



Executive Office of Elder Affairs
RESPECT INDEPENDENCE INCLUSION



Provider Contract Management System (PCMS)

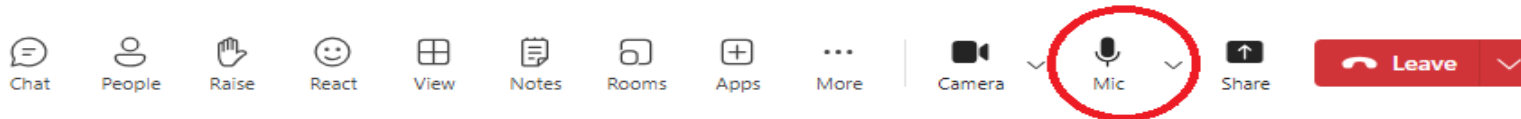
Home Care Provider Webinar

September 2024



Logistics

- This presentation will be recorded
- Please **mute** yourself upon entering



- Utilize the **chat** feature to enter comments or questions*

**Specific questions may be taken back and added to FAQ document for reference purposes*

- Presentation will be posted on PCMS site for future reference

Logistics



Please be advised that recording meetings, by any means, including the use of any artificial intelligence (A.I.) applications, without prior permission is strictly prohibited.

The use of AI tools, including Read.ai, are prohibited under the Commonwealth's Gen-AI Guidelines without prior approval by Agency legal counsel. All third-party software must be properly vetted and authorized prior to use.

ACKNOWLEDGEMENTS

The text 'Thank You!' is rendered in a playful, multi-colored font. The 'T' is blue, 'h' is pink, 'a' is green, 'n' is pink, 'k' is orange, 'Y' is pink, 'o' is blue, 'u' is pink, and the exclamation mark is green. The letters are bold and have a slight shadow effect.

EOEA would like to extend their gratitude to all providers who assisted and participated in the development of the PCMS, testing and providing important feedback.

AGENDA

- **Provider Contract Management System (PCMS) Overview**
- **Benefits**
- **Resources**
- **PCMS Walk-Through**
- **Provider Examples**
- **Next Steps**

OVERVIEW

Phase 1: Notice of Intent (NOI)

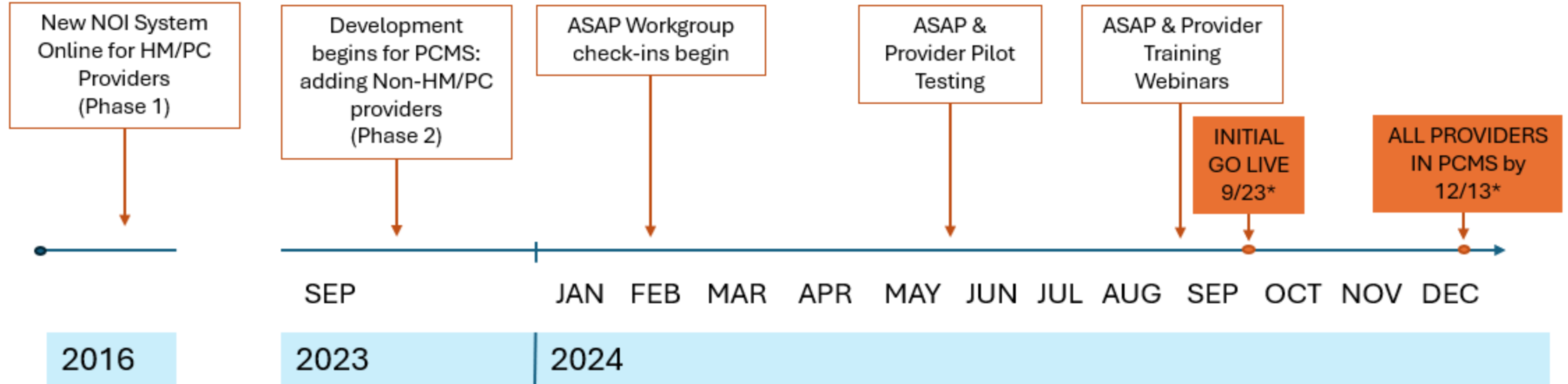
- NOI was initially implemented in 2016
 - Allowed providers to apply for Homemaker and Personal Care services within the ASAP network
 - ASAPs may *only* contract for Homemaker and Personal Care, with agencies that have successfully completed the NOI.
- EOEa either accepts or rejects their NOI application
 - Every applicant that successfully completes and is approved, is added to the Approved Provider List posted on EOEa NOI website.
- ***Reminder: This process will not change upon PCMS implementation***



