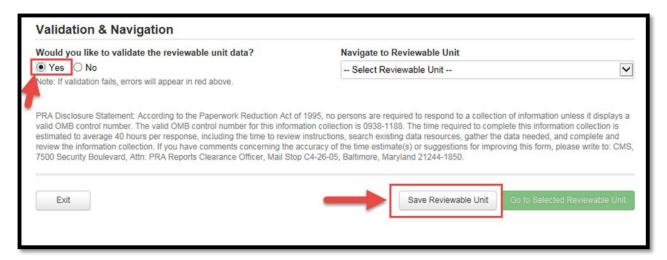
2.24 SUBMISSION- SAMHSA Consultation: The next Reviewable Unit is the Submission-SAMHSA Consultation unit. Check the checkbox as indicated in the screenshot. This box must be checked in order to save the unit, and to put the unit in "Complete" status.



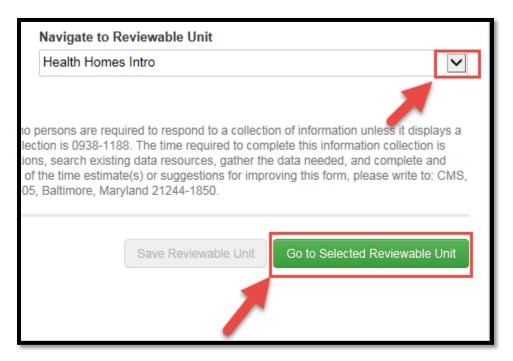
2.25 Upon checking this box, you must enter a "Date of Consultation".



2.26 Once you have all information entered, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".

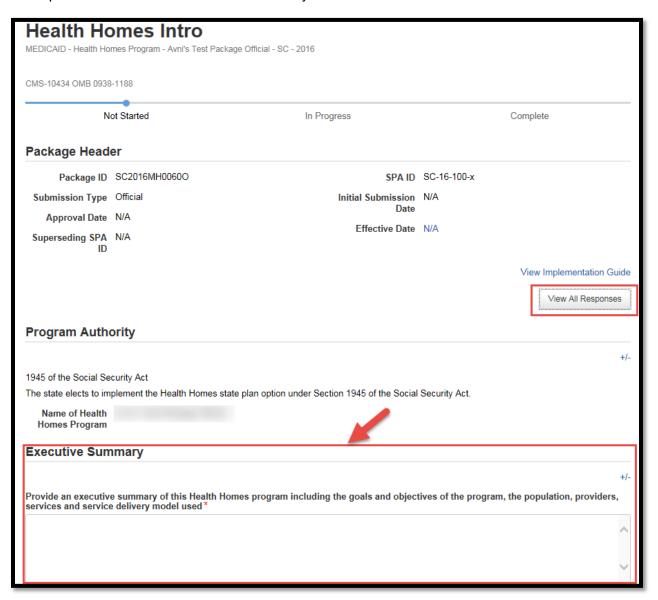


2.27 This completes the Submissions Reviewable Units. The next section of the package is the Health Homes Reviewable Units. To proceed to the Health Homes Reviewable Units, select the "Health Homes Intro" unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".

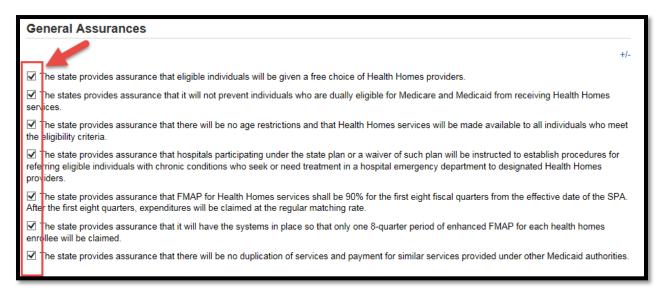


Step 3: State Editor - Complete Health Homes specific Reviewable Units

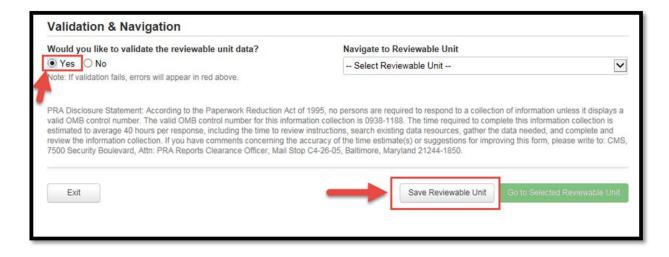
3.1 HEALTH HOMES - Intro: The first unit in the Health Homes Reviewable Units is the Intro Unit. After selecting the "View all Responses" button on the top right of the page, you are required to enter in an Executive Summary.



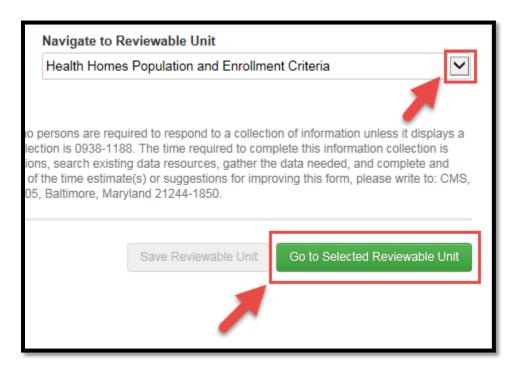
3.2 In the General Assurances section, all assurances must be checked in their respective checkboxes in order for this unit to be validated and in "Complete" status.



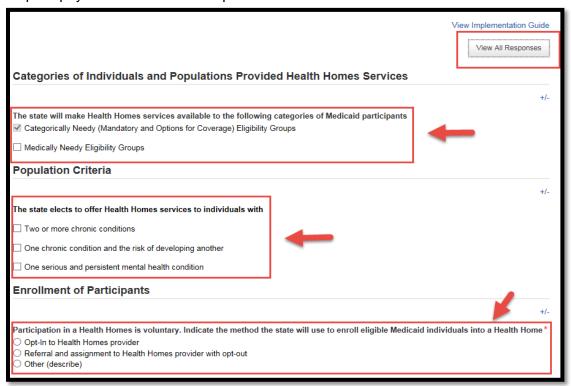
3.3 Once you have all information entered, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".



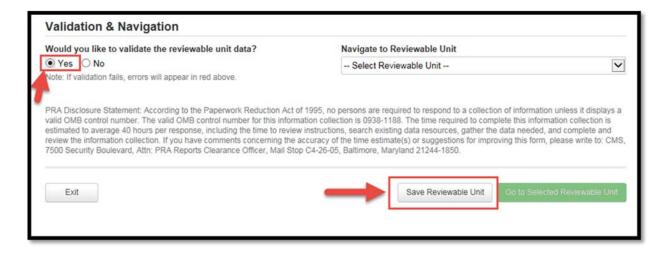
3.4 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



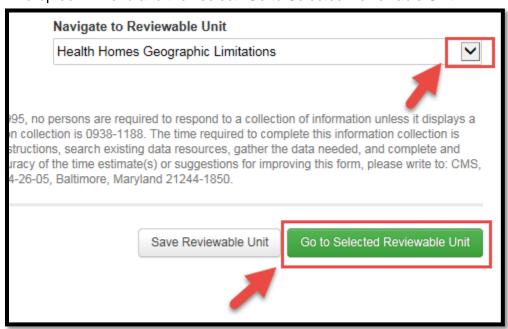
3.5 HEALTH HOMES- Population and Enrollment Criteria: The next Reviewable Unit is the Population and Enrollment Criteria unit. After selecting the "View All Response" button in the top right corner of the screen, you must select answers for all three sections shown below. The option "Categorically Needy (Mandatory and Options for Coverage) Eligibility Groups" is prefilled out. Please note that the options for these sections are dynamic and will prompt you to answer further questions.



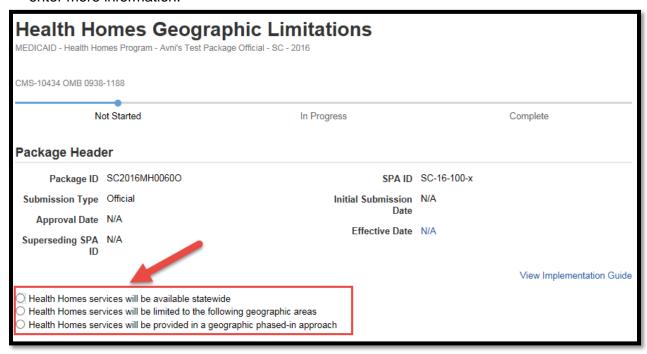
3.6 Once you have all information entered, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".



3.7 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



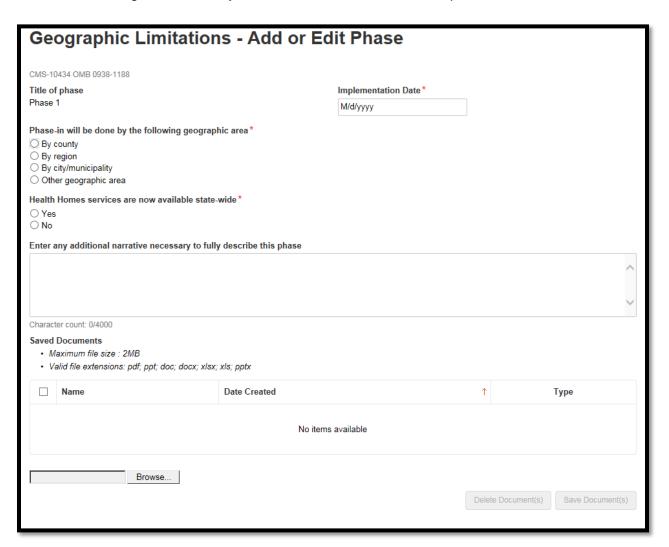
3.8 HEALTH HOMES - Geographic Limitations: The next Reviewable Unit is the Geographic Limitations unit. You are required to choose an option regarding the availability of your State's Health Home Services. These options are dynamic and may prompt you to enter more information.



3.9 If you select Option 3, "Health Homes services will be provided in a geographic phased-in approach" you will be prompted to add a phase.



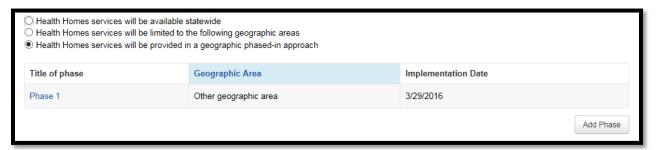
3.10 After selecting "Add Phase" you can enter information into the phase.



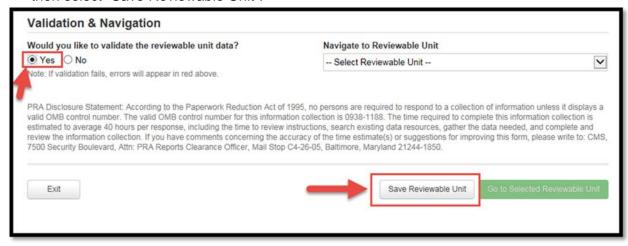
3.11 Once information is entered, select "Save Phase".



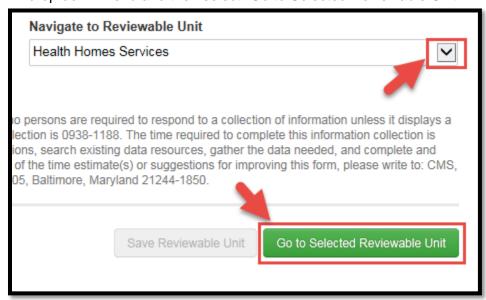
3.12 After the phase is saved, you will be returned to the Reviewable Unit. In the table, you will be able to see the phase that was just saved.



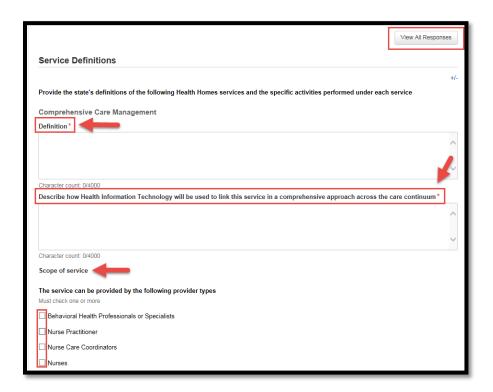
3.13 Once you have all information entered, select "Yes" to validate this Reviewable Unit and then select "Save Reviewable Unit".



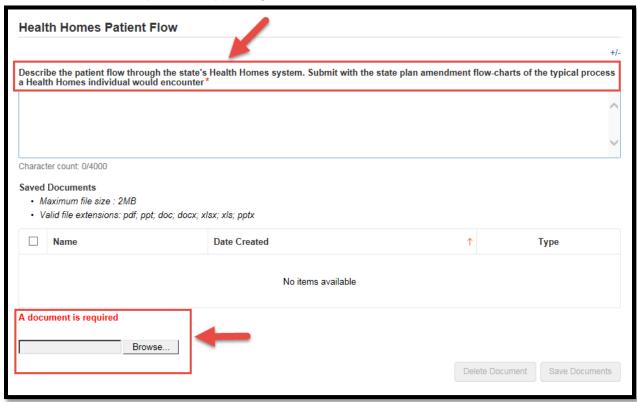
3.14 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



3.15 HEALTH HOMES - Services: The next Reviewable Unit is the Health Homes Services Unit. After selecting the "View All Responses" button in the top right corner, you are required to fill out the definitions for each service, the description of how Health Information Technology will be used, and to check one or more provider type. Please note that the provider types are dynamic and will prompt you to enter a description once checked.



3.16 After filling in the above information, you are required to fill out the Health Homes Patient Flow section and upload a supporting document.



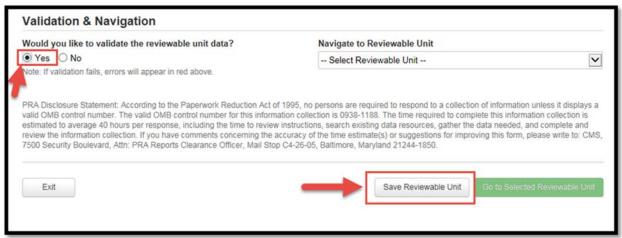
3.17 To upload a document, first select the "Browse" button. Select your document(s) and then select the "Save Documents" button.



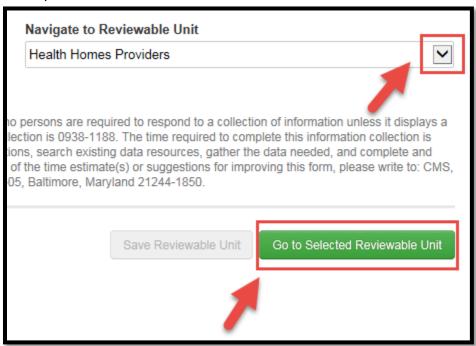
3.18 Once you select the "Save Documents" button, you will be redirected to the "Document(s) Save in Progress" screen. Before attempting to navigate away from this screen you must select the green "Refresh" button on the page. If you navigate away before selecting the button your documents will not save. Wait a few seconds and select the "Refresh" button to fully save your documents.



