Final Transcript

Paperwork Reduction Act for Medicaid and CHIP Program

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SPEAKERS
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PRESENTATION

Moderator: Welcome to the Paperwork Reduction Act for Medicaid and CHIP Program, MACPro. At this time, all lines are in a listen-only mode. As a reminder, this conference is being recorded. I would now like to turn the conference over to our host, Ms. Carey Appold. Please go ahead.

C. Appold: Hello, everyone, welcome and on behalf of CMS, thank you for joining us today. We are going to do a public demonstration of our MACPro system, which is the Medicaid and CHIP program system, to meet compliance requirements for the Paperwork Reduction Act. What we hope to do with this is just give you a window into the system that allows you to evaluate it for its use for states. We can go to the next slide and actually, the one after that too.

And so, we want to show you the system in a way that will allow you to provide us comments. Generally, as you all know, we publish things in the Federal Register on a regular basis and have a way for the public to provide comments. It's really difficult to show you the data collection instruments when we're talking about an electronic system because the instruments would require the evaluation of hundreds of pages of templates that's very difficult to evaluate their functionality or how they would look on a screen.

So, what we're doing today is trying to almost show you through a new mechanism, which is a Webinar, what it will look like on the screen and allow you to comment for PRA compliance. What I would like to do is take a few minutes to tell you about the MACPro system, give you some background, and then I'll turn it over to our developers team at Truven Health Analytics and that team will be both Randy Lum and Marge Hatzmann who will walk you through a demonstration of the system. These are mid-course demonstrations. So, it is a mid-development demonstration. So, they will show you what has been developed and then we'll turn it over to Darlene Anderson who will tell you how to comment and a little bit more about the new Paperwork Reduction Act process that we're using today.

So, for the next slide, as I was talking about, we're trying to give you a public view of the data collection instruments that we're proposing to put into clearance here and make them accessible for your comments. We will be going through a process; this is no different from our usual 60-day comment period where we will have this available for comment for 60 days and then we will be evaluating the comments that we receive in response to these demonstrations and then we will be making changes based upon comments and we'll go out for another 30-day comment period. So, that part is probably pretty standard for most of you who have been invested in Paperwork Reduction Act processes previously.

MACPro is our new system that we're developing, the Medicaid and CHIP program system. If you have worked with us in the past, you know that doing business between the state and federal government generally has involved submitting paper documents to us. That represents either an amendment to your state plan, the Medicaid or CHIP state plan, or an application for a demonstration program, an application for a waiver. A lot of them are e-mail into us.

We put them through a very manual workflow process here where they're moved from desk to desk to desk through an approval process and it isn't the most efficient for anyone. And so, we're trying to transfer all of that to an electronic system, which has a new workflow for Medicaid and CHIP business. We won't be doing the paper document processes any more. States who want to make an application to us to change their Medicaid and CHIP system or Medicaid and CHIP program in any way will do it through the system.

They will look up the authority they're wanting to change. They will make changes to templates that are preprogrammed in the system. They'll submit it and they'll get back a lot of information that will give them much greater transparency into where their submission resides, what the clock days are, what the status of it is in a much transparent environment than exists currently.

It contains newly designed applications for the Medicaid and CHIP programs. So, they won't look exactly like state plan preprints as we've seen in the past. There's been a lot of redesign work.

The diagram you see on the screen right now is a diagram that represents the concept of MACPro. Essentially, it's the stakeholders around the outer circle who are submitting information to and from the Medicaid and

CHIP programs and it also has a couple of arrows at the bottom that are going out, but not in and what that represents is that the MACPro system will feed a lot of public information out also.

So, healthcare.gov if you're familiar with it will use MACPro data. Medicaid.gov, the new Medicaid Web site will have a lot of MACPro data displayed on it. So, there will be greater transparency right from the single source of truth about what the Medicaid and CHIP program is out to the public from this system as well. So, that's the concept diagram.

And why MACPro? MACPro is a system designed to be a single means of collecting and retaining information on states' Medicaid and CHIP program characteristics and to adjudicate program changes. Some of you may be familiar with our waiver management system. It is the only electronic system to do that we have ever had and that was almost our test case, our smaller scale project that we're now extending to cover all authorities so that we'll have a single system to refer to when we need to find out what the status of program changes are, or what a program looks like in each and every state. Next slide.

Okay. At this point, I think we're going to turn it over to do some of the or walk you through what MACPro would look like and to do that, I'll introduce Marge Hatzmann who will be speaking through most of this demonstration for you and is the project manager for the development team from Truven Health Analytics. Marge.

M. Hatzmann: Hello. This is Marj Hatzmann. We're going to start today by giving you some information on how the system will be accessed and then we're going to go ahead and go right into the system and show you a sample of some of the screens that have been developed so you can get a look at the applications and also learn a little bit about the functionality of the system.

To start with, one of the purposes of the system is to have everything together in one place as Carrie mentioned. So, once you log in to MACPro, you will have a number of different options that you can then select and everything will be together. MACPro will be accesses by a Web link and the Web link will be available on Medicaid.gov and the system itself will actually be housed on CMS.gov, but as long as you go in through the links, you will then log into MACPro.