Phase 2: Provider Contract Management System (PCMS)

- Intention of the PCMS is to build upon Phase 1 of the NOI and incorporate all services into the database for an easier application and review process.
- Interested providers will have the ability to input their agency information into this platform, establishing appropriate service areas and language capabilities for ASAP viewing and potential contracting.

TIMELINE: FROM NOI TO PCMS



*Target dates may be adjusted based on network needs / system performance

ASAP network currently has over 500 providers across all services



- Administrative Overview
- Service Specifics
- Policies

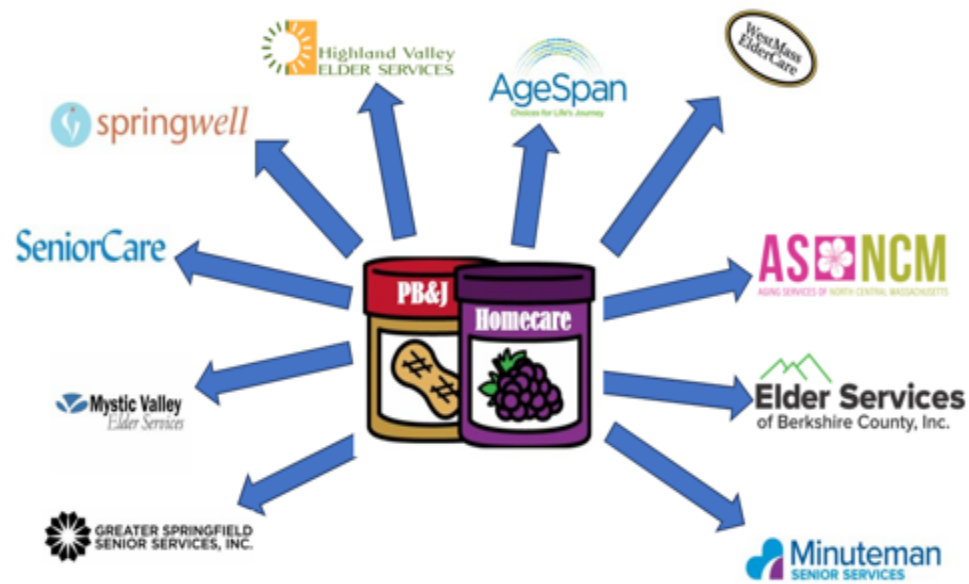
September 23, 2024, is the ***start*** of this process

- Providers can begin to register, select services, etc.
- Implementing this process will take time
- Target date of December 13, 2024, for all providers to be entered into PCMS

BENEFITS

CURRENT PROCESS PAIN POINTS & PCMS BENEFITS

Pain Point	PCMS Benefit
No centralized system: Multiple Admin Overviews submitted to multiple ASAPs	Provider completes one Admin Overview that can be viewed by multiple ASAPs



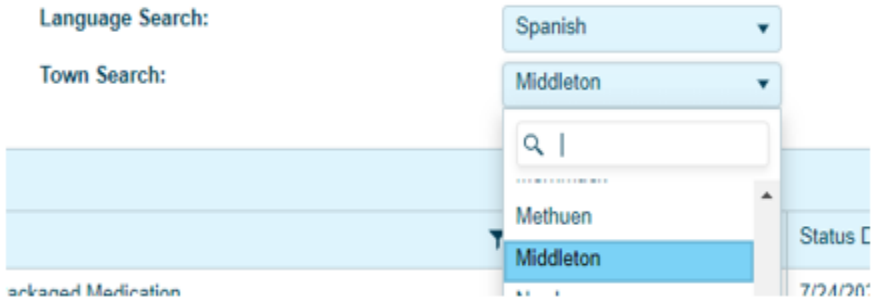
CURRENT PROCESS PAIN POINTS & PCMS BENEFITS

Pain Point	PCMS Benefit
Providers managing and organizing documentation, for ASAP related communications	One place to submit and manage documentation Core contracting documents maintained in PCMS Providers can communicate with ASAPs in PCMS