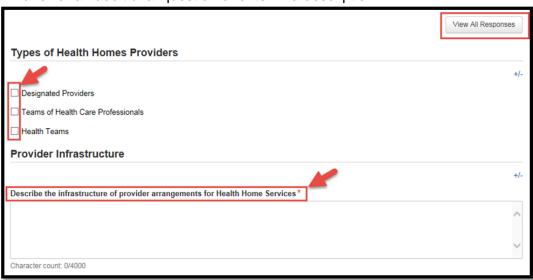
3.19 Once you have all information entered and documents uploaded, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".

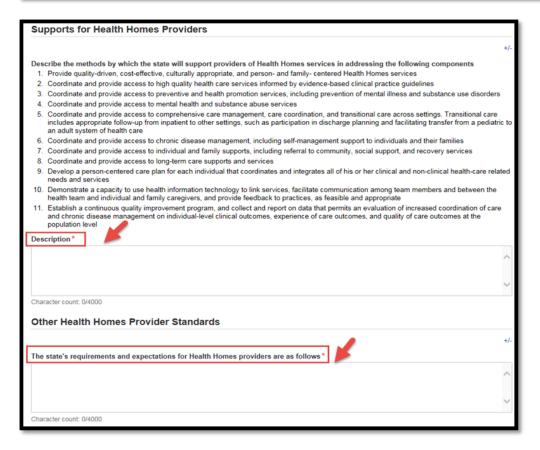


3.20 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".

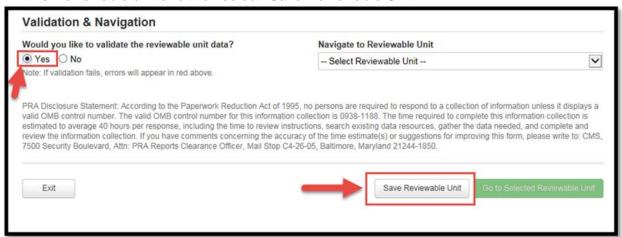


3.21 HEALTH HOMES - Providers: The next Reviewable Unit is the Health Homes Providers Unit. After selecting the "View All Responses" button in the top right corner, you are required to fill out each section of this unit. You may also upload documents at the end of this section. Please note that the provider types are dynamic and will prompt you to answer an additional question or enter in a description.

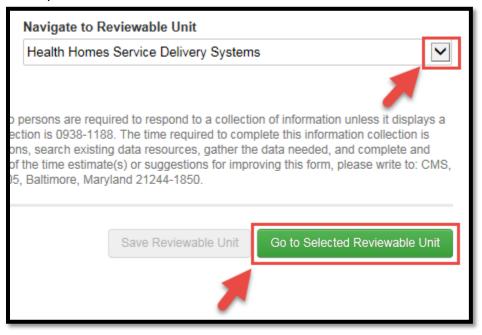




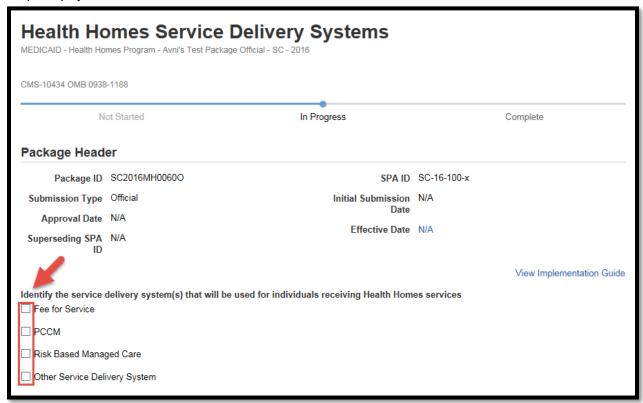
3.22 Once you have all information entered and documents uploaded, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".



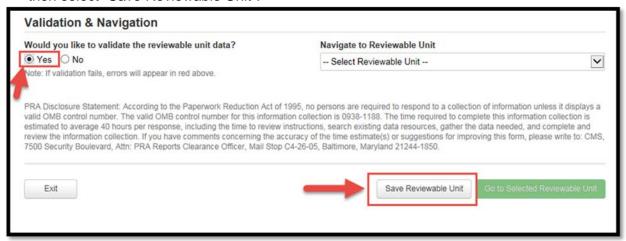
3.23 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



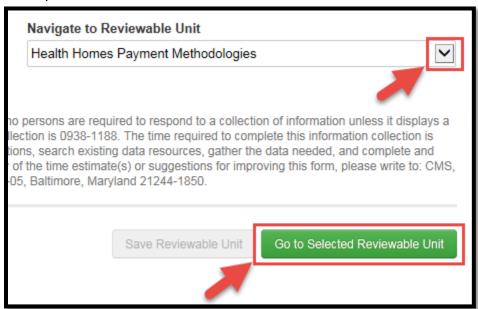
3.24 HEALTH HOMES - Service Delivery Systems: The next Reviewable Unit is the Health Homes Service Delivery Systems unit. You are required to indicate which Delivery Systems will be used for your state. Please note some of these fields are dynamic and may prompt you to enter in more information.



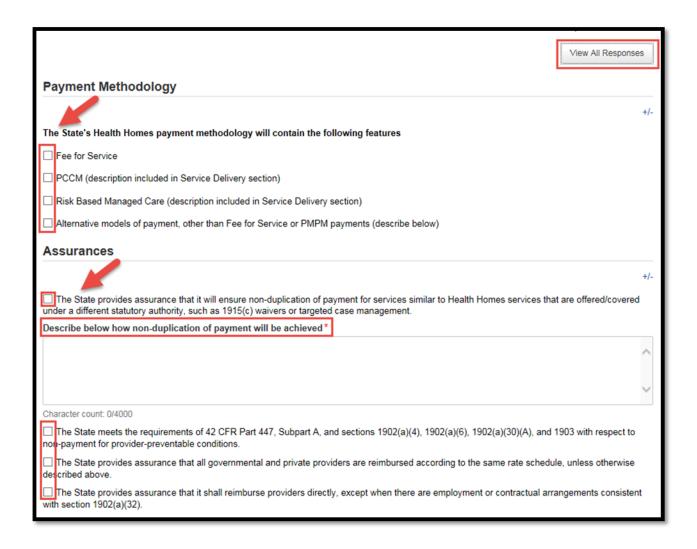
3.25 Once you have all information entered, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".



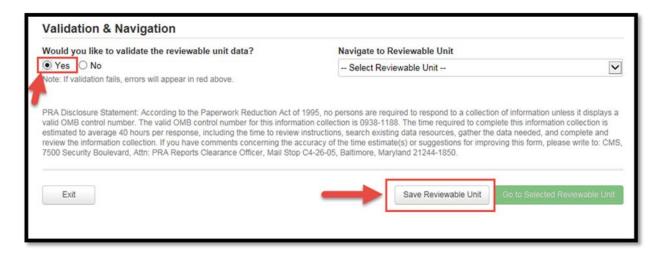
3.26 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



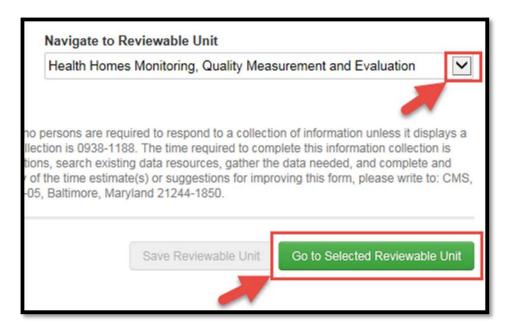
3.27 HEALTH HOMES- Payment Methodologies: The next Reviewable Unit is the Health Homes Payment Methodologies unit. After selecting the "View All Responses" button in the top right corner, you are required to fill out the Payment Methodology section and check all of the Assurances in the Assurance section. Please note that some of the options in the Payment Methodology section are dynamic and may prompt you to enter in more information. Selecting "Fee for Service" will cause two new sections to appear: Agency Rates and Rate Development.



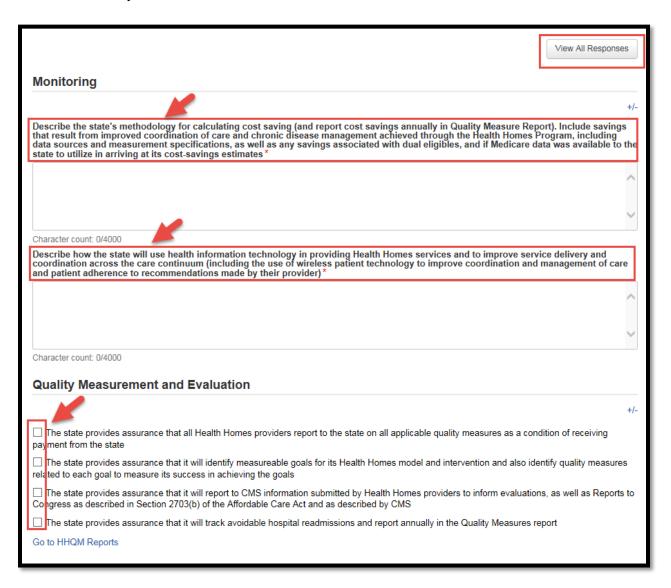
3.28 Once you have all information entered, select "Yes" to validate this Reviewable Unit and then select "Save Reviewable Unit".



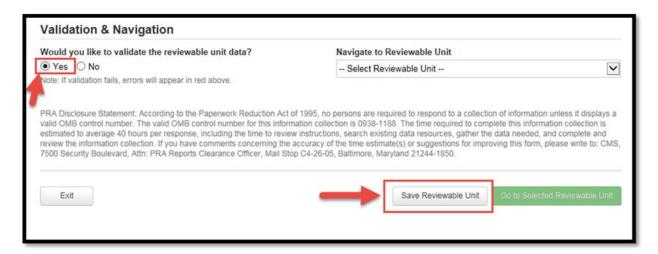
3.29 To go to the next Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".



3.30 HEALTH HOMES - Monitoring, Quality Measurement and Evaluation: The next Reviewable Unit is the Health Homes Monitoring, Quality Measurement and Evaluation unit. You are required to enter descriptions for the "Monitoring" section and check the assurances for the "Quality Measurement and Evaluation" sections.

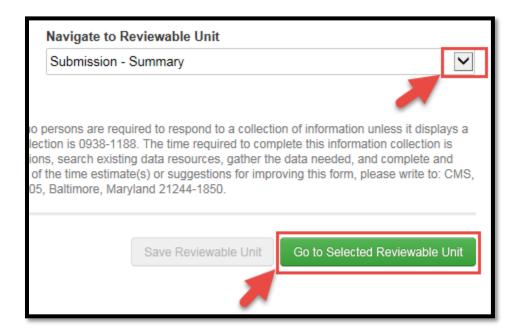


3.31 Once you have all information entered, select "Yes" to validate this Reviewable unit and then select "Save Reviewable Unit".

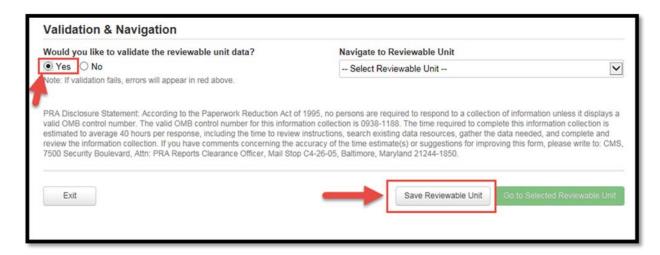


3.32 At this point you have completed all of the Health Homes Reviewable Units. You must make the package eligible to be submitted to the State Point of Contact. To do so, you have to return to the Submission-Summary page and put this Reviewable Unit in complete status by entering the Proposed Effective Dates and validating the unit. To go to the next Submission-Summary Reviewable Unit, select the unit from the "Navigate to Reviewable Unit" drop down menu and then select "Go to Selected Reviewable Unit".

As a reminder, if your submission package is in Draft, you will not need to enter proposed effective dates. This step will occur after it is converted from draft to official.



3.33 After entering the Proposed Effective Dates, the Validation "Yes" button will become active. Select "Yes" and then "Save Reviewable Unit". At this point you may also change your submission type from Draft Submission Package to Official Submission Package if you choose to. If you do so, you must save the Reviewable Unit again.



3.34 Next, select the "Exit" button in the bottom left corner of the page.

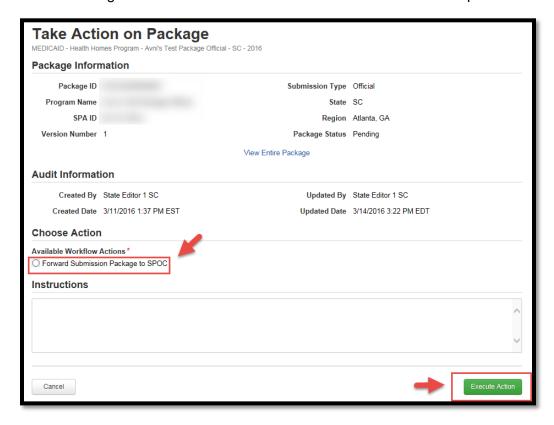


Step 4: State Editor - Submit Package to State Point of Contact

4.1 Once you select "Exit" as shown in Step 3.30, you will be redirected to the "Related Actions" screen under the "Records" tab. Select "Forward Package to State POC for Review". If you had navigated away from your package rather than selecting "Exit" and have just logged back into MACPro, go to the "Records" tab, then click "Submissions Packages" for your state, and then your submission package. Next, select "Related Actions" from the left panel. Proceed to forward the package to the State Point of Contact.



4.2 On the next page, select workflow action "Forward Submission Package to SPOC" and then select the green "Execute Action" button. The instructions box is optional.



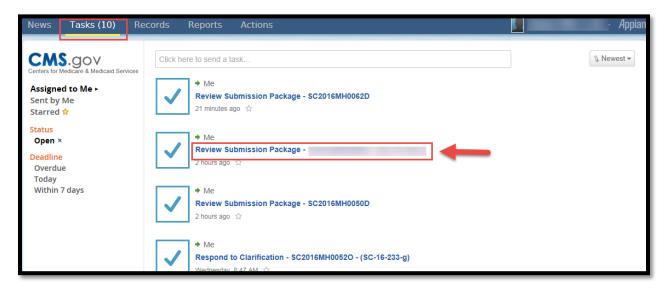
4.3 Select "Yes".



This ends the process for the State Editor to create and submit a submission package to the State Point of Contact.

