

Provider Contract Management System (PCMS) – Provider Auditing

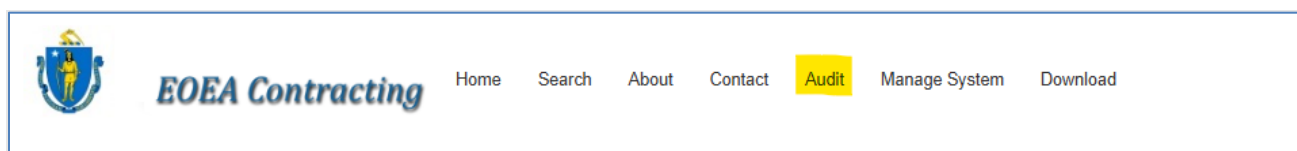
ASAP User Guide

Introduction

This guide provides detailed instructions for using the Executive Office of Aging & Independence (AGE)'s **Provider Auditing** tools for Massachusetts Aging Service Access Points (ASAPs), located within the Provider Contract Management System (PCMS) web-based application. It is intended for use by ASAPs and the information is not visible to contracted providers.

Provider Auditing tools in PCMS allow ASAPs to complete, track, and easily identify upcoming audits within the software. It also simplifies and streamlines annual reporting of required provider audit data to AGE.

Audit tools can be accessed by clicking *Audit* in the top navigation menu of PCMS:



Benefits of the new auditing tools include:

- Removes reliance on spreadsheets, surveys, and other methods of reporting
- Maintain provider audit schedule within PCMS
- Allows for real time data input immediately following audit
- Captures Joint Monitoring with other ASAPs with a single entry
- Ability to upload Follow Up documentation
- Provides single system to manage provider performance
- Streamlines Corrective Action Plan (CAP) reporting to AGE
- Historical context for provider monitoring
- Visibility for AGE in Audits Due & Audits completed historically

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The Provider Auditing Dashboard

List View

Upon opening the Audit section in PCMS, you will see a list of providers with key information displayed for each:

Provider Auditing Dashboard						
Add a new Audit Workbook						
Lead ASAP	Provider	Audit Status	Next Audit Due†	Audit Date	CAP Issued?	Action
Greater Springfield Senior Services, Inc.	A Better Life Homecare	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Anjos, LLC Interim Health Care	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Be Safer at Home	In process	2025			Open Audit

➤ Lead ASAP

Most often your ASAP will be displayed in this column, in **bold font**. If another ASAP is performing the duties of joint monitoring lead for a provider, then that ASAP's name will appear, *not* in bold font. You have the ability to view all audits appearing on this list, however if you are not the lead ASAP you do not have the ability to edit the audit form.

➤ Provider

This refers to the contracted provider that is subject of the audit. This list is populated directly from WellSky Aging & Disability based on an active contract with your ASAP.

➤ Audit Status

The three status options are In process, Completed, and Withdrawn. Further explanation of what each status entails will be detailed later in this document.

➤ Next Audit Due

By default, this field will populate with the appropriate due date for the next audit based on the service provided. The ASAP can edit this field as needed, more information later in this document.

➤ Audit Date

The date that the audit was conducted.

➤ CAP Issued?

Pulled from the audit form, this displays as a *yes* or *no* response.

➤ Action

Open Audit opens the Audit form for that provider.

Sorting

Sort the Auditing Dashboard list by clicking on the desired heading. An arrow next to the heading shows the sort type.

For example, an up arrow next to the *Next Audit Due* heading indicates that the list is sorted in ascending order by due date.

Provider Auditing Dashboard						
Add a new Audit Workbook						
Lead ASAP	Provider	Audit Status	Next Audit Due↑	Audit Date	CAP Issued?	Action
Greater Springfield Senior Services, Inc.	Walker Home Works	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	A Better Life Homecare	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Anjos, LLC Interim Health Care	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Be Safer at Home	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Capuano Home Care, Inc	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Colony Care Senior Living Inc.	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Lifeline Systems, Inc.	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Louis & Clark Medical Supply	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Prime Home Health	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Touched By An Angel, Inc.	In process	2025			Open Audit
Greater Springfield Senior Services, Inc.	Patient Centered Medical Care, Inc	In process	2026			Open Audit
Greater Springfield Senior Services, Inc.	Quality Life Adult Day Services #2 West Springfield	In process	2026			Open Audit
Greater Springfield Senior Services, Inc.	Associated Home Care, Inc.	In process	2026			Open Audit
Greater Springfield Senior Services, Inc.	At Home Senior Care, Inc.	In process	2026			Open Audit