CURRENT PROCESS PAIN POINTS & PCMS BENEFITS

Pain Point	PCMS Benefit
Providers submit documentation on RFP cycle, with specific town/language capabilities and limited access to update information	Providers can update agency information at any time in PCMS Providers can add any additional town/language capabilities in PCMS



Providers submit paper/electronic documentation on ASAP schedule; ASAPs do not have access until submission	Providers can manage their Administrative Overviews (add ASAP service areas, change staffing capabilities, etc.) anytime
-------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------

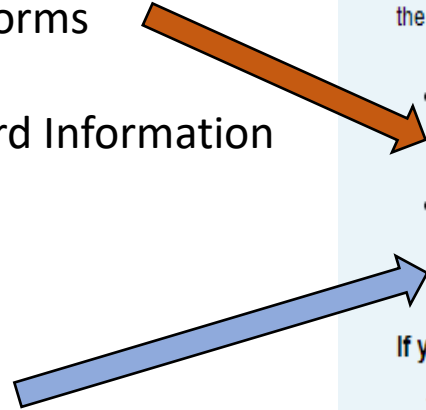


RESOURCES

RESOURCES

Public Documents:

- Attachment A/Service Descriptions
- ASAP Map & Directory
 - Providers can familiarize their agency with ASAP catchment areas
- EVV Information & Mass.gov link
- FEW Provider Enrollment Forms
 - Updated in real time
- PHCAST & PHCAST Job Board Information



Provider Resource Materials:

- *Formerly Document Library*
 - Application Forms & Contract Boilerplates
 - Provider related Program Instructions (PI)
 - QA Manual
 - Regulations & Requirements relating to ASAP network and providers

Executive Office Of Elder Affairs Search for Services Get Help

Provider Contract Management System (PCMS)

Home Approved Provider List About Contact Register Log in

Welcome to the Executive Office of Elder Affairs (EOEA) Provider Contract Management System (PCMS)

This site is designed to provide public access to important information about the Provider Contract Management System process. PCMS will facilitate the contracting process between Providers and Aging Service Access Points (ASAPs) with oversight provided by the Executive Office of Elder Affairs.

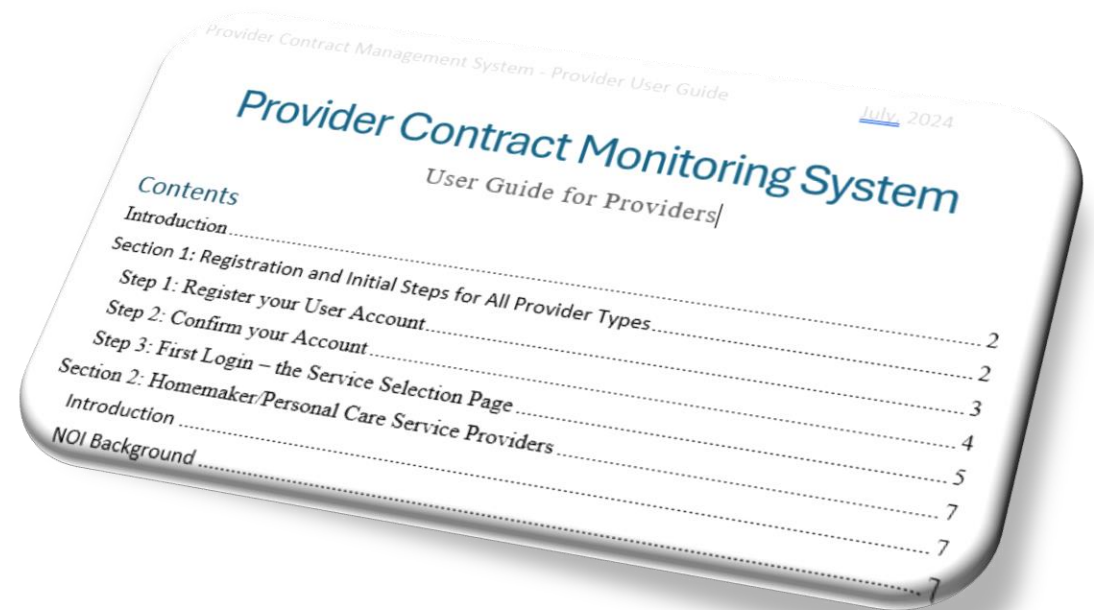
- Provider Contracting Management System Guidance & ASAP Listing:
 - [Public Documents](#)
- Review Requirements & Supporting Documentation:
 - [Provider Resource Materials](#)