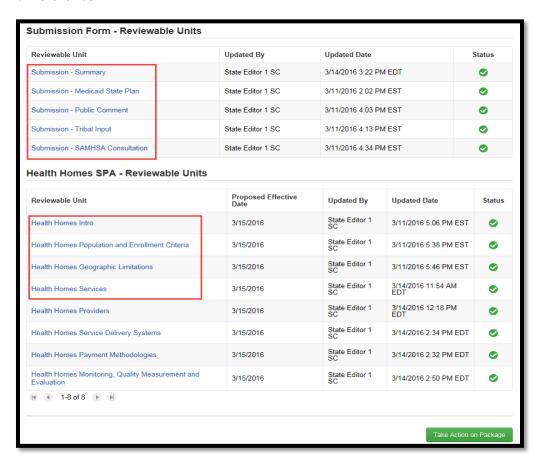
Step 5: State Point of Contact Reviews Submission Package and Forwards package to State Director

- **5.1** State Point of Contact logs into MACPro.
- **5.2** Select the "Tasks" tab from the upper tool bar and then select the "Review Submission Package" task.

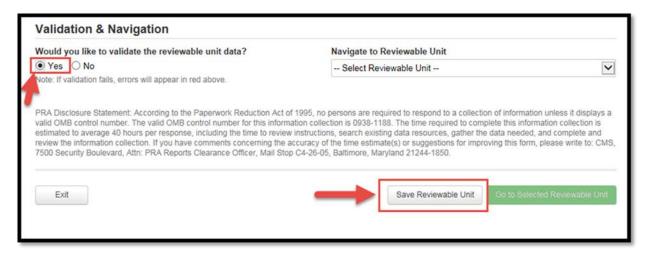


5.3 On the "Review Submission Page" screen you will see the package summary and all the Reviewable Units in "Complete" status. Select each Reviewable Unit via the blue links if you wish to review the package. If you wish to create a correspondence log first, please refer to the "Create a Correspondence Log" section under Additional Actions.

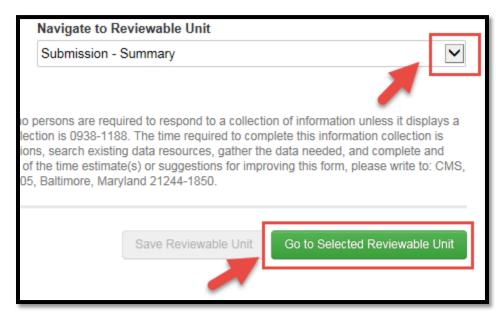
The Correspondence Log is the official record for the package. The Correspondence Log can be used as a communication tool, where CMS provides information to the state and the state can respond. The correspondence log may also be used as a record of communication where conversations and decisions are documented. Only the SPOC and the CMS Point of Contact can write in the correspondence log, but others may view the correspondence log in a package for reference.



5.4 For every unit you review, you must re-validate the unit by scrolling to the bottom of the unit page, selecting "Yes" to the validation question and then selecting "Save Reviewable Unit".



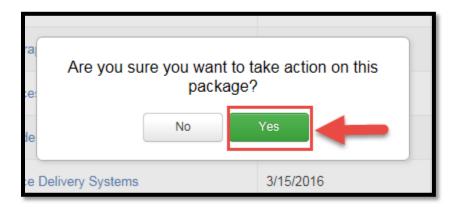
5.5 To move to the next Reviewable unit, select a unit from the drop down menu under "Navigate to Reviewable Unit" and then select "Go to Selected Reviewable Unit".



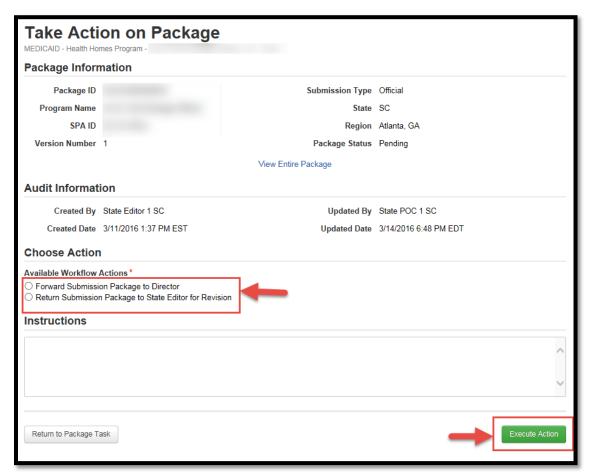
5.6 Once your review is complete, return to the package summary and scroll to the bottom of the page. Select the green button labeled "Take Action on Package".



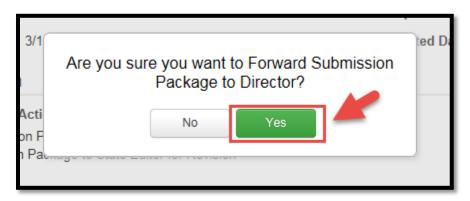
5.7 Select "Yes".



5.8 You will be redirected to a "Take Action on this Package" screen. There are two available workflow options. If you wish to forward the package to the State Director, select "Forward Submission Package to Director". If you wish to send the package back to the State Editor for further edits, select "Return Submission Package to State Editor for Revision". If you choose to select "Forward Submission Package to Director" continue to follow these steps. If you wish to "Return Submission Package to State Editor for Revision" please refer to the Additional Actions section. The instructions box is optional. Once you have selected your Workflow Action, select the green "Execute Action" button.

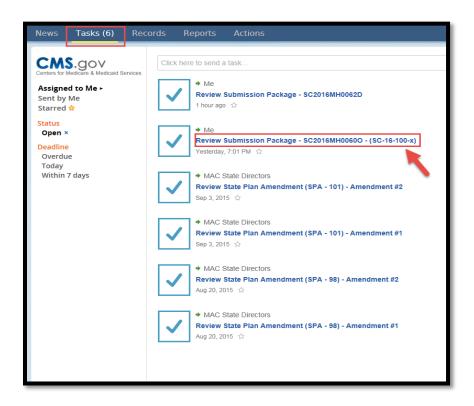


5.9 Select "Yes".

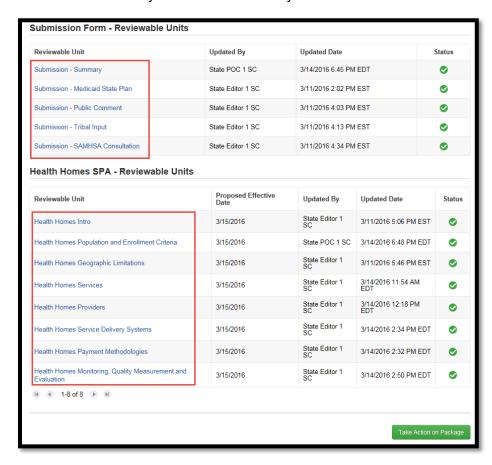


Step 6: State Director- Final Review, Certifying Submission Package and Forward to SPOC

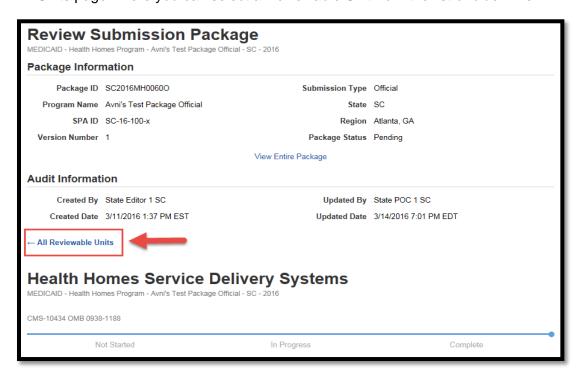
- **6.1** State Director logs into MACPro.
- **6.2** Select the "Tasks" tab from the upper tool bar and then select the "Review Submission Package" task.



6.3 On the "Review Submission Page" screen you will see the package summary and all the Reviewable Units in "Complete" status. Select each Reviewable Unit via the blue links. Please note that you have a Read-Only view as State Director.



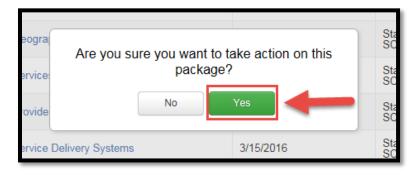
6.4 Once you select a Reviewable Unit to review, if you wish to navigate to a different unit, select the blue link labeled "All Reviewable Units". This will take you back to the Reviewable Units page where you can select a Reviewable Unit from the list of blue links.



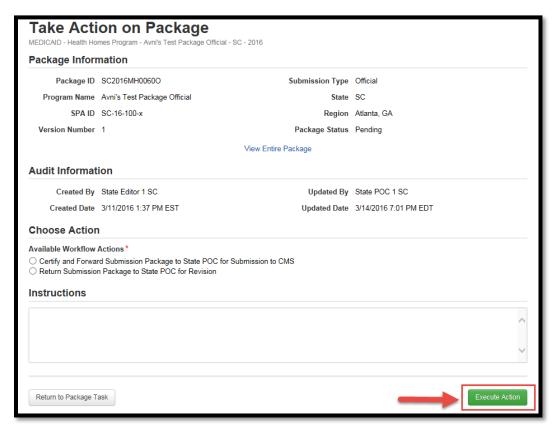
6.5 When you have completed your review, scroll to the bottom of the page and select the green button labeled "Take Action on Package"



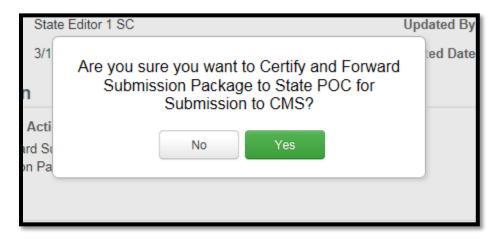
6.6 Select "Yes"



6.7 You will be redirected to a "Take Action on this Package" screen. There are two available workflow options. If you wish to certify and forward the package to the State POC, select "Certify and Forward Submission Package to State POC for Submission to CMS". If you wish to send the package back to the State POC for further Revision, select "Return Submission Package to State POC for Revision". If you choose to select "Certify and Forward Submission Package to State POC for Submission to CMS" continue to follow these steps. If you wish to "Return Submission Package to State POC for Revision" please refer to Additional Actions. The instructions box is optional. Once you have selected your Workflow Action, select the green "Execute Action" button.

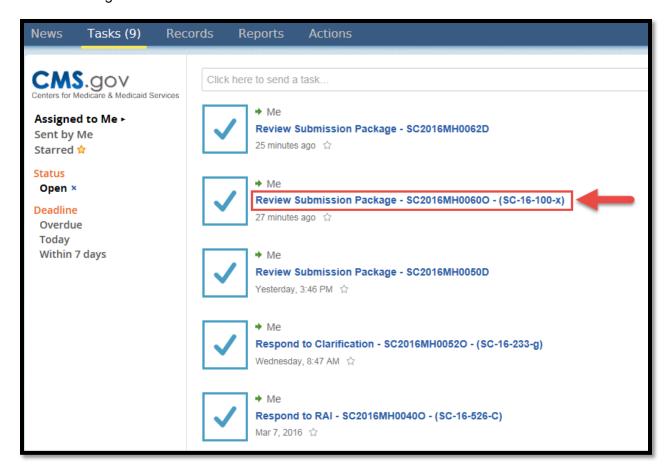


6.8 Select "Yes"



Step 7: State Point of Contact- Submit Package to CMS

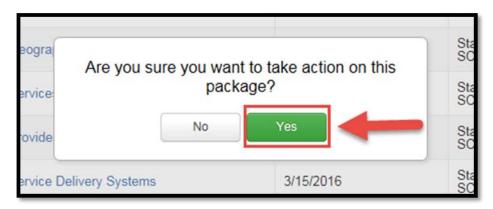
- 7.1 State Point of Contact logs into MACPro
- **7.2** Select the "Tasks" tab from the upper tool bar and then select the "Review Submission Package" task.



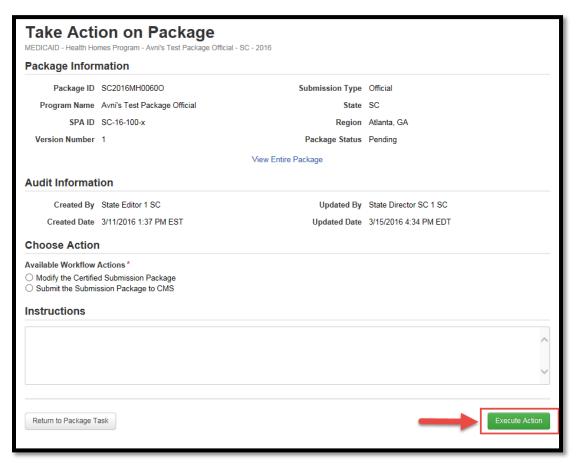
7.3 Scroll to the bottom of the screen and select the green button labeled "Take Action on Package".



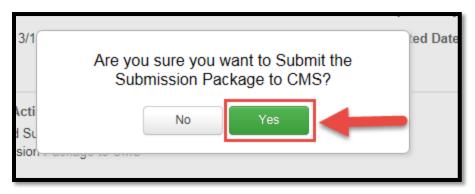
7.4 Select "Yes"



7.5 You will be redirected to a "Take Action on this Package" screen. There are two available workflow options. If you wish to submit the submission package to CMS, select "Submit the Submission Package to CMS". If you wish to modify the package, select "Modify the Certified Submission Package". If you choose to select "Submit the Submission Package to CMS" continue to follow these steps. If you wish to "Modify the Certified Submission Package" you will have to repeat the process of reviewing the package, forwarding the package to State Director for certification, and receiving the certified package to submit to CMS.



7.6 Select "Yes". Once "Yes" is selected, you should also receive an email notification indicating you submitted your package to CMS.

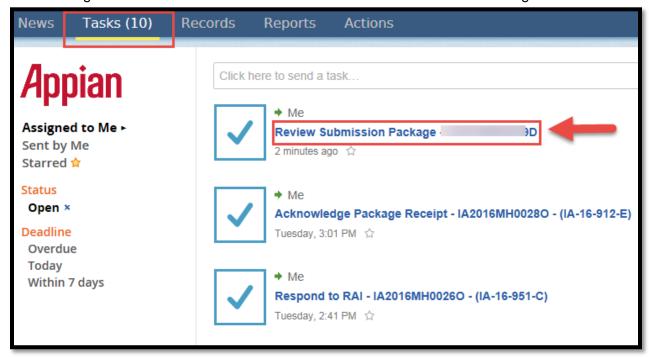


After CMS Submission

Closing a Draft Package

After CMS reviews the Draft Submission package, CMS will write their comments in the correspondence log, or the official record for the Draft Submission Package. They will then return the package to the state following their review.