In order to get into the system, you'll need a user ID and a passcode and that would be a CMS user ID that you would be using to get into the system. So, if you are on staff at a particular state or you are a CMS employee, you would be able to request a user ID and a passcode.

Your role in the system, what you can do, what you can't do, what you can see is based upon your user ID. So, if you are a state employee, there would be certain programs within the system that you have access to and you would be able to perform a number of different functions within the system, and we'll get to that a little bit later. If you are a CMS employee, you would also have functions that you can perform. When you log into the system, the system will match your user ID with the role that you have and that would determine the permissions for what you have access to in the system. There are a couple of different roles for states using the system and there are a couple of different roles for CMS employees that will be available. We'll talk about that in a little bit more detail.

As Carrie mentioned, we are demoing a system that is currently being developed. So, everything that you're going to see today is on a test server. None of the data that you see is real. It is all test data and it's for the purposes of testing. The applications that you're going to see are currently being worked on; so they are under construction, but I think that what we have so far will be able to give a good idea of what the system is going to look like and how it's going to function.

So right now, we're looking at a welcome screen into the system. Once you've logged in, you would see the screen and you would have options as to what you can access within the system. We're actually going to start our demonstration today by going ahead and selecting Medicaid State Plan Eligibility and we're going to open up that application and provide you with an idea of how the system functions, and then later on in the demo, we may go over and take a look at 1115 demonstrations.

So, once you've logged into the system and you've made your selection, you've selected State Plan Eligibility, you are going to at that point be able to see any information that is in the system for your particular state if you're a state employee. As I said, we are looking at test data. So, we are actually operating within the territory of Guam for our test site. We logged in as the state Medicaid director in Guam and by doing that, we are able to see anything that's in the system for Guam; so, anything that's in draft or anything that is completed and has already been submitted.

Keep in mind that this is all test data. We are in no way attributing any of the data that's in here to Guam. It's not real. It's just for purposes of the demonstration.

So, once you've logged in, you can then select what you would like to look at and in this case, you've got an application that's in draft mode and you have some basic information around that particular application. We're going to go ahead and open that up. Now, a few words about draft mode; when an application is created, it is in draft mode and it remains in draft mode until it is submitted by the state.

So, if you have created an application, if you're working for a state and you've set up an application, that application is actually private to everyone that works in the state until it is submitted or unless you choose to share it. You can make the choice to share a draft application with CMS employees if you are possibly discussing a certain issue with your CMS analyst and you want them to see something that's in the system, you can unhide the application from CMS and you can turn this feature on and off at any time. So, you can choose to share something today and then not share it tomorrow. It's totally your choice, but unless you choose to share it, it is private to state employees only.

We call this page the control panel and this page is available for every application in the system whether it is in draft or submitted status and the first thing that you get when you open up this page is you get some information about this particular application. So, we're getting information on the type of request. It's a new request. It's currently in draft mode. If it had been submitted, it would reflect that under the status.

The status of the application determines what functions can be performed on that particular application. So, what you're seeing here is that on the right hand side there's a little button under Actions that says Submit. Because this application is in draft mode, it could be submitted. If it had already been submitted, that button would be grayed out and that would not be a function that you'd be able to perform within the system.

For all items in the system, there is always a Browse mode. So, you can open something, read only and just look at it or print it out. That is the case for items that are in draft and items that are submitted. Any item that is created remains in the system even if it is a draft and it was never submitted. The system will always hold a history of it so that anything that has been keyed into the system can be accessed if necessary so that no one would have to key the information in twice.

The Edit feature is available for items that have not been submitted. So in this case, we're looking at a draft, so we can still edit. Once something is submitted, it is locked for editing unless it is opened up again for another reason. So, once it's submitted it's locked and you would not be able to perform any more editing on the application. So, when you get to that point, you want to really be careful that you are indeed done before you submit.

Print is also a feature that is always available regardless of the status of the application. What Print does is it'll actually create a version of the application that is printer friendly, fits within standard margins, and you can just send it to your printer and you can print certain sections of the application or the entire thing.

There's a couple of features that are in the system to assist the users. One of them shows up here and it is called Validate. Validate is an error checking program to help the person who is filing the application and it will go through and verify whether all of the required fields in the application have been filled out. So, it is something that you would run before you submit and it provides back a list of any required fields that have not been filled out or any inconsistencies within the application, and we'll get to that a little bit later, but it is really a feature that is designed to provide assistance to the person who's filing the application and to improve the consistency of the data so that it reduces the back and forth between the state and the CMS analyst and there doesn't have to be as much back and forth. From the state's perspective, it will mean that you are doing less work, less editing on the application if it is complete the first time that it is submitted.

There are also a couple of other features that are in the system to provide assistance to the user. One of them is called a Change Report and what this feature does is it will compare a submission to the previous submission. So, it'll identify between two applications what changes were made.

There is also a Change Log and the log is really like an audit log that provides very detailed information on every change that is made within the system. The Transaction History, and I'll actually have Randy click on that one, that's really the audit log for the system and it contains information on this particular application any major event.

Now in this case, we have a draft that was created by one of our system developers as a test and it has a user ID there and a date and a time that the draft was created. Now, if this had been submitted, that information would also appear. So, if something's been submitted and you ever need proof that something was submitted in the system, you can go here in the transaction history and you can print this out and it will have the date and the time that an application was submitted and also the name of the person who submitted it. So, Randy, you can go back; great, thanks.