If you are an existing or new elder services provider and you are new to this system, you need to follow these steps:

1. Register your provider corporation and user account using the [Register] link above.
2. Confirm your account by following the link that will be emailed to you.
3. Log in and complete your application by clicking the Application button.
4. Complete each section of the application and click the Submit button to submit your application for EOEA review.

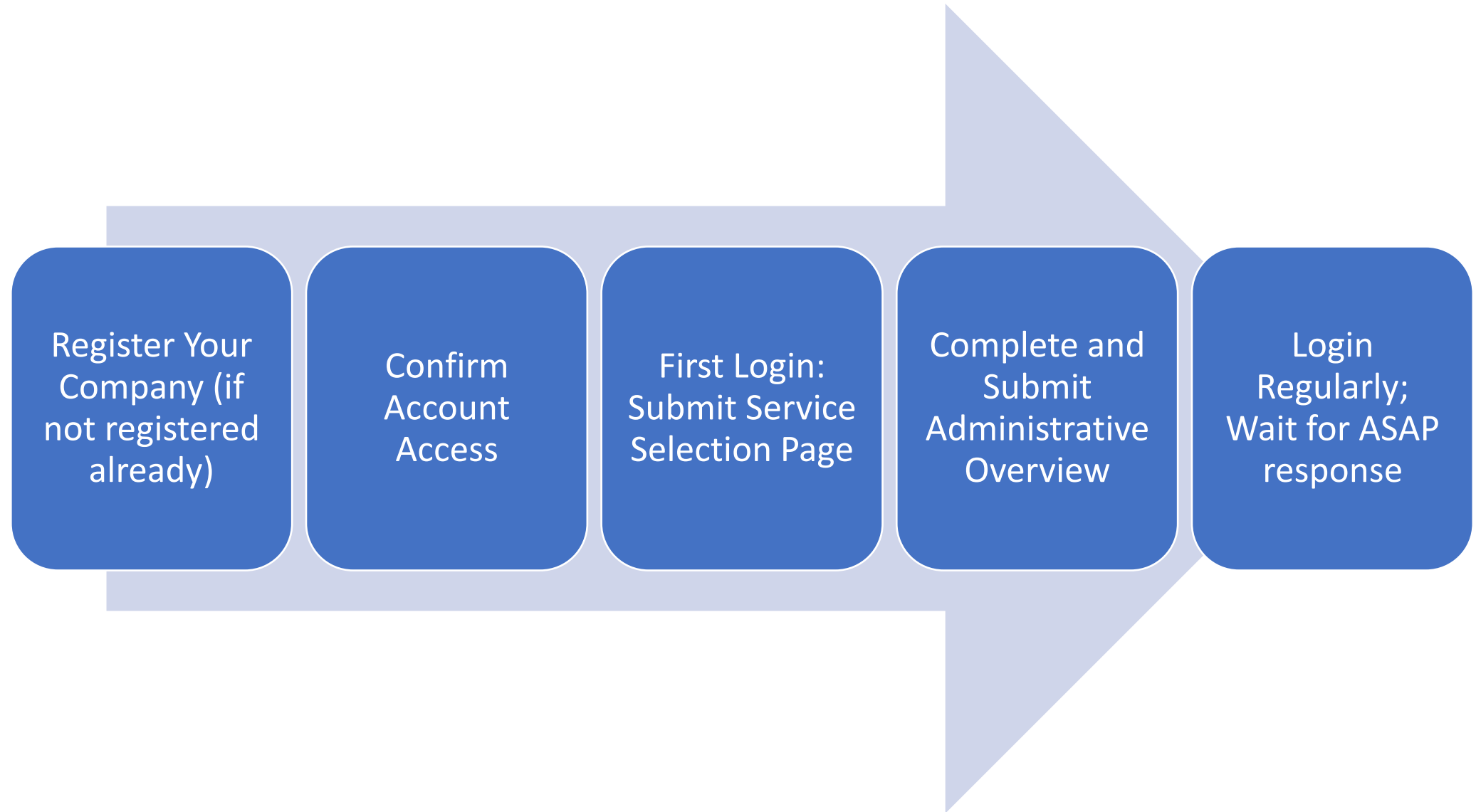
USER GUIDE

- ✓ For more in-depth instructions, consult the user guide!
- ✓ PCMS User Guide includes instruction for both HM/PC and Non-HM/PC
- ✓ Walk-through of new processes and features
- ✓ Includes instructions for self-serve password change
- ✓ User guide will be located in the *Public Documents* folder (accessible from the PCMS login page.)

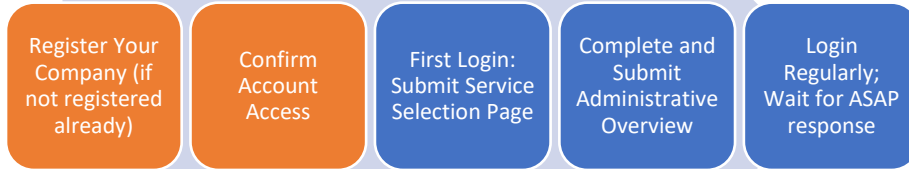


PCMS Walk-Through

PCMS Walk-Through: Overview



PCMS Walk-Through: Registration and Confirm Account



Go to:

<https://noi.800ageinfo.com>

No action required if you are
HM/PC/SHCA *only*

Register as a Provider.

Provider Information.

Provider Legal Business Name	<input type="text"/>
Provider doing business as (DBA)	<input type="text"/>
Organized / Incorporated on	<input type="text"/>
State where business organized/incorporated	<input type="text" value="Select State..."/>
Business Type	<input type="text" value="Select Business Type..."/>