- 1. Log in as State Point of Contact. The State Point of Contact is the only role that can close a Draft Package.
- 2. Navigate to the "Tasks" tab select the link to "Review Submission Package"



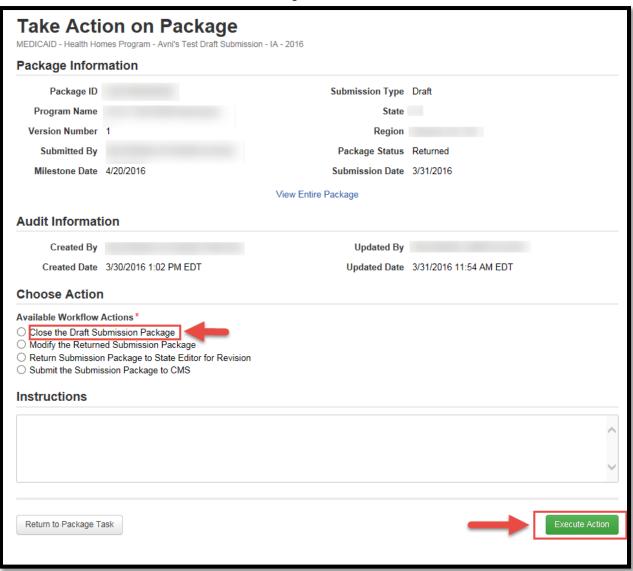
3. Select "Take Action on Package".



4. Select "Yes".



5. Select "Close Draft Submission Package" and then select "Execute Action"

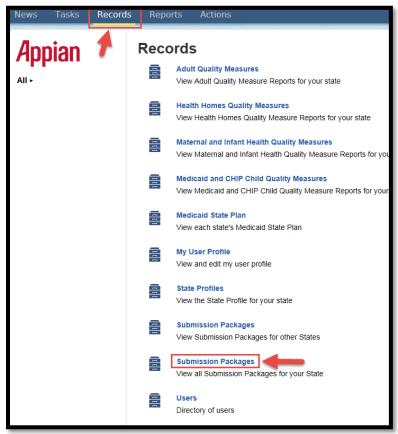


6. Select "Yes".

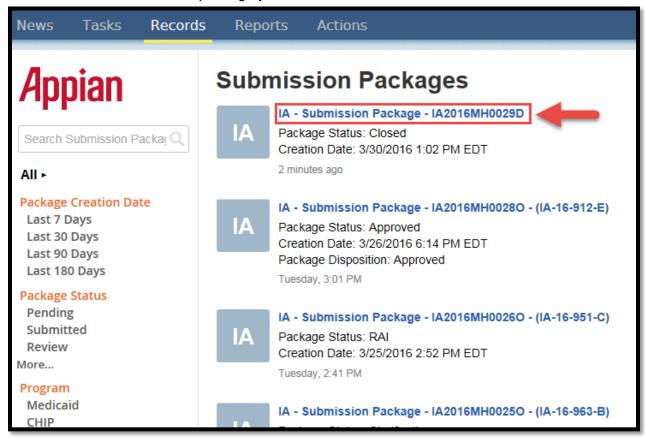


Converting a Draft Submission Package to an Official Submission Package

- 1. Log in as State Editor. State Editor is the only role that can convert a draft submission package to an official submission package.
- 2. Select the "Records" tab and then select "Submission Packages" for your state.



3. Select the submission package you wish to convert.



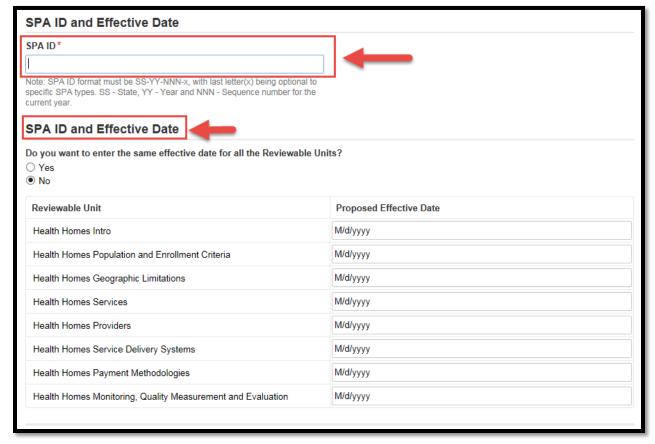
4. Select "Related Actions" from the left panel.



5. Select "Convert Draft Package to Official"



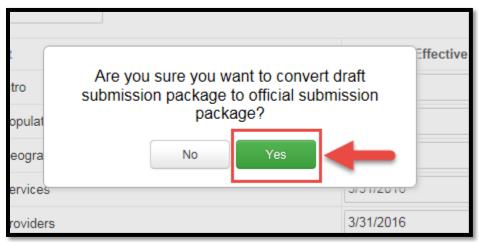
6. Enter information for the SPA ID and Effective Date sections.



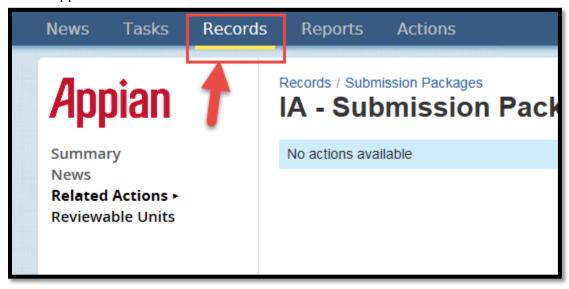
7. Select "Convert Submission Package from Draft to Official".



8. Select "Yes".



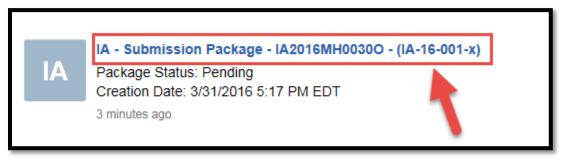
9. You will be redirected to the Records screen again. Select the "Records" tab from the upper tool bar.



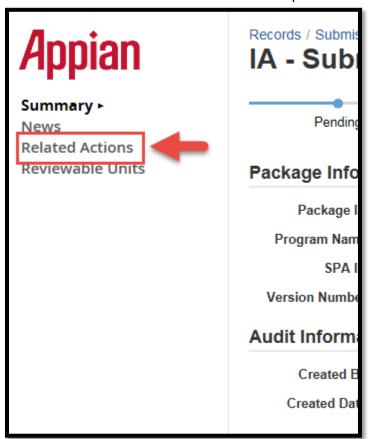
10. Select "Submission Packages" for your State.



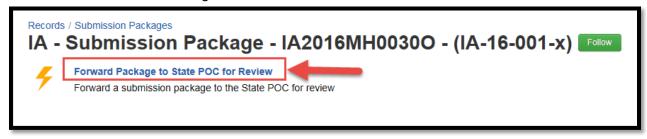
11. Select the new submission package ID that should end with an O and will also include the SPA ID.



12. Select "Related Actions" from the left panel.



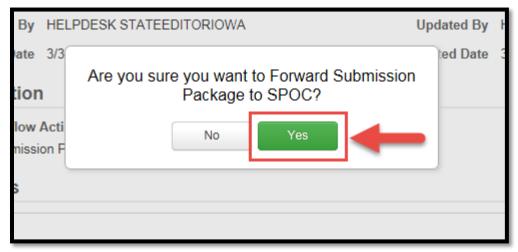
13. Select "Forward Package to State POC for Review".



14. Select "Forward Submission to SPOC" and then select "Execute Action".



15. Select "Yes".

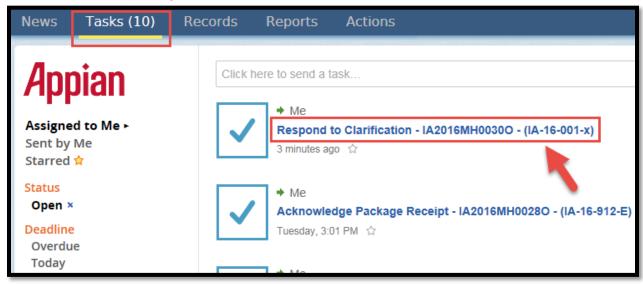


At this point, the SPOC will review the package, but does not have the ability to edit the package. The State Director will then certify the package, and the State Point of Contact will submit the OFFICIAL package to CMS. Once submitted it will start the policy clock and can be dispositioned by CMS.

Respond to a Clarification Request

When CMS submits a Clarification request, this sends the package back to the State and provides the State with an opportunity to respond to the request. This would be considered an "Unlock" in MMDL. If your state receives a Clarification request, the State Point of Contact who submitted the package will receive an email notification that the Clarification is in their Tasks.

- **1.** Log in as State Point of Contact.
- **2.** Select the "Tasks" tab and then select your "Respond to Clarification" for your submission package.



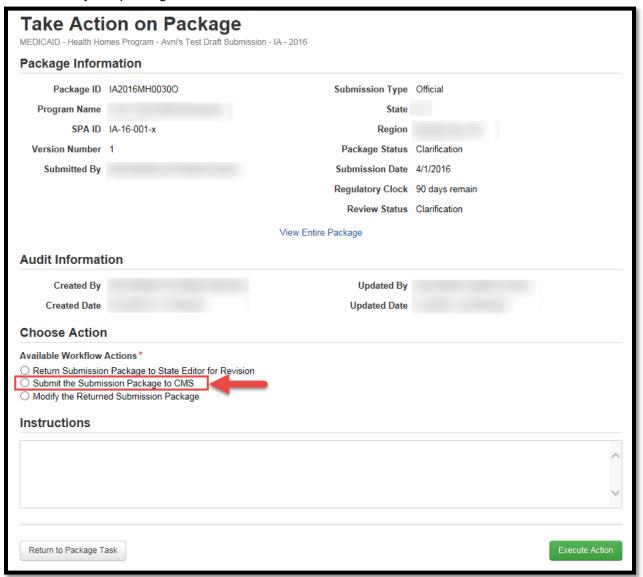
3. The CMS Point of Contact may have added an entry to the Correspondence Log to indicate why the Clarification was initiated. It is suggested to go check the Correspondence log before responding to the clarification request.



4. Select "Yes".



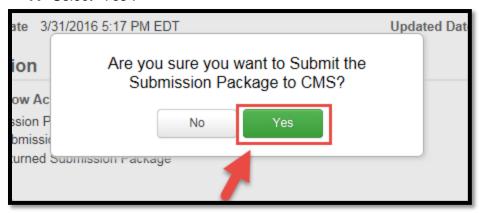
5. Select "Submit the Submission Package to CMS" if there are no further edits needed and the correspondence log has been updated to reflect this. If further edits are needed you have the option to return the package to the State Editor for further revision or to modify the package as State Point of Contact.



6. Select "Execute Action".



7. Select "Yes".



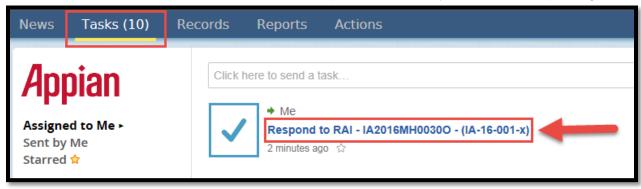
This will return the package to CMS for their continued review on the same policy clock as the original official submission. CMS will receive a notification letting them know that the package has been re-submitted.

Respond to Request for Additional Information (RAI)

RAI stops the 90 day clock and can only be used once per submission. The RAI includes an RAI form where CMS lists specific questions or direction within the form regarding how the package needs to be updated prior to an approval. Due to the addition of the RAI form, States will no longer receive an RAI letter.

1. Log in as State Point of Contact.

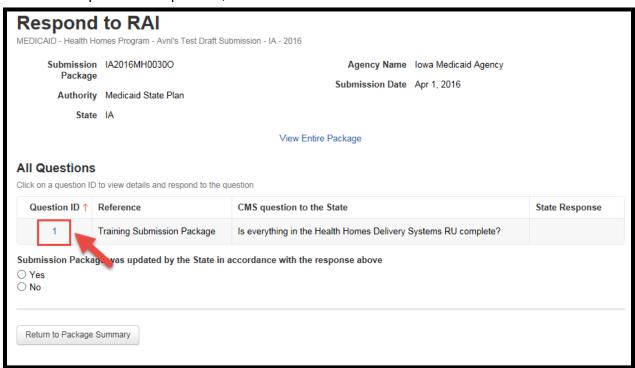
2. Select the "Tasks" tab and then select "Respond to RAI" for your submission package.



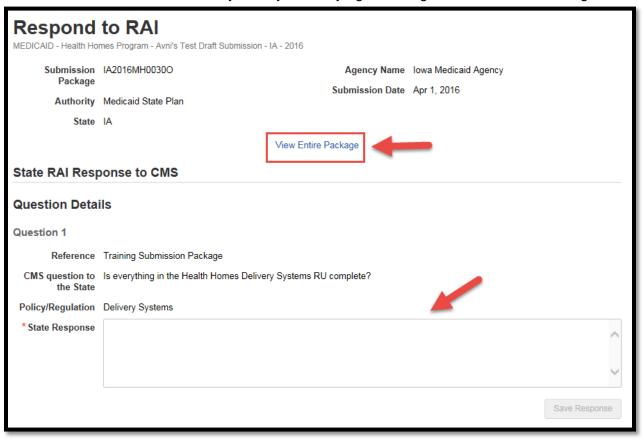
3. Select "View/Respond to RAI".



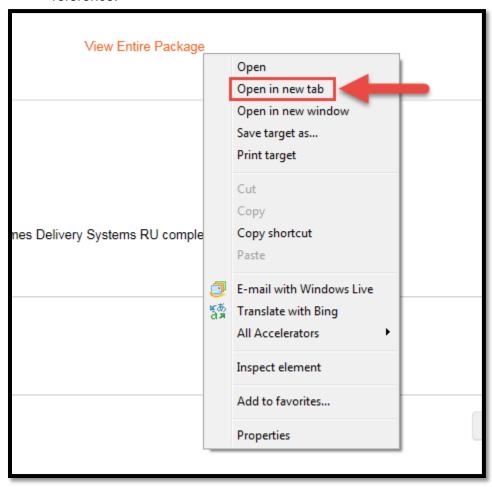
4. To respond to the question, select the Question ID.

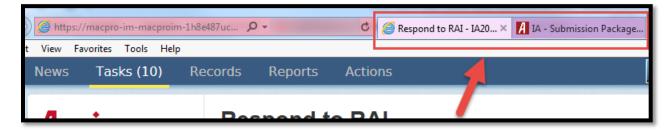


5. You have the option to answer the question in the text box. However if you need to reference a reviewable unit you may do so by right clicking the "View Entire Package".



6. Select "Open in New tab" from the menu. This will allow you to reference the reviewable units in a separate tab within the same browser. It is suggested that when you use multiple tabs in MACPro, you edit information in one tab, and use the other tab as a reference.

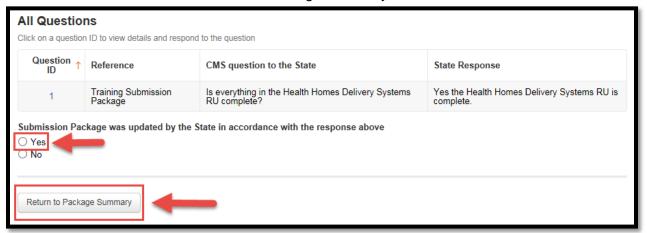




7. Once you are done referencing your report, you can return to the tab with the Respond to RAI form. Enter information in the "State Response" text box and then select "Save Response".