We're going to talk about a couple of these other features a little bit later on. The only other one I want to cover right now is Submit. As I mentioned before, once the application has been filled out, we request that you run the Validate function to identify any missing fields and once any of those issues have been resolved, it is ready for submission.

The submission function is limited to certain roles within the system. The role within the system is called the state Medicaid director role and that is the role that is able to submit the application. Randy, why don't you go ahead and open up this particular application so we can talk about navigating within the application and some of the functions that are available.

So, when we open this up, we're getting just a basic screen, kind of like a cover sheet of submission summary information, but we're actually going to use this screen to talk about how the system works and then we'll go forward and show you some of the other screens that are available.

When you open up the system and you've gone into a particular application, you have some features on the upper right hand side that you can utilize. They're in the yellow status bar. You can go back to the homepage, you can actually log out from here. If you pick the wrong application, you can go back to the finder that we showed you and pick something else.

There's also a manual save feature, which is important. When you're working in the application, it does have an auto save and when you move from screen-to-screen within the application, it will automatically save the data that you've put in. But if, for example, you had to get up from your desk and walk away or take a phone call when you're working in the application and you're no longer moving around within the application, you want to use the manual save feature and you can use it at any time.

Also, if you are working from, for example, a wireless connection and because the application is on the Web, you will be able to work on it wherever you need to as long as you have a user ID and a password; if you're on a wireless connection, you always want to use the manual save very frequently in case you lose your connection. You don't want to lose any of the data that you've keyed in.

Then, there is the Validate feature, which we've already talked about. The companion feature to Validate is actually a feature called Check and it is in the middle of the bottom of each screen. The Check feature is a miniature version of Validate and it will go through and check the subsection that you're in and tell you if you have missed any required fields on a very localized level on the screens that you are currently working on, whereas Validate will go through the entire application from the beginning to the end.

So, Check is something that you can use frequently. When you think you're done with a page, you can hit Check and just make sure that you haven't missed anything.

Returning to the yellow bar at the top of the page, I mentioned to you the Print feature. Again, the Print feature will create a printer friendly version of the application that you can send to the printer or you can send it to a PDF writer if you would like to have a PDF version, a PDF copy of the application.

The last feature on the yellow status bar is a feature called Help and in that feature, there will be online help. It will immediately direct you to the help that's in the system for the screen that you're on, but you don't have to stay in that spot within Help. You can scroll around and look at all the information that's there or you can search. The Help will contain a combination of technical information about how to use the system and also some very summarized information about the different data fields within the system and what is expected to be included in those fields when you fill out the application.

There will also be a technical guide that will be available for each of the applications in the system and it is very detailed information about how to fill out the application and in this case, the technical guide would be about filling out the state Medicaid plan eligibility to go with this application that we're looking at right now and you would be able to download that technical guide from Help without logging out of the system. That will make things a little easier. If you need some assistance while you're in the system, you can look something up and you don't have to then leave the system in order to get the information that you need.

I want to talk for a minute about navigating within the system. There are two main ways to navigate within the system. The first one is to use the Continue arrow. There will be one at the bottom of every screen or the Back arrow. Really, what that's going to do is—just very straightforward, Continue will take you to the very next screen within the application and Back will take you to the previous screen within the application.

The other way to navigate within the system is a little bit more flexible and it will allow you to go anywhere you want within the application. So, this menu on the left hand side will allow you to go directly to any section and you do not have to page through every screen to get there. So, if, for example, you're working in the application today and you need to go home for the day and then you're going to come back tomorrow and go to a different section, you would use this menu on the left hand side.

That would be something that's available to you in all of the applications. It's going to be very consistent. So, it will be available in State Plan Eligibility. It will be available in 1115. It will always look the same.

So, those are the main functions and features of each page and that hopefully gives you an idea for how the system works. We're actually going to go ahead and demonstrate a couple of pages. Actually, Randy, you can continue down. You're going to the bottom of the page. Why don't you go back down there and I'll cover a couple of things that are down at the bottom of the page.

Just to let you know, there are a couple of other things available to you down at the bottom of the page, including frequently asked questions and a site map, and there'll be a Contact button in case you need some help while you're working. Right now, I'm actually getting those e-mails. When the application is launched, it'll be a whole team of people that are available to help you and you can go back to either Medicaid.gov or CMS.gov; so, just some other features for you that you can utilize.

We'll go back up and use this particular screen to show you how the application works. Now, the application has been designed in a way that facilitates the entry of the data and tries to make it easier for the user. If you are keying in information to the application and you're answering some questions early on, the system will actually use your early answers to determine which screens you need to fill out and to assist you in that process. This is a useful feature that makes filling out the application less confusing and easier on the user.

If any of you have ever used any of the tax preparation programs like TurboTax, they operate in a similar way. So, if you fill something out at the beginning and you answer some questions, the program will tell you what else you need to do to submit something that's complete and that's really what we're doing here.