FEIN	<input type="text" value="99-9999999"/>
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="Select State..."/>
ZIP	<input type="text"/>
Business is women owned(must supply SDO certificate)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Business is minority owned (must supply SDO certificate)	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="button" value="Select SDO Certificate"/>	

Confirm your PCMS provider account 

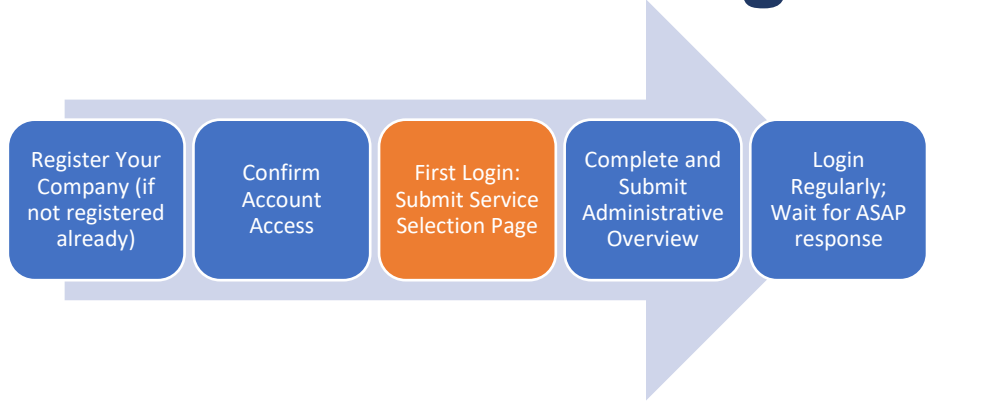


EOEA PCMS
to me ▾

Please confirm your account by clicking [here](#)

If the link does not work, Copy and paste the URL below into your browser:

PCMS Walk-Through: Service Selection Page



- Provider selects service(s) they offer
- Provider can access and edit service selections anytime

Provider Service Selection

Please review the services on the Service Selection Grid below. Note that the services listed are in some cases *service categories* which may have multiple variations.

Check off all services that you wish to provide to consumers through ASAP contracts. Depending on the services you select, you will be guided to the appropriate form(s) for completion and required next steps.

Please note the important distinction between **Homemaker/Personal Care** and **Non-Homemaker/Personal Care** services:

Homemaker/Personal Care services (Homemaker, Personal Care, Supportive Home Care Aide) require EOE approval of the Notice of Intent (NOI) application before an ASAP can contract with a provider.