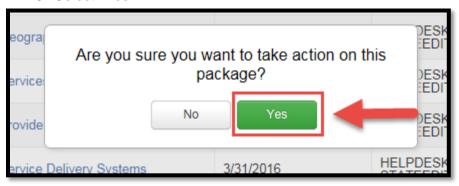
8. Select "Yes" and then "Return to Package Summary".



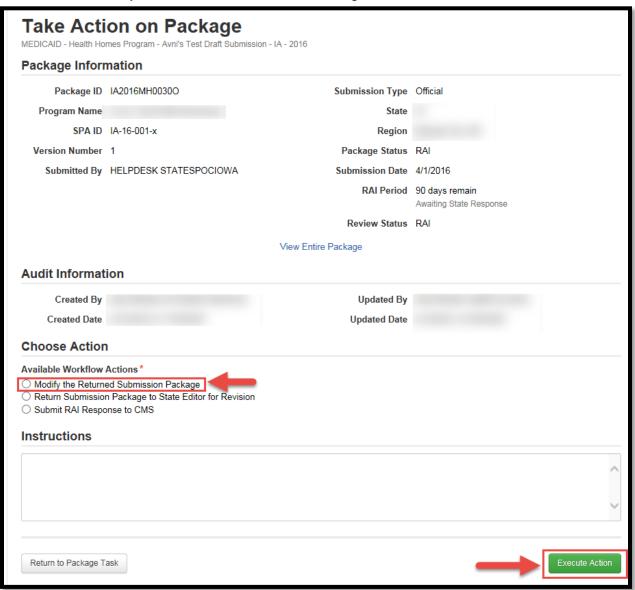
9. Select "Take Action on Package".



10. Select "Yes".



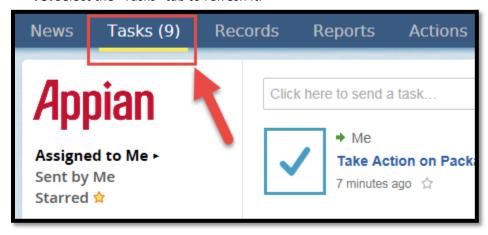
11. You now have the option to submit the response to CMS, return the package to the State Editor for further revision or modify the package. If you submit the response to CMS or to return the package to the State Editor, you should select "Execute Action" and then select "Yes". If you choose to modify the package, continue to follow these steps. Select "Modify the Returned Submission Package" and then select "Execute Action".



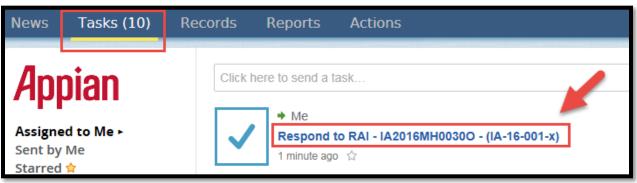
12. Select "Yes".



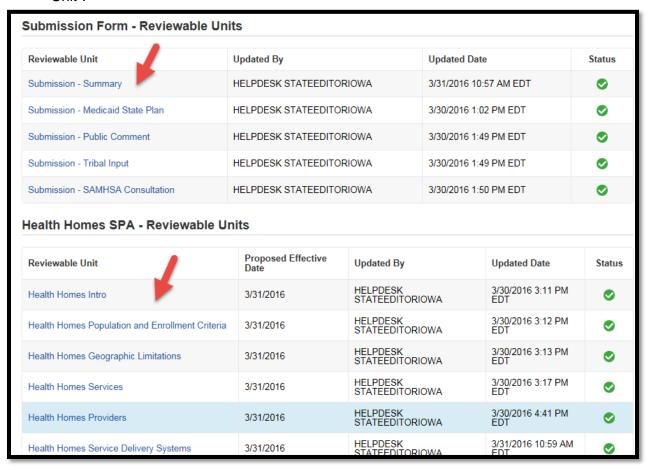
13. Select the "Tasks" tab to refresh it.

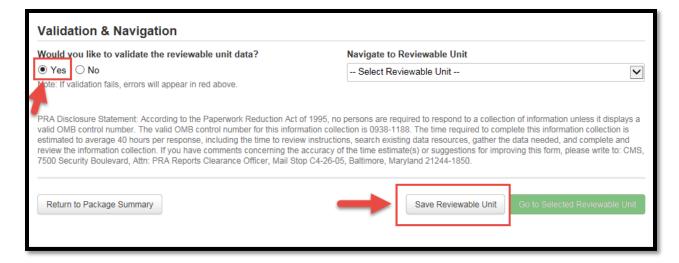


14. You will now see the task to "Respond to RAI" again. This time, you will have the ability to edit the reviewable units.

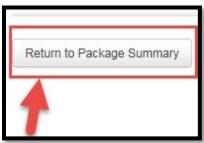


15. You can select the blue links to each reviewable unit you wish to edit. After you have edited a reviewable unit you must re-validate the page and select "Save Reviewable Unit".





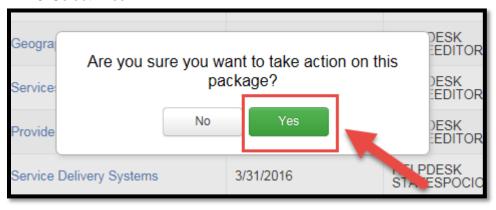
16. Select "Return to Package Summary".



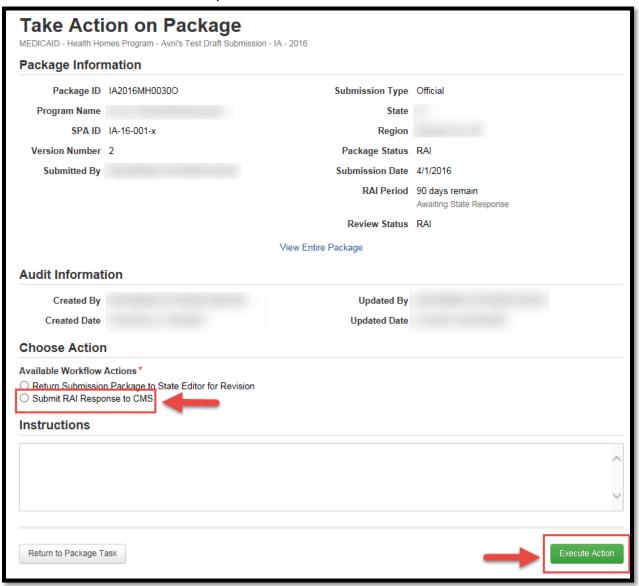
17. Select "Take Action on Package".



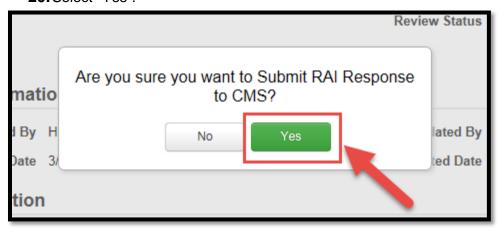
18. Select "Yes".



19. Select "Submit to RAI Response to CMS" and then select "Execute Action".

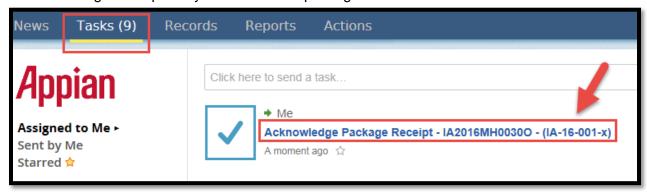


20. Select "Yes".

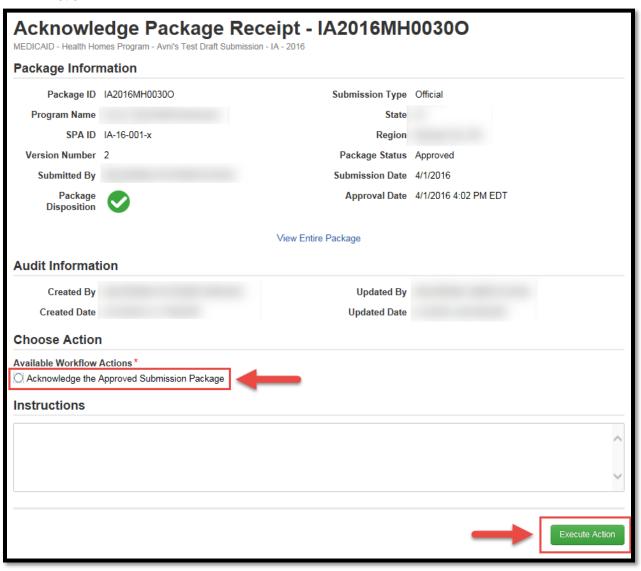


Acknowledge Disposition

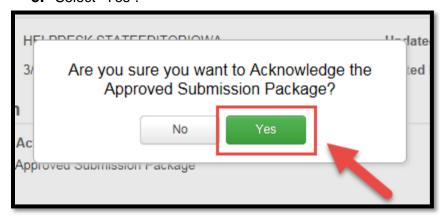
1. Once the CMS POC has approved the submission package the State Point of Contact will receive a notification to acknowledge the package receipt. After logging in as State Point of Contact, select "Tasks" from the upper tool bar and then select "Acknowledge Package Receipt" for your submission package.



2. Select "Acknowledge the Approved Submission Package" and then select "Execute Action".



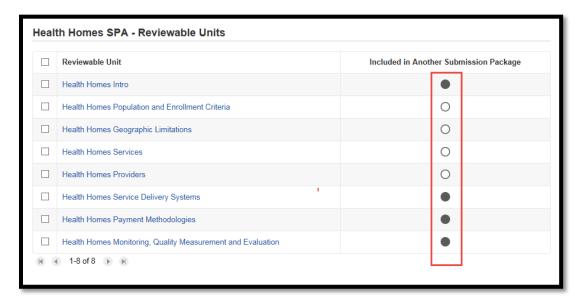
3. Select "Yes".



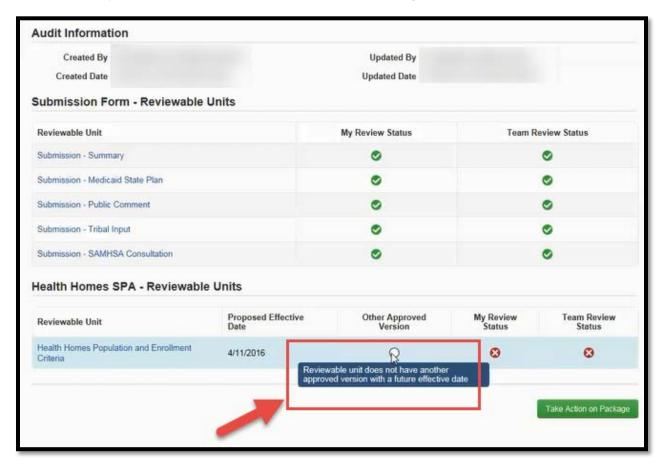
Amendments

What to Keep in Mind When Working with Amendments

- **1.** When an amendment submission package is created, you may choose to amend certain Reviewable Units within a Health Homes program.
 - a. When a Reviewable Unit is added to the amendment submission package, MACPro populates the fields within that Reviewable Unit with the information from the currently approved Reviewable Unit (for the program you are amending) with the <u>latest effective date</u>, regardless if it's in the past or future. Keep in mind, this may not necessarily the most recently approved version.
- **2.** There are two pages that show indicators for whether a reviewable unit you are amending is included in another package or not.
 - a. In the first page (as shown below), you will see in the right hand column of the table if a Reviewable Unit is included in another submission package.
 - i. This is important for version control and can be used for your reference. If the Reviewable Unit is included in another submission package, we encourage you to wait for that submission package to be reviewed and closed prior to submitting another amendment. If you do not wait, please refer to the scenarios in number 3 below. Please Note: This indicators will only be flagged if you have another <u>submission package with the same</u> <u>Reviewable Unit included either being worked on by your State or in CMS</u> review.



b. On the second page that shows indicators (as shown below), there is an indicator for if there are other approved versions. This indicator is important so that you know if there are other approved submission packages for this Reviewable Unit within the program that may not be effective yet. If you hover over the image in the right column, a message appears indicating "Reviewable unit does not have another approved version with future effective date". You may use this information for your reference. Please Note: This indicator will only be flagged if you have another approved Submission package with a future effective date.

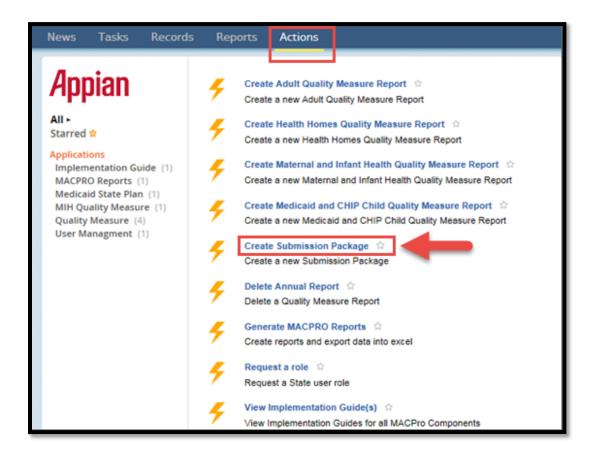


- 3. If a state can't wait for a current review of an amendment with a specific reviewable unit to be complete due to an effective date, this new amendment (with the same reviewable unit) will not include the information within the Reviewable Unit from the submission that is currently under review. To avoid overwriting, the state has a few options (keep in mind, this only applies to when both amendment submissions are impacting the same Reviewable Unit):
 - a. Copy the information from the first submission Reviewable Unit (the amendment under review) into the second amendment Reviewable Unit prior to submitting it. (Assuming that the amendment currently under review will be approved prior to the amendment you are currently submitting).

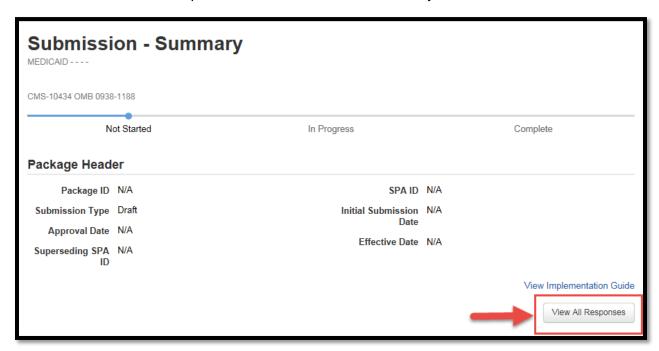
- b. After submitting the second amendment and before CMS approves it, CMS will need to send the submission package back via Clarification or RAI so that the State can include the information from the first submission into the second (this is only the case for when a reviewable unit is in both amendment submission packages and when the first submission package is approved first).
- c. Submit the second amendment without including the information from the first amendment (this is only the case for when the same Reviewable Unit is in both submissions). If the second amendment is approved <u>first</u>. The first amendment, will need to be sent back to the state via Clarification or RAI to include the information from the second amendment, where applicable in the same Reviewable Unit, to avoid overwriting.