The application combines a number of different types of data fields. There are simple selections like the one that you see on this page. Later on, we'll show you some of the other types of data fields. We have drop down boxes. We have check boxes. We have text boxes. Wherever possible, information is being collected in a way that is easy for the user to respond. So, as many check boxes and selections like this as possible are being used rather than all text to reduce the burden of data entry and also just to make it easier to provide consistent answers to the questions.

So, we have a small example here in a Medicaid state plan eligibility that we're going to show you and it is actually a state plan eligibility determination of 209(b). So, in this case, our fictitious application, we're logging in and we're answering the questions. "Select the option bellows which describes how eligibility is determined for aged, blind and disabled individuals in this state." Our answer to that question is that the state uses more restrictive requirements than SSI to determine eligibility for aged, blind and disabled individuals and that selection equates to 209(b) and we're making that selection and then we're going to hit Continue.

When we hit Continue, the system is going to provide us with the next screen that we need to fill out to provide information around 209(b). So, we're going to take a pretty good look at this screen because it's very typical of what you will see in the application.

If you answer the first question over to the left with a check in that box under aged, blind, and disabled individuals who meet more restrictive requirements than used in SSI, you would then have some more information to provide. You're going to be able to answer the questions that are nested under this first quarter. So, the state operates this eligibility group in accordance with the following provisions - yes or no and then if you determine that less restrictive methodologies are being used, you would make that selection. Then once you've made that selection, you are able to provide more detail about the less restrictive income methodologies.

The system does not limit you. So, if there are more than one—if there's more than one methodology being used, you can go ahead and enter all of them. There is no limit, but for each one, you will need to provide some detail. In our example that we've set up for you, we're going to open that up and show you what the detail questions look like.

So, if we get into this details page, and it's one of six it's telling you, and you realize, "Oh, I don't think I answered that correctly and I really need to go back," you can select at the top of the page "Return to the Eligibility Group" and you will also actually have the capacity to delete this entry if you decided that it was not an appropriate answer after you've keyed it in.

In this case, we think we've keyed in the right information. So, in the first box, we provided a title for this methodology. We were not very creative as you can see, but you can key in whatever title makes sense to you. And then, we're asking some questions about how this is being applied. So, the application is saying the state does not use an income test for this group and if the answer is to yes, you're providing more detail on whether there is an exception or not for certain conditions. If that is not the case, you can answer some of the other questions and you're looking at providing some detail around how the less restrictive methodology is applied within your state.

The way the system works, again, is if you make the selection for the first question, you can then answer the nested questions under it. If you do not make that selection for the first question, you would not be able to key in answers to the questions underneath it. So, it's trying to help you from providing information that’s not necessary. So, if you say yes to the question, then you provide more detail. If you do not say yes to the question, you are not required to do that and the system tries to assist you in answering the questions and reducing the burden of filling out the application and eliminating confusion that you might have around that.

So, Randy, if you—okay, we’ve gone back to the summary page. So at any time, if we wanted to edit that detail for that particular methodology that we put in, we can just hit that Edit button and go back to those detail pages at any time. Again, as I mentioned before, you can also delete things if you feel like you have not entered the correct information in the system. Randy, if you hit Continue, we will continue on.

This screen is asking some questions about options for coverage for COBRA continuation and the reason we wanted to show this particular screen is not so much around the content, but more about how the screen is functioning. We wanted to show you a screen that has a text box on it so we could show you how the text boxes work within the system.

So, if we have gone ahead and answered the appropriate questions and we’ve said that we’re using a methodology that is different from what’s been described; it’s “Other.” We’re asked to provide a description of that. When we go to key information into the text box, you can see there’s like a little bar with red writing. The red writing is intended to give you an idea of how big that text box is and how much space you’ve used up.

So, in this case, there’s 500 characters in this particular text box and we’ve currently used 33. As we key information in, that character count goes up. So, it’s giving us a warning, “Okay, you’re about to run out of space” or “You’re doing okay and you have plenty of room.”

Just to clear this up in case anyone has this particular question, you can indeed copy and paste from other documents and you can paste into the text boxes within the system. If you’ve already got something created that answers the question, there is not a reason for you to do that twice. So, we want you to be able to use information you’ve already collected. You can cut and paste in here.

You do still have to get it within the 500 characters that’s available. So, you may have to edit a little bit if it’s a long answer. The system actually will not allow you to save if you exceed the 500 characters. So, it will tell you that you’ve gone over the number that are available and you need to do something about it. So, in order to save the information keyed on in this screen, you would then have to go ahead and reduce the amount of text to fit it within the 500 characters to get the system to store that data in the database.

Randy, I think we have another screen we want to show. If you hit Continue...this particular screen, we are presenting it to you because it is providing some information to help you fill out the questions. We wanted to show you that at certain points in the system this does occur. We do provide some text descriptions of some items to assist you in answering the questions that are being asked.

On this particular screen, there are some questions about family size and how it's being determined. The text tries to give you a little bit of direction on how to answer those questions. Again, the descriptions in the system are fairly brief, but at any time you're working in the system, if you have questions, you can go back up to the yellow bar, you can select Help, you can look at the help for that particular page, and you can also, if you need to, download the technical guide and look in the technical guide and read about the MAGI-based income methodologies and how to determine family size and how to better answer the question.

So, we're trying to make as much information as possible available to you within the system without you having to log out and go elsewhere on the Web to find it.