Completing a Provider Audit

Creating a New Audit – Step by Step

1. From the Auditing Dashboard, click on *Add a new Audit Workbook*

Provider Auditing Dashboard

[Add a new Audit Workbook](#)

Lead ASAP	
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Some information will pre-populate on the form:

- Agency

- Submitter first/last name
- Submitter email address

Provider Audit Workbook

1. Agency submitting provider audit data Greater Springfield Senior Services, Inc.

2. Enter first name of individual submitting data

3. Enter last name of individual submitting data

4. Enter email of individual submitting data

2. For Question 5, Select the provider that you are auditing. This provider drop down list is pulled directly from A&D data. If a provider you are auditing does not appear on this list, confirm that there is an active contract as of the date of your audit.

5. Select provider for which data is being submitted

---Please select---

Agencies associated to this provider including your own
Hold CTRL key to select multiple agencies

7. Select all services audited for this provider
Hold CTRL key to select multiple services

Center For Human Development

3. For Question 6., **Select all agencies associated to this provider including your own**, as the question instructs. To select more than one agency, press and hold the CTRL key on your keyboard and click on additional agencies. Double check that you have selected your own agency.

6. Select all agencies associated to this provider including your own
Hold CTRL key to select multiple agencies

Agespan Inc.
Aging Services of North Central Massachusetts Inc
BayPath Elder Services
Boston Senior Home Care
Bristol Aging and Wellness, Inc.
Central Boston Elder Services, Inc.
Coastline Elderly Services, Inc.
Elder Services of Berkshire County, Inc.
Elder Services of Cape Cod and the Islands, Inc.
Elder Services of Worcester Area, Inc.
Ethos

4. For Question 7, select the services that are being audited, using the same CTRL key function to add services if needed.

7. Select all services audited for this provider
Hold CTRL key to select multiple services

- Adult Day Health
- Aide Assisted Transportation
- Alzheimer's/Dementia Coaching
- Assistive Technology
- Behavioral Health
- Chore
- Companion
- Electronic Comfort Pets
- Environmental Accessibility Adaptations (EAA)
- Evidence Based Education Programs (EBPs)
- Self-Education

5. Fill out the rest of the form. All questions are required, and there are explanatory text boxes to complete for some questions. For questions that do not apply, use the 'N/A' response.
- Note that when you respond to question 9 – *Was a full Audit Completed?*, the response for the next question, *Next Due Date*, is populated. The date that displays reflects the service that you are auditing: For example, Homemaker/Personal Care/Supportive Home Care Aide require audits every 2 years; for non-Homemaker audits are required every 3 years.
 - The *Next Audit Due* date is editable by you at any time to allow for off-cycle activities, even if the audit has been completed. Make sure this date is accurate – it is the key to correctly sorting your list of audits on the dashboard by that date.
 - All other fields are locked once the form is saved as *completed*, and you have no longer edit them. Note that Question 29 asks for action taken within 60 days of the audit. You should therefore keep the status of the audit as In Process until that question can be answered.
6. Save the audit when you have finished working on the form.

32. Status

Save

Available Statuses:

- **IN PROCESS** – You can edit the entire form
- **COMPLETED** – You can edit only one field: *Next Audit Due*
- **WITHDRAWN** – Use if an audit form was created, but the audit is no longer necessary

Edit an Existing Audit

1. To edit an In Process Audit form, click on *Open Audit* for the appropriate row.

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Add a new Audit Workbook						
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Greater Springfield Senior Services, Inc.	A Better Life Homecare	In process	2025			Open Audit

2. Make the desired edits, then be sure to click Save at the bottom of the form.

32. Status

In process ▼

Save

Document History

date	description	Updated by
5/5/25	Final draft approved for release	Andy Grigorov