Create an Amendment to an Existing Health Homes Program

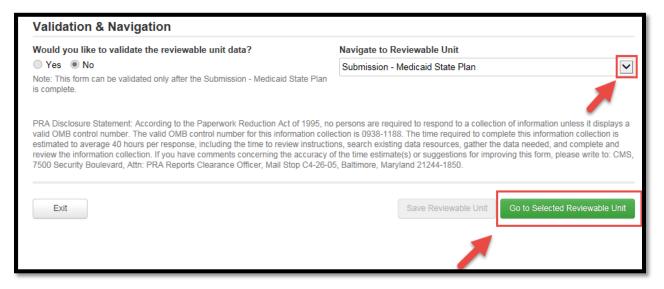
- 1. Log in to MACPro as the State Editor
- 2. Select the "Actions" tab from the upper tool bar, and then select "Create a Submission Package"



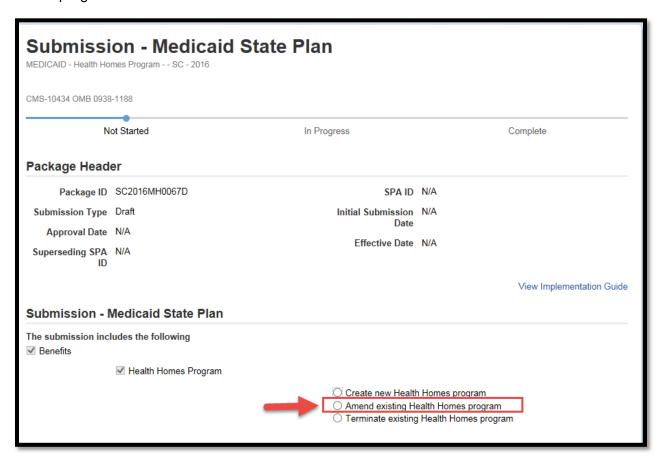
3. Select "View All Responses" on the Submission Summary Reviewable Unit.



4. Enter in all the information as shown in <u>Step 2</u> of this guide. After selecting "Save Reviewable Unit", select "Submission-Medicaid State Plan" from the Navigate to Reviewable Unit drop down menu. Then select "Go to Selected Reviewable Unit".



5. On the Submission-Medicaid State Plan page, select "Amend existing Health Homes program".

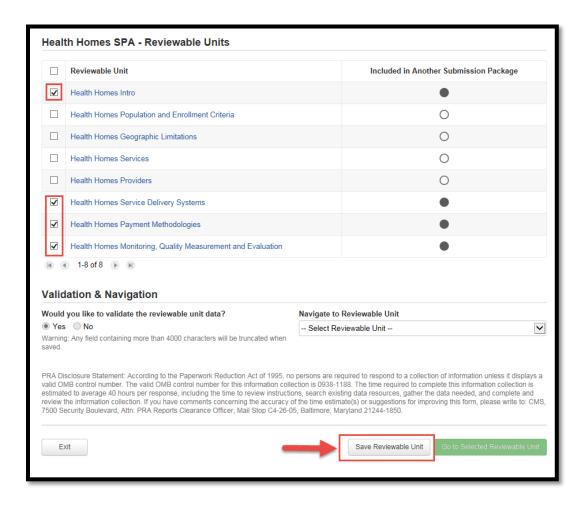


6. Select the Health Homes Program you will be amending.

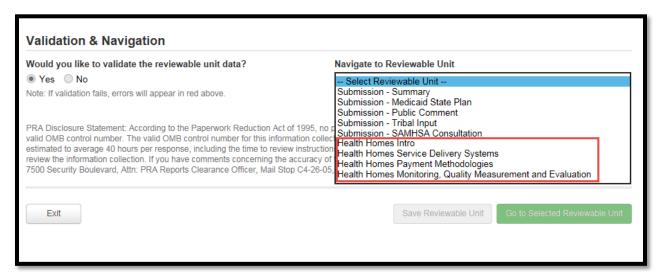


- 7. It is possible to start drafting a submission package while a Reviewable Unit within the program is included in another submission package. When you add a Reviewable Unit to an amendment, it pulls the information with the latest effective date that has been approved. The indicator, as shown in the screen shot on pg. 91, on the right lets us know which Reviewable Unit is included in another submission package that has not been dispositioned. This indicator is important, because if we do not include the other amendment information in this particular reviewable unit there is a potential to overwrite the other information that's not currently in this submission package. Here is a situation that details how to avoid overwriting:
 - Let's say today, we create a submission package with an effective date of tomorrow for the Health Homes Services Reviewable Unit that we have not yet submitted. (We have checked the Health Homes Services Reviewable Unit checkbox and pressed Save to add it to the package. The indicator next to this unit would be flagged in this situation.)
 - 2. Before we submit this submission package with an effective date of tomorrow,, another submission package that is currently in CMS review is approved with an effective date of two days from now (the day after tomorrow). This submission package is also an amendment to the Health Homes Services Reviewable Unit. When we created our new amendment, the information for second amendment that was just approved was not yet populated by MACPro.
 - 3. We can then have the approved information for the Health Homes Services Unit with the latest effective date (the second submission that was just approved) within a Reviewable Unit populated by checking the box next to the currently approved Health Homes Services Reviewable Unit and then selecting "Save Reviewable Unit" at the bottom of the screen. Essentially, you previously removed the Health Homes Services Reviewable Unit and are now re-adding it. This should only be done if it is easier for you. In other situations it may be easier to just add the information in manually from the approved amendment. (At this point, before we checkmark the Health Homes Service Reviewable Unit, the indicator would not be flagged. Once a package is approved, regardless of effective date, the indicator on this page will not be flagged. This indicator will be flagged if the package is included in another submission package that has not yet been dispositioned on the State or CMS side.)

This image displays the information detailed above in number 7.



8. After selecting "Save Reviewable Units" the drop down menu under Navigate to Reviewable Unit will be updated to include the units you checked and saved.

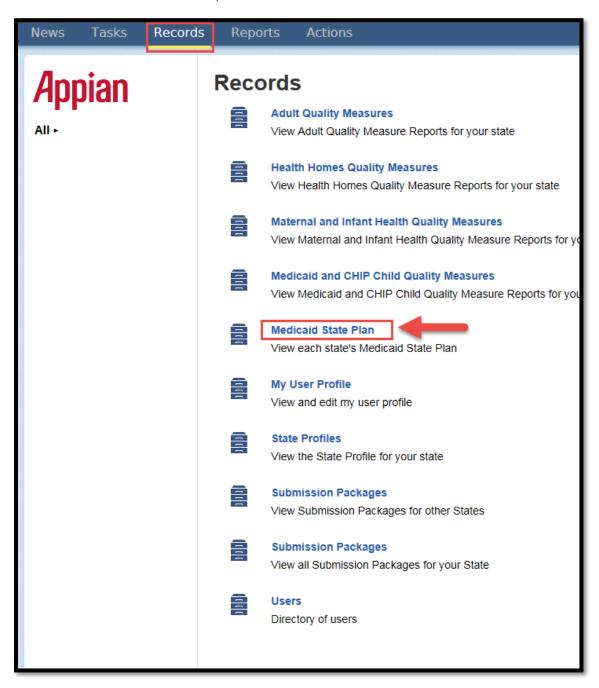


9. If you decide before submitting that you would like to amend another Health Homes Reviewable Unit within this package, you can do so by updating the check list, and saving on the Submission - Medicaid State Plan Reviewable Unit page. This action will update the options available in the Reviewable Unit drop down list.

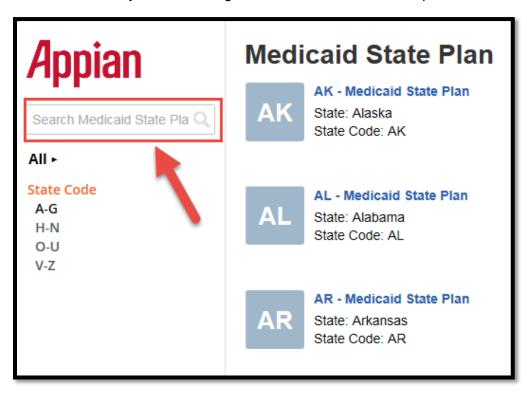
Additional Actions

View Current, Previous, and Future State Plan Content

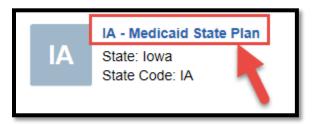
1. Under the "Records" tab, select "Medicaid State Plan".



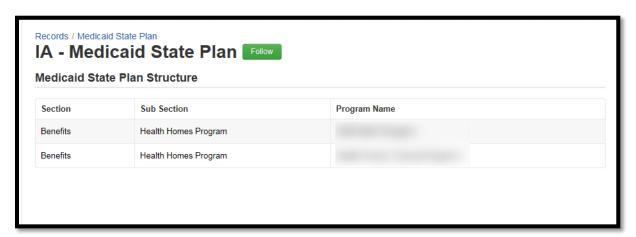
2. Search for your state using the search feature in the left panel.



3. Then select your state by selecting the blue link.

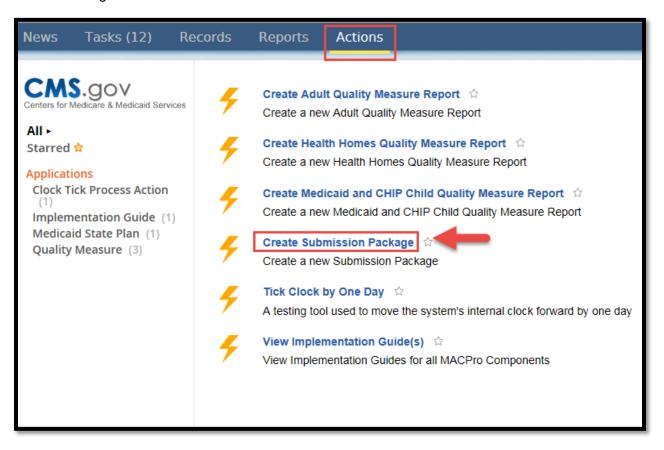


4. On the next screen you will be able to see past, current, and future Health Homes Programs.

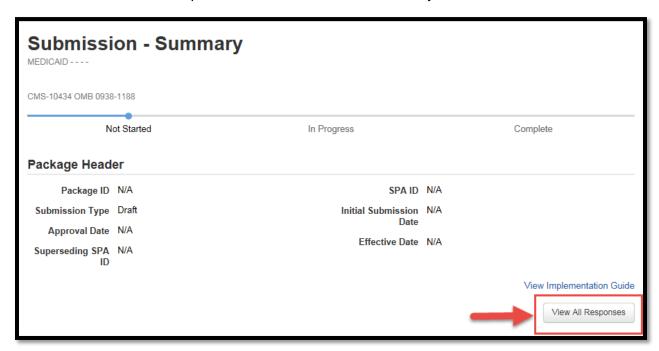


Terminate Existing Health Homes Program

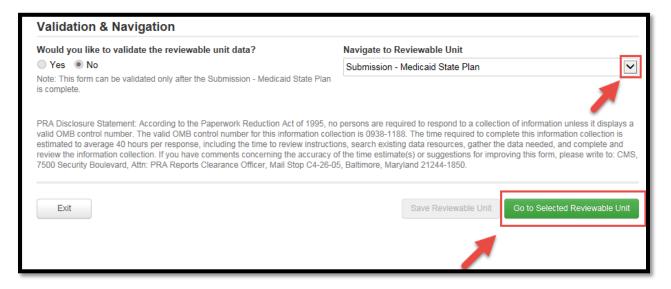
- 1. Log in to MACPro as the State Editor
- **2.** Select the "Actions" tab from the upper tool bar, and then select "Create a Submission Package"



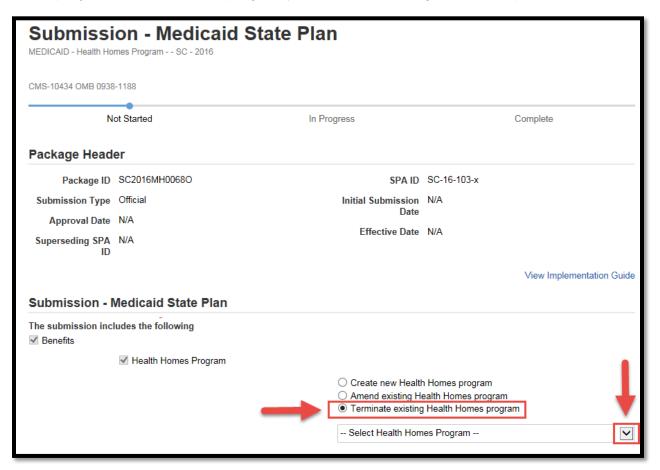
3. Select "View All Responses" on the Submission Summary Reviewable Unit



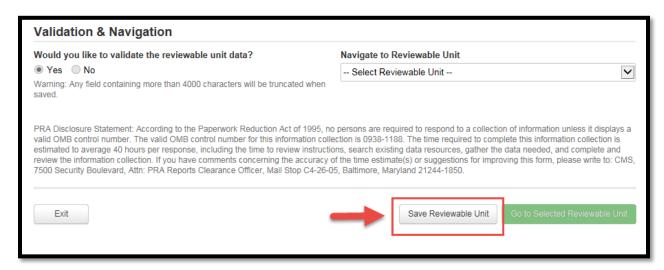
4. Enter in all the information as shown in Step 2 of this guide. After selecting "Save Reviewable Unit", select "Submission-Medicaid State Plan" from the Navigate to Reviewable Unit drop down menu. Then select "Go to Selected Reviewable Unit".



5. On the Submission-Medicaid State Plan page, select "Terminate existing Health Homes program". Then select the program you will be terminating from the drop down menu.



6. Once you have selected your program, scroll to the bottom and select "Save Reviewable Unit".

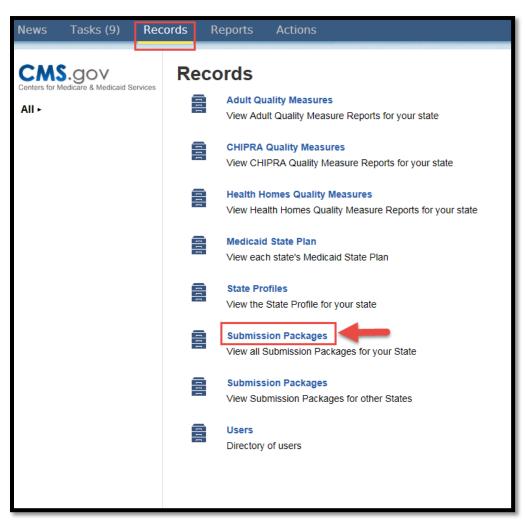


7. Upon doing so, you will be redirected to the "Actions" screen. There will be a yellow notification that appears at the top of the page indicating that "Action Successfully Completed".