Non-Homemaker/Personal Care service contracts can be sought without initial approval by EOE. These services require completion of an Administrative Overview Form, and a Service Specific form.

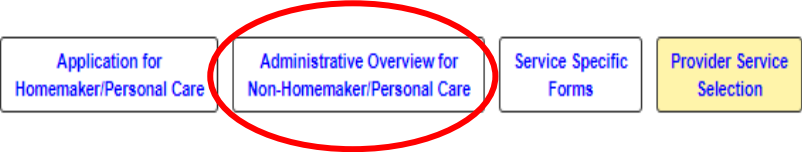
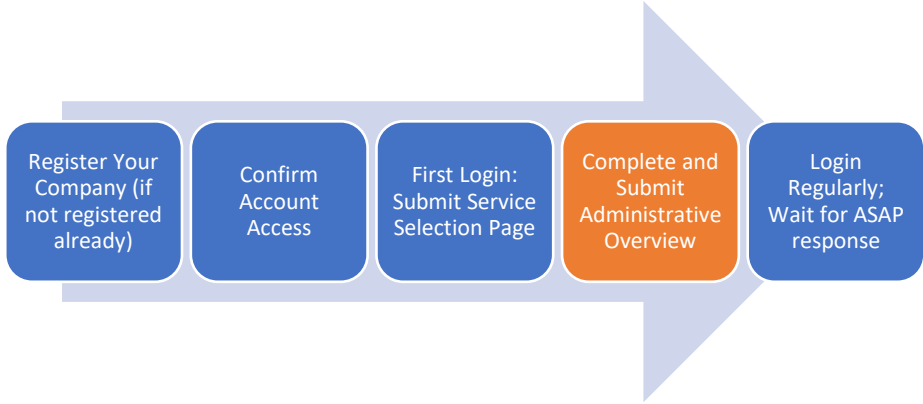
Important Links

- [Provider Contract Management System \(PCMS\) User Guide](#)
- [Complete Service and Subservice List](#)
- [Provider Resource Materials](#)

Service Categories

HOMEMAKER/PERSONAL CARE SERVICE. EOE APPROVAL REQUIRED	
<input type="checkbox"/>	Homemaker
<input type="checkbox"/>	Personal Care
<input type="checkbox"/>	Supportive Home Care Aide
NON-HOMEMAKER/PERSONAL CARE SERVICES	
<input type="checkbox"/>	Adult Day Health
<input type="checkbox"/>	Alzheimer's/Dementia Coaching
<input type="checkbox"/>	Assisted Transportation
<input type="checkbox"/>	Assistive Technology
<input type="checkbox"/>	Behavioral Health
<input type="checkbox"/>	Chore
<input type="checkbox"/>	Companion
<input type="checkbox"/>	Electronic Comfort Pets
<input type="checkbox"/>	Environmental Accessibility Adaptations (EAA)
<input type="checkbox"/>	Goal Engagement
<input type="checkbox"/>	Grocery Shopping & Delivery
<input type="checkbox"/>	Home Delivered Meals
<input type="checkbox"/>	Home Delivery of Pre-Packaged Medication
<input type="checkbox"/>	Home Health Services (HHA/OT/PT/RN/ST)

PCMS Walk-Through: Submit Administrative Overview



NOI INFORMATION

Non-Homemaker/Personal Care INFORMATION

Drag a column header and drop it here to group by that column

ASAP ▼ Application Status ▼ Contract Type ▼ Contract Status ▼ Contract PDF Effective Date ▼ Updated Date ▼ Updated By ▼ Commands

⏪ ⏩ 0 ⏪ ⏩

No items to display

The System will display the appropriate forms for you to complete on the home page based on service selection

Administrative Overview for Non-Homemaker/Personal Care

✓

1. Corporate Information

✗

2. Licenses, Certifications, Accreditations, Permits, and Insurance

✗

3. Organization and Staffing

✗

4. Service Capability

✗

5. Policies and Procedures

✗

6. Record Keeping

✗

7. Privacy and Confidentiality

✗

8. Billing Verification

✗

9. Quality Assurance

✗

10. Contact Information

11. Notes

Save

Save and Submit

Cancel

Admin Overview like NOI form
Sections added for: Current ASAP contracts, ASAP/towns checklist, Notes

PCMS Walk-Through: Login Regularly

Register Your Company (if not registered already)

Confirm Account Access

First Login: Submit Service Selection Page

Complete and Submit Administrative Overview


Login Regularly; Wait for ASAP response

ASAPs can request information or indicate interest in a contract by changing the status to *Provider Response Requested* and adding a *Note*.