Randy, if you could go back to the control panel, there's a couple of other system functions I'd like to talk about now that we've given people an idea of what some of the screens look like. One of the things that I want to talk to you about is some of the ways within the system we've tried to include some features that will save labor for the person who is keying in their information and trying to document for CMS what is in their state plan for eligibility.

One of the things I mentioned before is that you can copy and paste into the application, but I think an even more important feature is a feature that we have for creating amendments within the system. The Create Amendment function is really designed to assist the user and reduce the amount of times that they are keying in the same information. So, if you had indeed submitted this particular application, and only if you've submitted it, and you needed to make a change, you needed to file an amendment, you would go into the system. You would select this particular application like we're doing here and you would pick Create Amendment.

When you pick Create Amendment, what the system will do for you is it will actually create a clone copy of this application as a basis for the amendment. So, when you go in to fill out the amendment, all you need to do is to change the items that have changed for the amendment, identify what changes have taken place and document them, but you do not have to rekey in any of the information. That information is available and visible to you in the amendment. So, you can see—if you have any questions about what is in my current approve state plan, it'll be there for you in the amendment as long as the original application is available within the system.

So, when you're doing the amendment, you have the reference information right there and you can also—you don't need to rekey in anything except new information or changes that you're making to your original application. This should make it much easier to file an amendment and really cut down on the amount of time that is spent in creating the amendment and filing it.

There are a couple of other things on this particular screen that I want to mention to you. There is a button called User Access and what that allows you to do is if you have actually created an application within the system and you have some colleagues working with you and you want them to be able to edit the application that you've created and maybe you have someone you're working with who is an expert on the financial section and you want them to fill that out directly, you can use the User Access to share the application.

Now, they can get in and look at the application, but they can only edit if they are given permission to do so. So, you can allow your colleagues to edit whatever you're working on by using the User Access button and it is very simple. It'll give you a little table of who are the other users in your state and you can just select who you want to have access. But in order to give them access, they will need to have an ID to get into the system.

There are also a couple of other things on this page, on the control panel. There are some comment features that are available to CMS analysts and they can quickly comment in and show or hide those comments. They would be able to share with you some questions that they had when they were conducting their review by using the Comment feature.

So, I think we have covered some of the basic functions of the system, but we have some left. What I'd like to do is just give you a look at some more of this screen so that you have a feel for how the system works. So, we're going to go back to the home screen and we're going to open up the application for the 1115 demonstration and we'd like to go ahead and show you some of the screens under 1115.

I think the first thing that you're going to notice is that we were previously in Medicaid State Plan Eligibility and we're now in 1115 and they look the same. That is one of the goals of MACPro is to provide you with a consistent user interface so that what you're seeing looks similar and the applications function the same way so that each time you open a new application you're not faced with a learning curve of trying to figure out what to do.

If you're been in Medicaid State Plan Eligibility and then you go into 1115, you will be very comfortable because they look the same and they will function the same way. So, as you can see here, we're in 1115 and we have that yellow bar at the top with a bunch of functions. We have the same functions available in 1115 that are in State Plan Eligibility and here, we have the control panel for this particular 1115 demo application.

And again, just to remind everyone, again, this is all test data. This is not an 1115 application for Guam. It's just a sample test for the purposes of the demo, but it's structured in the same way as the page for State Plan Eligibility and what you're seeing is you see a title. There is a type of request ... view and there's a status and the status, again, is draft in this case.

And then, when you go down the page, you're going to see the same functions. So, you can browse and edit. You can print and validate. You have the features of the change report and the change log. You have that transaction history, that auto log we showed you before so you'll know what's happening with the application. There's comments. You can submit and you can—also for 1115, you can keep the draft private to employees in your state or you can share it with CMS analysts if you want to and just the same as State Plan Eligibility, you can turn that on and off at any time. You can share it today and then work on it some more in private and share again; whatever you'd like to do. It's a toggle switch on and off. 1115 also has the Create Amendment feature, which will allow you to easily create an amendment without having to key in all the information again.

So, we're actually going to go ahead and open up this particular application in Edit mode and we'll take a look at some of the screens that are available here. You can see that we have a similar style across the different pages of all the applications and similar to the State Plan Eligibility, in 1115, you will see the same types of data fields. So, we have check boxes, we have selections, there are some drop down boxes and there are some text fields. It will be very consistent across the application.

In this case, we showed you before where we were allowing you to add information and then you had a detail screen to provide more detail. We have the same thing on the 1115 side. In this case, we have some nice Latin descriptions in the text box, but you're describing, in this case, other expansion eligibility groups. You can give it a name. In this case, we just named Demonstration Purposes and then we put in some test text in Latin just to test the box, but you provide the detail and then you can go back to the summary screen just as you did before, functioning in the same way. If you've put in detail on a particular topic, you can edit that detail at any time and you can also delete that if you need to.

The navigation of the two systems are the same. They're all under MACPro. They're going to operate the same way. We have a menu on the left, which, again, allows you to access any of the particular sections that are currently available and you can go in and go directly to a section or as we did before, you can actually use at the bottom of the screen the Continue and the Back arrow. The Continue arrow will take you to the next screen that's available and the Back arrow will take you back a screen.