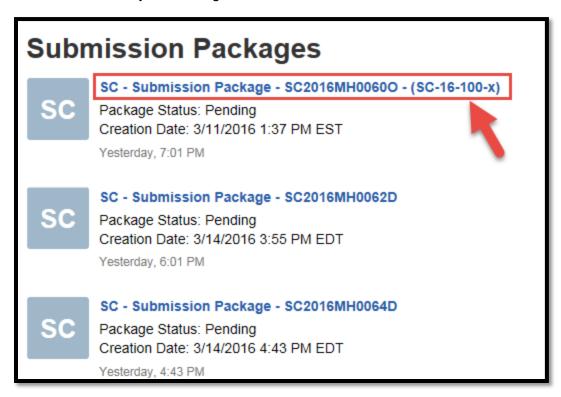
Create a Correspondence Log

The Correspondence Log is the official record for the package. The Correspondence Log can be used as a communication tool, where CMS provides information to the state and the state can respond. Only the SPOC and the CMS Point of Contact can write in the correspondence log, but others may view the correspondence log in a package for reference.

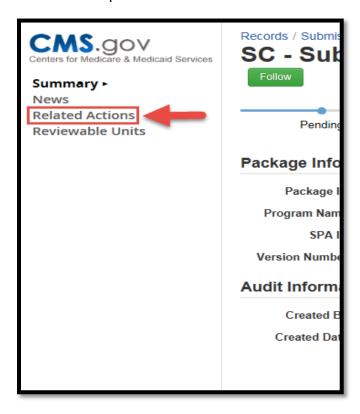
- 1. Log in to MACPro as the State Point of Contact.
- **2.** Select the "Records" tab from the upper tool bar, and then select "Submission Packages" for your state.



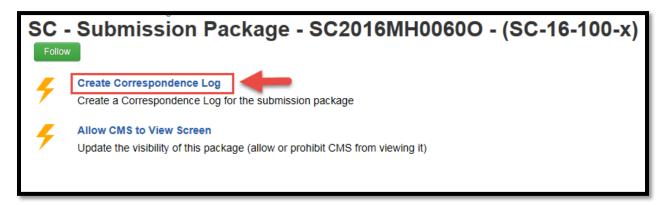
3. Next, select your Package ID.



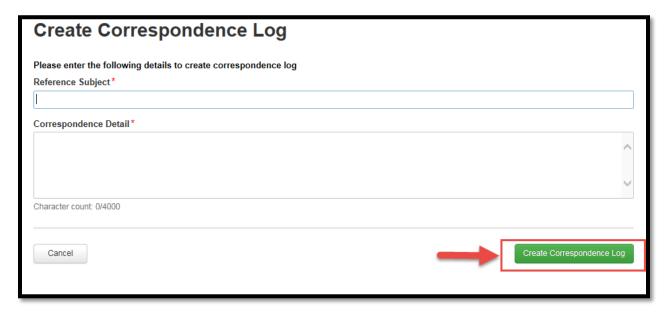
4. You will be taken to the Summary screen of your package. Select "Related Actions" from the left panel.



5. Next, select "Create Correspondence Log"



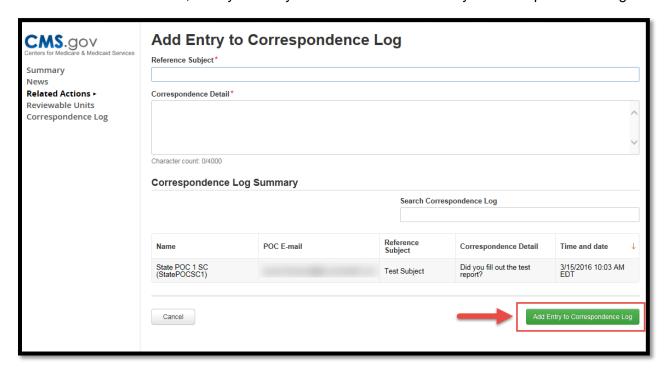
6. Enter in your information and then select "Create Correspondence Log"



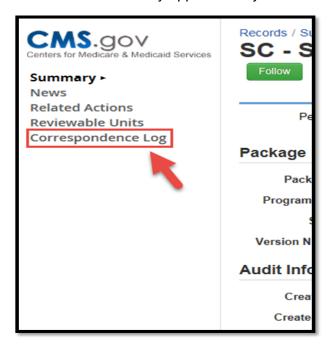
7. If you should need to add an entry, follow steps 1 through 4 and then select "Add Entry to Correspondence Log".



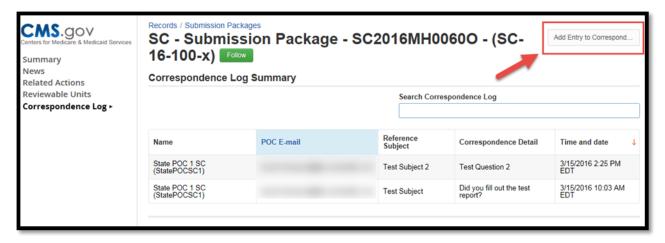
8. On the next screen, fill in your entry and then select "Add Entry to Correspondence Log".



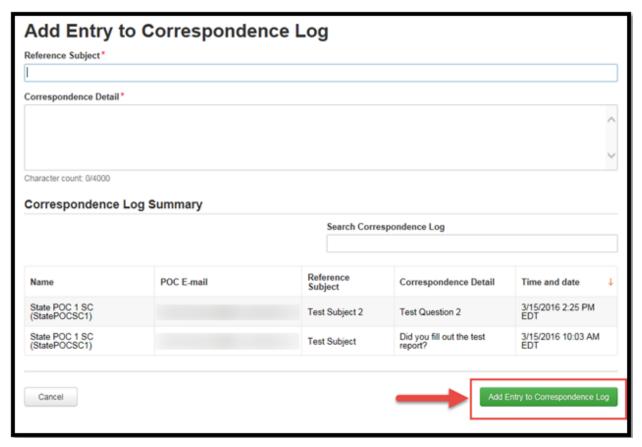
9. You may also add an entry to the correspondence log by selecting "Correspondence Log" from the left panel instead of "Related Actions" shown in Step 4. Please note that this link will only appear after you have created a correspondence log.



10. Select "Add Entry to Correspondence" in the top right corner.



11. Fill in your entry information and then select "Add Entry to Correspondence".

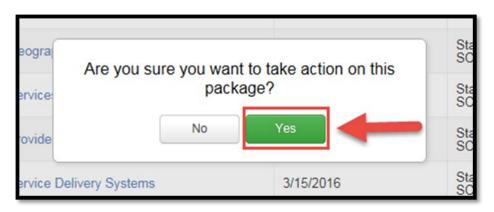


State Point of Contact Returns Package to State Editor

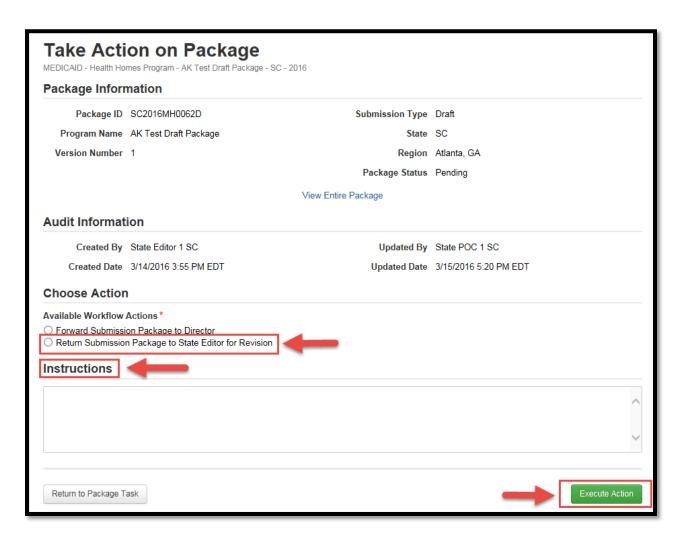
1. After completing the Review of you submission package, if you determine the package needs further revision, then you must return the package to the State Editor for further revision. To do so, scroll to the bottom of the page and select the green button labeled "Take Action on Package".



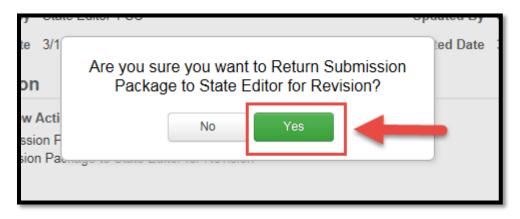
2. Select "Yes".



3. Select "Return Submission Package to State Editor for Revision", enter instructions, and then select "Execute Action". The instructions box is a required field in this situation.



4. Select "Yes".



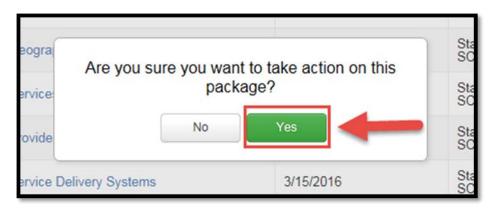
5. At this point, the State Editor will receive a task in their task list. They can add revisions and then will have to go through the process of forwarding the package to State POC, who will then forward the package to the State Director for certification, and then the State Director will forward the report back to the State POC for submission to CMS.

State Director Returns Package to State Point of Contact for Revision

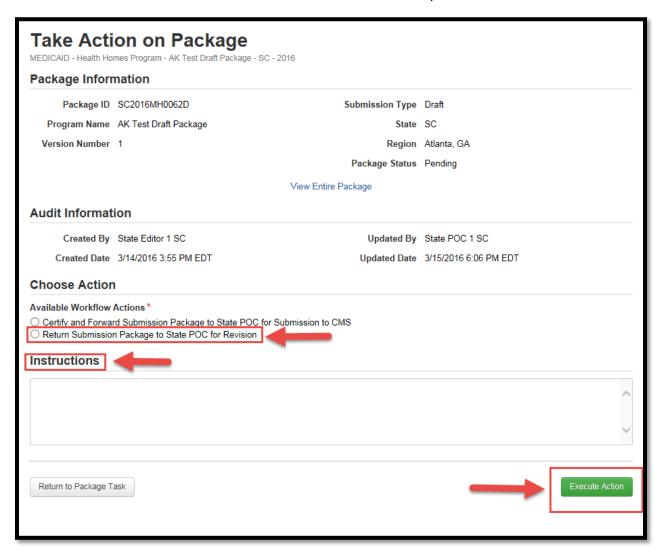
1. After completing the Review of you submission package, if you determine the package needs further revision, then you must return the package to the State POC for further revision. To do so, scroll to the bottom of the page and select the green button labeled "Take Action on Package".



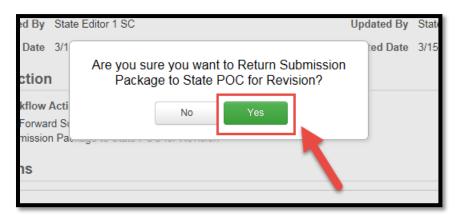
2. Select "Yes".



3. Select "Return Submission Package to State POC for Revision", enter instructions, and then select "Execute Action". The instructions box is a required field in this situation.



4. Select "Yes".

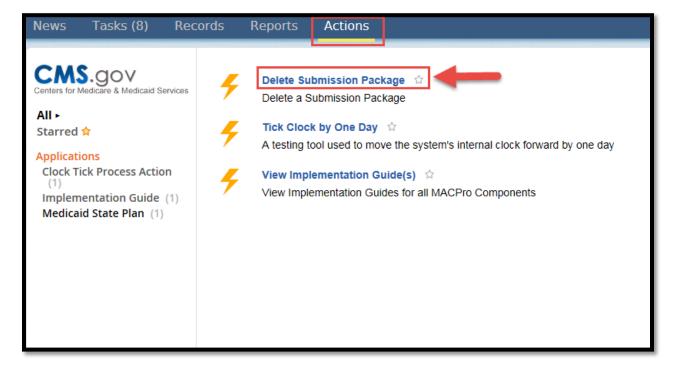


5. At this point the State POC will receive a task in their task list. They may review the package again, or return the report to State Editor for further revisions. Either option will require repeating the process of submitting a package to CMS.

Delete a Submission Package

Please note: A state cannot delete a submission package (Draft or Official) after it has been submitted to CMS. A state has the option to <u>withdraw a submission</u> package after it is submitted to CMS and during the review process.

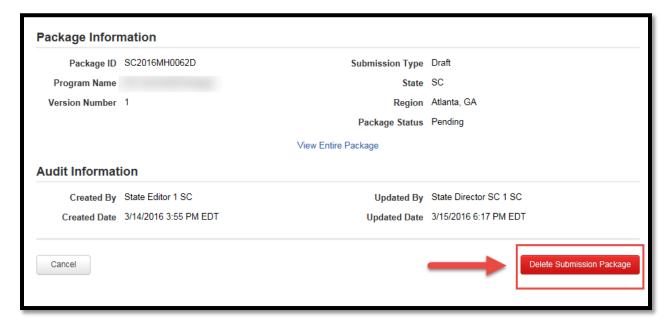
- 1. Log in as State Point of Contact. (Only State POC has this functionality).
- 2. Go to the "Actions" tab and then select "Delete Submission Package".



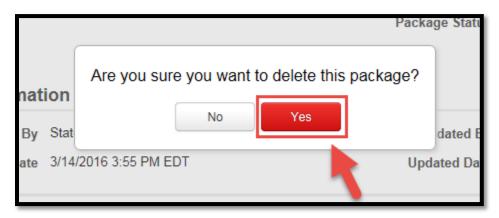
3. Enter the Package ID and the SPA ID and then select "Search for Submission Package".



4. Select "Delete Submission Package".



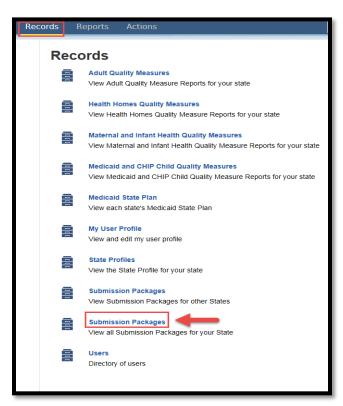
5. Select "Yes".



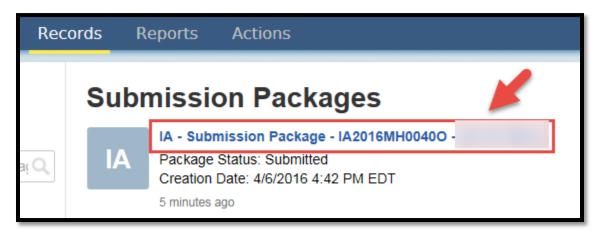
Withdraw a Submission Package

A State may withdraw a submission package once it has been submitted to CMS however you may not resubmit it.

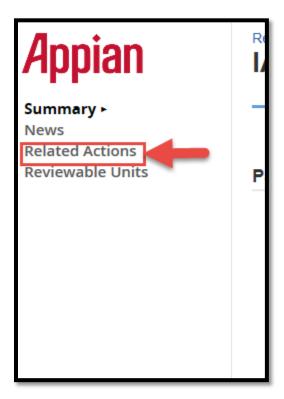
- **1.** Log in as State Point of Contact.
- 2. Go to the "Records" tab and select "Submission Packages" for your State.



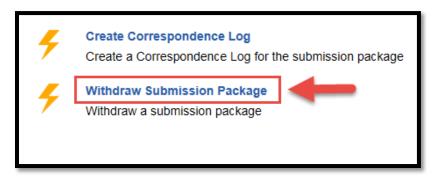
3. Select the link to the Submission Package you wish to withdraw.



4. Select "Related Actions" from the left panel.



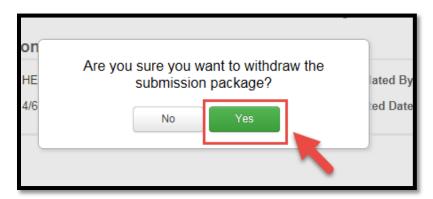
5. Select "Withdraw Submission Package".



6. Select the "Withdraw Submission Package" button.



7. Select "Yes".



8. Once the submission package is withdrawn, you will be redirected to the Records screen and a yellow box will briefly appear at the top indicating the "Action completed successfully".

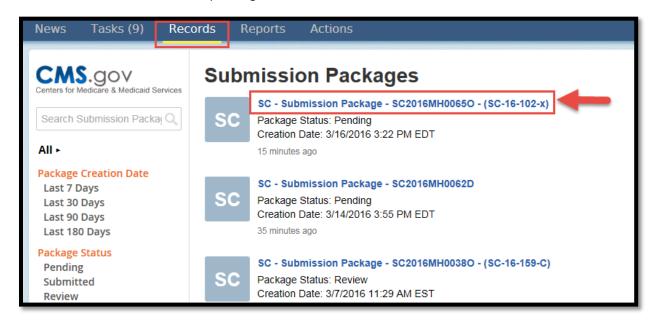


Allow CMS to View Package

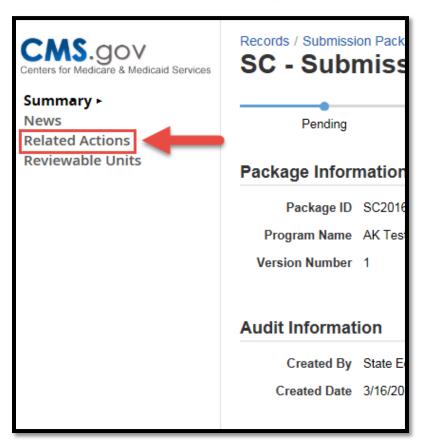
- **1.** After the State Editor has forwarded the submission package to the State Point of Contact for Reviewing, the State Point of Contact should log in to MACPro.
- 2. Go to the "Records" tab and select the "Submission Packages" link for your state.



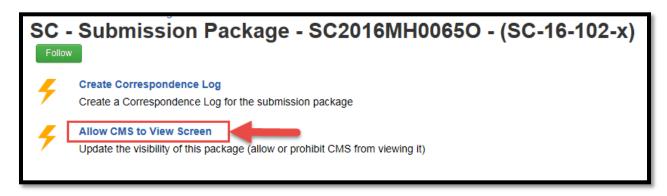
3. Select the submission package.



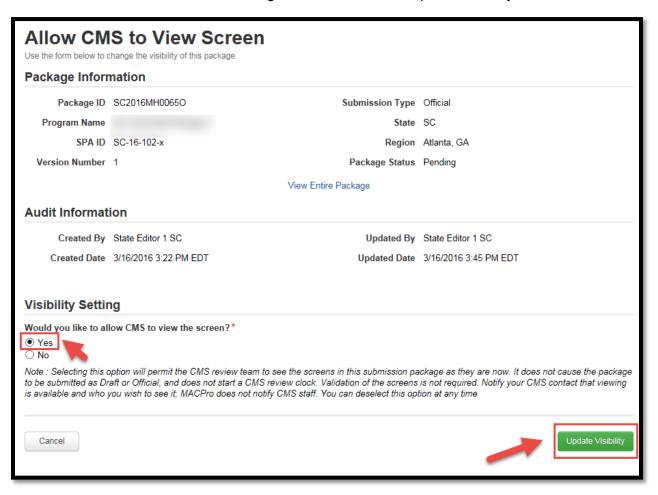
4. Go to "Related Actions" in the left panel.



5. Select "Allow CMS to View Screen".



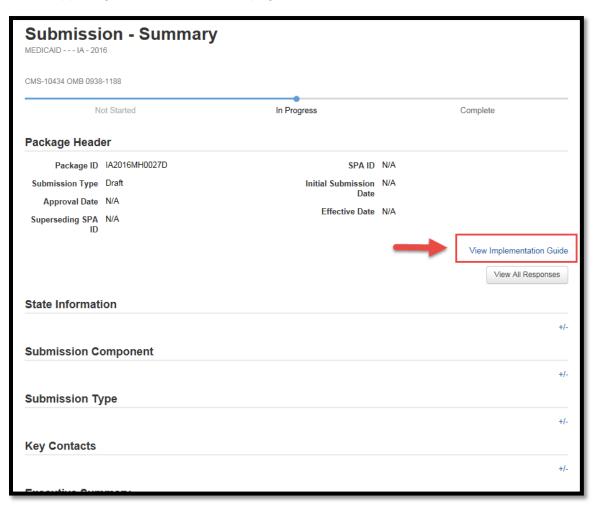
6. Select "Yes" and then select the green button labeled "Update Visibility".



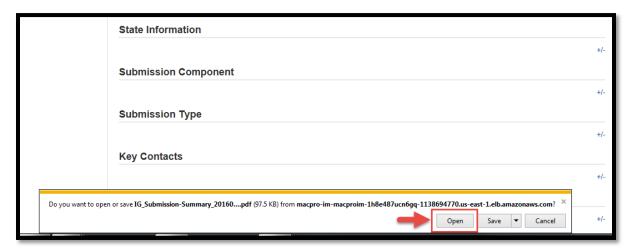
View Implementation Guides

This guide provides explanations of the components of the page along with review criteria. We encourage you to utilize the implementation guides to assist you in completing your submission package within MACPro.

1. The "View Implementation Guides" feature is included in any Reviewable Unit in the upper right hand corner of the page.



2. Clicking this link will direct you to download the guides.



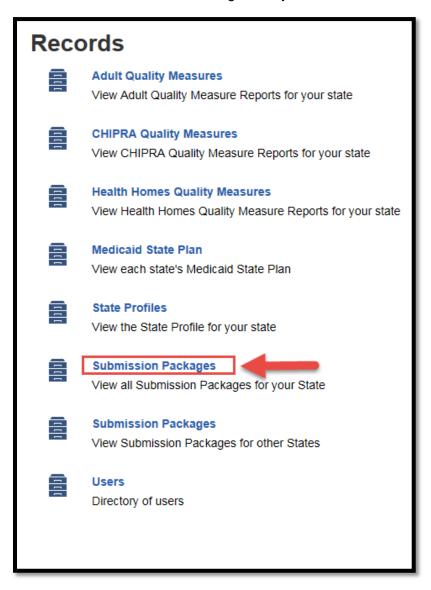
3. The guide will open up in Adobe for your viewing.

Printing a Submission Package

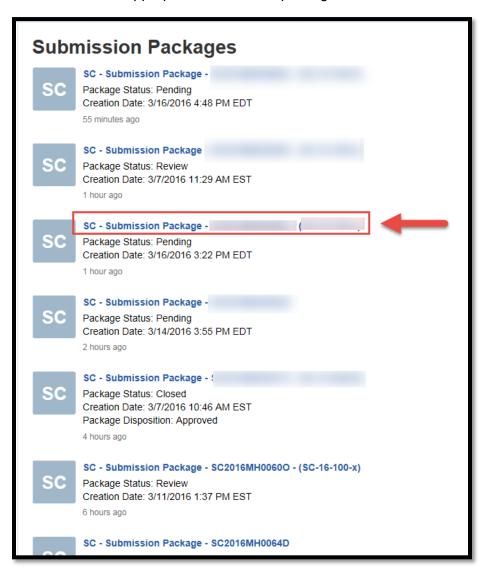
1. Select "Records" from the upper tool bar.



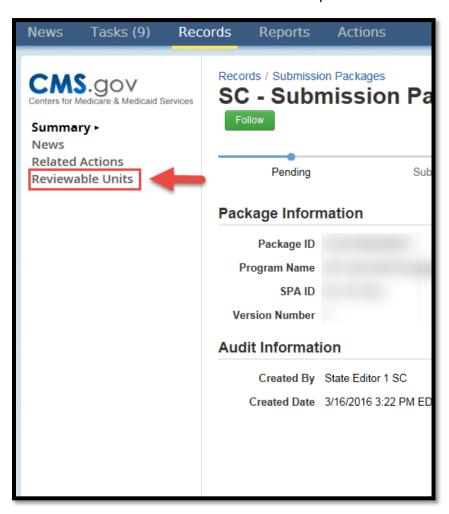
2. Select "Submission Packages" for your State.



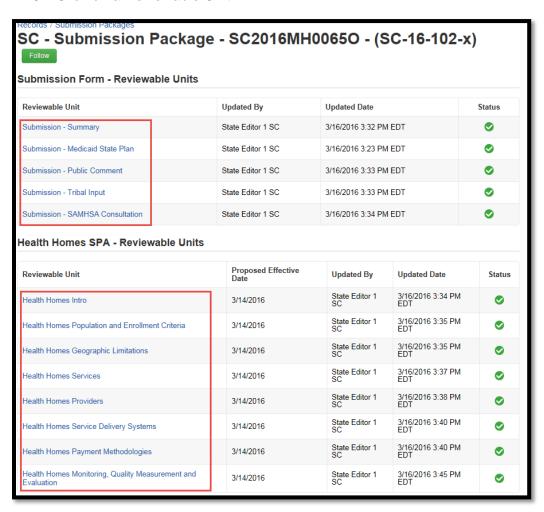
3. Select the appropriate submission package.



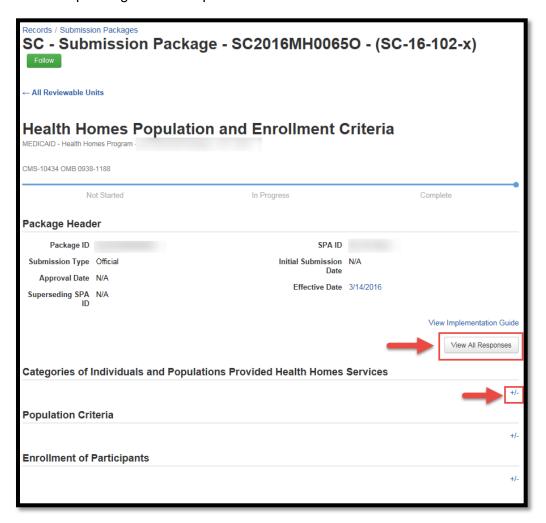
4. Choose "Reviewable Units" from the left panel.



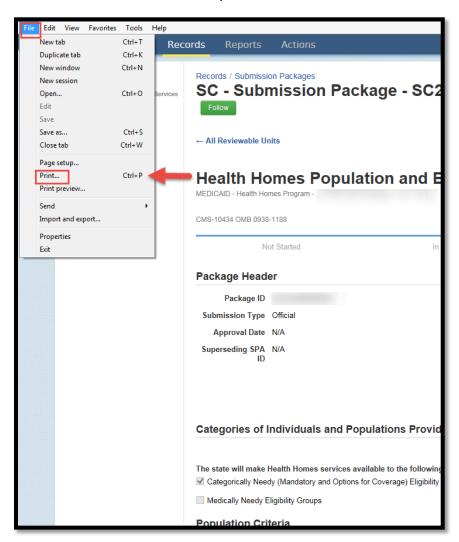
5. Click on a Reviewable Unit link.



6. Either select "View All Responses" or select each +/- button to expand each section depending on which option is available.



7. Select "File", scroll down and then select "Print". You may also use the keyboard shortcut Ctrl+P. This will print the Reviewable Unit data to the printer of your choice.



Reports in MACPro

Report Name	Description	Available For
State Agency Profile Report	Overview of a State's Medicaid Plan including the prior 12 months' submission package history	State Point of Contact; State Director
Submission Detail Report	View details on packages by date	State Editor; State Point of Contact; State Director
Submission Statistics Detail Report	View all Submission Packages currently in review	State Editor; State Point of Contact; State Director
Submission Summary Report	Overview of submitted packages by date	State Editor; State Point of Contact; State Director

Experiencing Concurrent Sessions Error

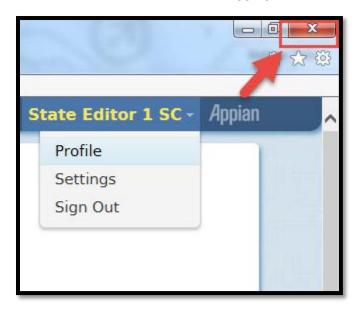
1. A concurrent session error should appear as this:



2. The maximum allowed concurrent sessions is one session. In order to avoid this error, anytime you are logged in to MACPro, make sure to log out and not just close the browser. Just closing the browser does not automatically log you out. Logging out is selecting your name in the top right corner and then selecting "Sign Out".



3. Closing the browser is selecting the red "X" in the top right corner of your screen. Do not select this red "X" before logging out of MACPro.



Conversion from Medicaid Model Data Lab (MMDL) to MACPro

More detailed guidance is forthcoming for conversion from MMDL to MACPro, see below for an overview.

- 1. The data in MMDL from approved Health Home SPAs will be copied into the MACPro Health Homes template, for states to use as the basis for future amendments.
 - a. Except where the MMDL and MACPro templates differ, states will find the MACPro screens prepopulated with the currently approved information.
- 2. The official and complete copy of all Health Home SPAs approved in MMDL may be viewed in MACPro as PDFs.
- 3. Health Home SPAs currently being processed in MMDL will be completed in MMDL.
- **4.** Once the MACPro Health Homes application is operational, CMS will announce a date by which the last submissions can be made in MMDL.
- **5.** When subsequent SPAs are submitted and approved in MACPro, they become the official record of the Health Home program.