We also have the same features here. We have validate and check, print. There's a manual save and in all of the applications, anything that's available under MACPro, there will always be online help that you can access. That will allow you to find what you need to know about how to use the system and also some information about how to fill out the different screens that are available to you.

So, if you take a look here, we're looking at some population that we entered as a test, and I think this gives you a pretty good idea of how the detail screens work. As you can see, there is no limit. For the other expansion eligibility groups, we could add 20 of these if we wanted to or if we only had 2 we could add 2.

And again, anything that we put in the system, we can edit it and we can delete it, but it's important to note that you can only do that when something's in draft. Once it's been submitted, you cannot edit and delete unless the application is reopened for you to provide some more detail. Randy, if you just click on one of the detail screens, we can take a quick look.

So in this case, we're providing some information about population detail. We can give it a name. We have a drop down box indicating whether or not state plan eligibility groups are included and then we are identifying eligibility groups that are not in the state plan. We have a selection box and you can go ahead and select from that box.

In this case, this is not currently tied to the state plans, but it's not going to provide the information we need, but once the state plan is in the system, we can go ahead and make a selection. There's also, again, text boxes and all the text boxes have a character counter. And then, we can go ahead and once we have filled that out, we can copy. Randy's actually going to show you that; so, there's copy and paste and that's work for you and you can use that at any time.

And again, if you answer the question to the far left, you can then answer the nested questions underneath. But if you do not answer that question in an affirmative way with a check or fill out one of the radio buttons, you will not be able to answer the detail questions underneath. Hopefully that will make it easier to fill out the application and you'll know what is required of you when you're working in the application.

Randy, if you can page back up for a second so we can take a look at the left hand menu. The way the left hand menus work within the system is there are main section headings that are available in the navigation menu and then if there are subsections for that particular section, and sometimes they have subsections and sometimes they don't, but if there are additional screens that are subsections, they are listed under the main section. So, if you make a selection, the menu expands and then it shows you what you need to know in terms of what subsections you need to fill out.

As we mentioned, the system is still under development. So, we're still working on a few things, but one of the things that we're trying to pay close attention to is the length of the screen. We're trying to make it easy for the user to fill out the screen so that there's not a tremendous amount of scrolling down to the bottom of the page. In those cases, we're doing a split that makes sense, trying to identify where it makes sense to split from one screen to another.

We are trying to take all these issues into consideration and there will be for the system some user testing before it is rolled out. The user testing is expected to—we're expecting it to take place in the fall and we'll be getting some feedback on how the system is operating and doing our best to implement that in a way to make it run smoothly for all the users.

So, Randy, if you can go back to the control panel for a second; thanks. In this case, can you go back to the finder? There's something I'd like to show there? So, in this case, we actually have two different applications in the system. And as I mentioned earlier, the system will retain any applications that are created and when you log into the system, you will see what is available for your state. So, you'll see anything that's in draft or anything that's submitted. This gives you a good idea of what that would look like if there were more than one entry.

One of the ways that we try to help you distinguished what has been created in the system is we give you a field called a Submission Title. When you're filling out that particular submission, we ask that you try to give it a title that you'll recognize. So, later on when you have a lot of different drafts or submitted documents within the system, you'll know what that particular submission is and it will be easy for you to identify by looking in the finder.

The other way that you can identify a particular submission in the system is by using the draft ID. The draft ID is simply a tracking ID that the system uses and as you can see here, it has the first two letters of the state or territory and then a number. I would think of it as if you were booking an airline ticket and you had a confirmation number. That would be the draft ID. You can use that at any time to look for something in the system.

The other nice thing about the finder, and it's not such a big deal here because we only have two entries, but you can actually sort the finder by different columns. If you happen to have 10 or 15 of these that might make a difference to you, to be able to sort by number or sort by title and make it easier for you to find something within the system.

I wanted to go back and return to a topic of saving information in the system. It's an important topic that affects all users and we're spending a little bit more time on. So, I asked Randy to reopen up this particular application and we'll go in in Edit mode.

As I mentioned earlier, there is a manual save feature that you can use at any time. What I neglected to mention that I think is important is that when you log out of the system, the system will automatically save all of the data that you've put in. The system will save the data on each screen when you advance from screen-to-screen; so, Randy, if you page down to the bottom of this particular screen.

So, if I hit the Continue button, that will trigger the auto save within the system and that will save the information that I've keyed in on this page. If I hit the Back button on the left that will also save all the information I've keyed in on this page. If I didn't want to use that and I wanted to use the left nav menu to go from screen-to-screen that will also trigger an auto save within the system.

There are certain security features within the system that if you are in a system for an extremely long period of time and you are not saving anything or moving from screen-to-screen, the security feature does log you out. So, it is important to hit manual save or move around in the system and understand how the save feature works within the system.

So at any time, when you're working in the application, you can go back to the finder and if you want to go back to the homepage, you can do that as well. I'd like to show a couple more screens. So, Randy, if you could page down and hit the Continue button.

Initially, in any of the applications, the first screen is asking for general information and can be used sort of as a cover page. That's also the case here. We showed you some information on populations that are being selected in this 1115 application and then we have some screens here around financing and if you can stop there; one of the things that I wanted to show was that there are some date fields in the system. Where we have a date field, we are giving you some information on how that date should be entered to be accepted by the system and we're using month/month, day/day and then the full year and just trying to give you clue as to how that needs to go into the system.

If you look a little further down the page, you'll see that we have some areas where—there's a button that says Add. What that would do, and if you go down to Provider Type, you can click on that. That's what the screen looks like before we add any detail on Provider Type. So earlier, when we showed you those detail screens on the other eligibility groups and the other topics, we showed you something that was already created. Well here, we're going to create one for you.

If we put in a provider type, we give it a name and then we provide a payment amount. We can then continue with that and go back to the summary page. As I mentioned before, we're able to add as many of these as we want and you can see the information that Randy just typed in is there and if we wanted to add another one, we'd hit the Add button and if we wanted to, for example, edit where it says, "Supplement" or "Enhanced Payment Amount," we would select that and then we would go ahead and edit it. Then we can change that. If we decided that we really did not want to keep that information, we could also delete and it'll ask us to confirm.

So, when you're working in the application in either State Plan Eligibility or the 1115 demonstration, you will see the pages are structured in a consistent way and as we're paging through here, you can see the pages look very similar. They are the same types of fields. The data fields are consistent. Obviously, the questions are different, but you have the check boxes and the text boxes, the radio buttons, information that you can add, some dates, some drop down boxes and wherever possible, we've tried to reduce the amount of data entry by giving you a selection that you can make or where there can be a drop down box, we've put one.

The sections on the left hand menu, again, reflect the major sections within this particular application. And so, you can work on something by topic. So, for example, if you really wanted to work on the evaluation which we've selected here, and as I mentioned before, you had someone that you were working with who was going to come back and work on financing and budget neutrality, you can make those selections on the left.

So, in setting this up, our goal really is to make it as user friendly as possible and to reduce the amount of labor associated with filling out the application. Randy, if you can go all the way back to the homepage; thank you.

When we first logged in, I mentioned that everything was going to be available to you in the same place and I wanted to get back to that concept. When you first access the link for MACPro, you will see not this exact screen, but a similar screen, that will give you options as to what you can select and anything that's available within the system will appear here. So, in our test system, we've got four things right now and we showed you the first two - Medicaid State Plan Eligibility and 1115 Demonstration, but any other application that's rolled out under MACPro will also appear here and you can make that selection from this home screen so that you'll only have one user ID to get into the system and one password whether it is State Plan Eligibility, 1115, Alternate Benefits Plan Benchmark; anything that you need to fill out. You will be doing that using the same user ID and password rather than having to have five of them.

Again, I will only be able to create and edit within the system if my user ID matches the permissions for that particular application. So, it is possible that I could get into the system and I can work in Medicaid State Plan Eligibility, but maybe I don't work in 1115 and someone else from my state does. The system does accommodate that. It also accommodates the opposite where someone may have access to everything in the system. So, the user permission can be determined based on someone's role and what they need to see and what they need to access.

We have—as I mentioned earlier, there are several roles available for state.... There is a state analyst role which allows for the creation of documents and editing and you can create and edit any submissions that you have permission to access. There is an auxiliary role, which is really a read-only role and it's designed for a state analyst whose primary job is just to review information that has been entered and they don't need to edit, but they need to get in and be able to see things and look them over. And then, there is the state Medicaid director role or deputy which allows permission to actually submit the application when it's complete. There are similar roles available for CMS analysts and CMS staff.

So, Randy, if you go back for a second to Medicaid State Plan Eligibility; thanks. When we show you this control panel within the system, I mentioned before that some of these functions are grayed out because of the status of this particular application. Because it's in draft, we can submit, but we can't create an amendment. If this was submitted, we wouldn't be able to submit, but we could create an amendment.

The reason I come back to this page is I just mentioned that there were different roles available for state staff. Sometimes, a function is not available based on your role and it would then be grayed out. As I mentioned before, if you are plugged in with the state Medicaid director role, and I don't know, Randy, if you can go to the top of the screen to show them what you're logged in as because it'll tell you.

So, as you can see up here, Randy has logged in as the Guam state Medicaid director. I would like to emphasize that that does not give him any power to submit anything on behalf of Guam. It is just in the test system. But since he's the state Medicaid director, you can see that he actually has access to the submit function. If he was not that would be grayed out.

So, the functions that you see are determined by both the status of the application and the role within the system and a user can have access to several different applications, types of applications based on their role, but using the same ID. So, Randy, as you saw, he logged in as the state Medicaid director and he got access both to State Plan Eligibility and to 1115 demonstrations. He did not have to log back out and log in with another user ID. So, we're trying to streamline that process and make it easy for users to move from one type of program to another within the system or edit whatever submissions they need to when they're working in the system.

So, at this point, I think that we have a good foundation for you on the functions of the system and given you an idea of how the system functions and looked at a number of screens that are available within the system to show you how the system will look and feel. I wanted to just take a couple more minutes to—I realize I'm going to repeat a little bit, but I think it's important to, again, cover which functions within the system reduce the amount of work for the user and why using the system will have advantages for both state staff and for analysts at CMS who are conducting the reviews.

As Carrie mentioned in the introduction, one of the main purposes of MACPro is to have all information in one place, available in an electronic form. An additional purpose really is to streamline the process for both submitting and reviewing the application. The system is designed to allow state and CMS to work collaboratively where they need to and be looking at exactly the same submissions. One of the features that allows that is the Show and Hide feature that we talked about before. So, if you're working on a draft and you really need some advice or some sort of feedback from a CMS analyst, you can allow them to view the draft and give you some feedback and then you can finish what you're working on.

The other thing that the system does through the transaction history is it allows you to have some proof of when something was submitted, whether a draft was created, if an amendment was filed. You'll have proof right in the system of what events took place, when you sent it in and who was the person who submitted it, which will ease your recordkeeping.

In terms of reviewing the application, a CMS user will be able to log into the application and see what you have submitted or a draft that you have shared and they will be looking at exactly the same version that you were working on. They cannot edit your submission in any way. When they are in the system, they are in browse mode. They are able to look at it and print it out and talk with you about what you've entered and if they have any questions. There will be some automated workflow features within the system that will facilitate that, including the comments field where they will be able to enter comments or questions.

The information will be provided in a consistent form for all states that are submitted. So, everyone who's submitting State Plan Eligibility, it'll be provided in a consistent form and the system will help both states and CMS analysts and the way it will help states is it will check to make sure all the required fields are filled out prior to submission and identify any potential errors or any areas where the system has asked for a date and invalid date was provided or it's asking for a number and text was provided; you'll have that feedback before you submit.

From the CMS analyst viewpoint, they don't have to worry about those types of inconsistencies in an application. That should reduce labor for both the states and the CMS analysts because it will reduce the amount of back and forth about the application. There won't be a problem with missing sections. The system actually will not allow you to submit the application if the required sections are not completed.

I think one of the most important features we've actually talked about a couple of times, which is the amendment feature; once you have created your state plan within the system, when you filled out this application and you've submitted it, that data is saved in the database in the system and it is always available to you. So you can create an amendment as soon as that's been approved and you won't have to key that back in, or you can go into the system and print out what is in your state plan. You can create a PDF, whatever you need to do, but the goal of the system, one of the main goals is to reduce the amount of duplicative data entry.

So, if you're putting the information in here, it's in the database. When you go to create the amendment, it's there and the same for the 1115. If you ever need to look back at history for your state plan, the system will retain previous versions of your state plan. So, any time that you log in, and I'll have Randy go back to the finder; once data's been entered—for example, when the system first rolls out, you're going to log in and you'll be creating your first submission.

But, once you've made some amendments to that, you will have here in the finder a list of documents. If you needed to go back and look at what your state plan looks like on a particular point in time, at a particular date; so, for example, you wanted to see, "Well, we submitted this in November of 2012. What did it look like? What were the eligibility groups we were covering? What type of financial information did we submit?" You need to know this, but it's already December 2013, you can back in the system and find out.

So, it'll be easier for you in terms of recordkeeping to trace the history of the state plan, what amendments were made, what did those amendments cover. That'll be very easy for you to do once it's in the system and also, you will have that as backup if you ever need it. If you ever needed to verify something, it's there for you.

So, we are, as we mentioned earlier, still in the development phase for the system and we'll be conducting additional CRA Webinars over the next month or so. If you want to attend another one, you should feel free. If you want your colleagues who maybe weren't available today to attend, let them know. For each of the Webinars, we will be conducting a system demo of how the system is at that state in time.

Randy, if you go back for a second to—yes, go back to home. In some of the demos that are in a couple of weeks, we'll probably be showing a few additional features that have been added to the system. As programs are added, they will appear here in the menu.

I think that we have covered what we needed to cover in the demo today in order to provide you with a good idea of the look and feel of the system, what are the different functions of the system and how it's going to operate and what are some of the labor saving features available in the system. At this point, I wanted to ask Darlene Anderson if she wanted to provide additional information about the PRA process.

D. Anderson: Thanks, Marge and Randy. Yes, I'm going to close out from here. So, I will reiterate a few of the comments that Carrie made in the introduction and some of what Marge went over.

Again, this presentation is a series of four demos presented to satisfy PRA requirements for the 60-day comment period. As Carrie indicated, during the 60-day comment period, the demos are mid-development. Each of the other demos in the series will show a more complete development, but we want to make sure that you understand is that in the upcoming demos you will see a great amount of redundancy. So, as Marge indicated, you see things as they're developed, but you'll also see things that were discussed earlier.

Following the 60-day comment period, we will be presenting one more post-development Webinar and that is to satisfy the 30-day comment period. Additional information regarding the 30-day comment period Webinar will be forthcoming.

Comments and recommendations for the 60-day comment period must be submitted by August 7, 2012 and detailed instructions are on the screen, but they also can be found in the Federal Register Notice, Volume 77, Number 111, post June 8, 2012 and you can simply cut that Federal Register Notice information or numbers and put it into an URL and it'll open you right to the FR.

So with that, this concludes the first in series of four Webinars. The second Webinar is scheduled for June 20th, 1:00 p.m. to 3:00 p.m. eastern standard time and with that, we'd like to thank you for your participation and we look forward to your comments.

Moderator — Ladies and gentlemen that does conclude our conference for today. We thank you for your participation and for using the AT&T Executive Teleconference. You may now disconnect.