Providers can respond by note, make changes to Admin Overview, and re-submit.

Providers can upload completed Service Specific forms for ASAP review.

ASAPs can initiate the formal contracting process

Executive Office
Of Elder Affairs

Search for ServicesGet Help

HomePublic DocumentsApproved HM/PC ProvidersAboutContactManage AG99Log off

Administrative Overview for Non-Homemaker/Personal Care

Service Specific Forms

Provider Service Selection

Administrative Overview

- Click on column header to sort ascending ↑
- Click on column header again to sort descending ↓
- Click on ▼ to filter by column

ASAP Service Area(s) ↑ ▼	AD-OV Status ▼	Last Update ▼	Contract Effective Date ▼	Contract End Date ▼	Commands	Active HM Contract?
AgeSpan Inc.	Provider Response Requested	9/16/2024				N
Old Colony Elder Services, Inc.	Contract Pending	7/5/2024	1/1/2024	12/31/2025	Review Contract	Y

11. Notes

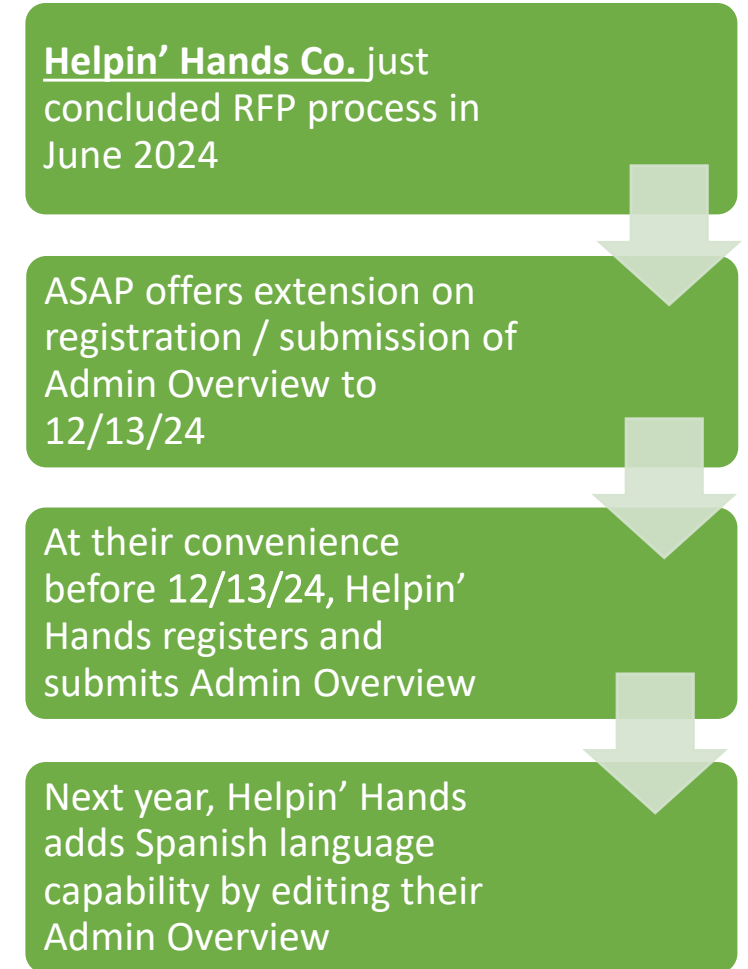
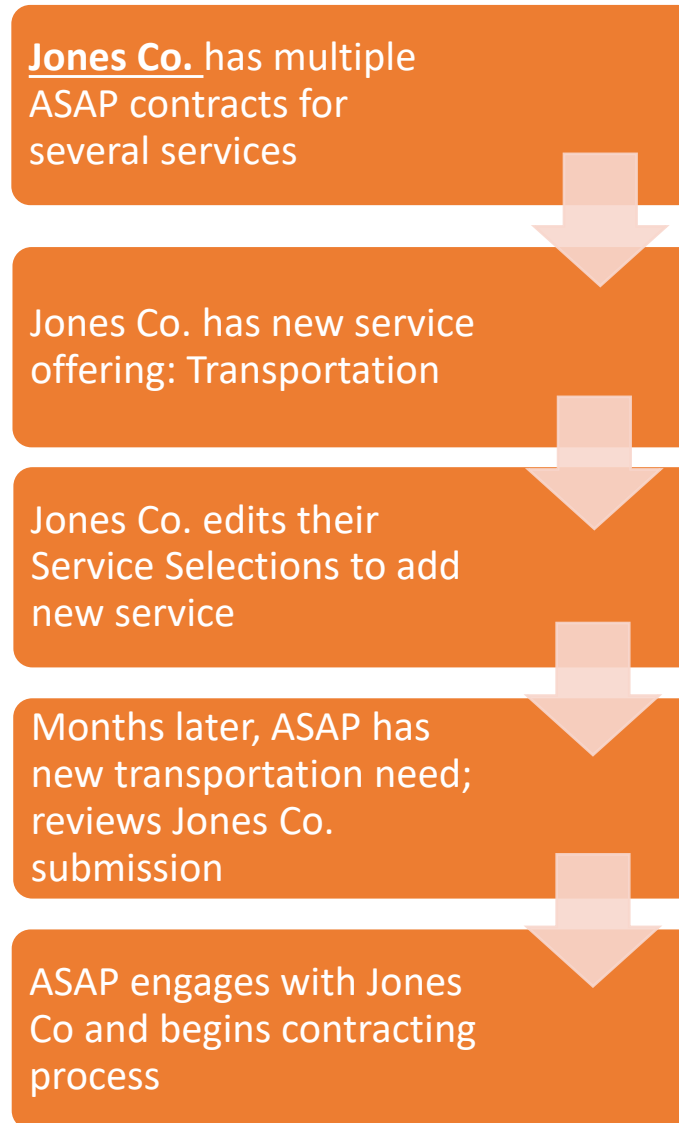
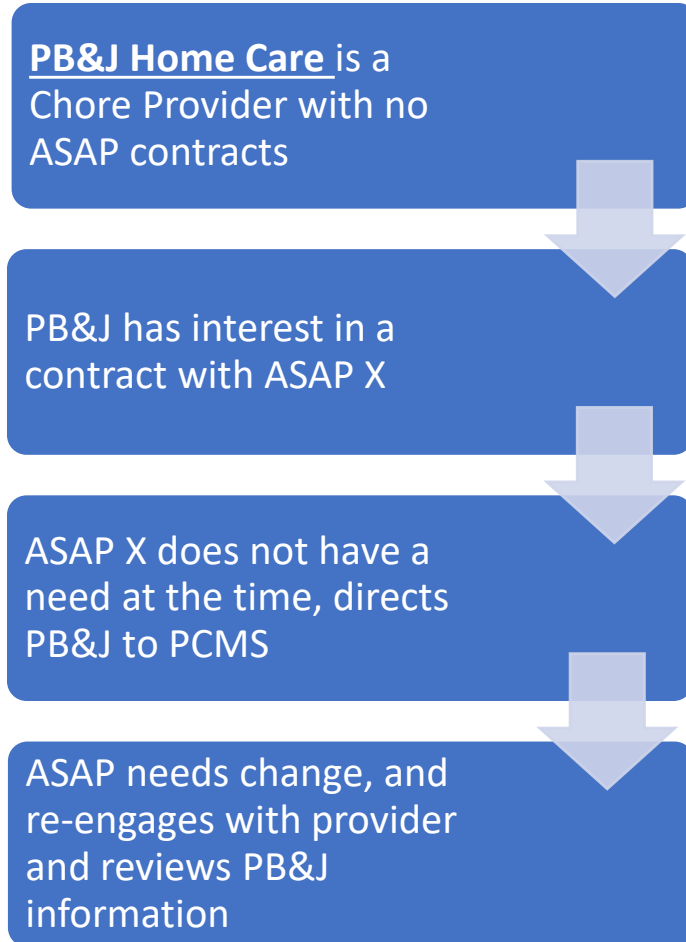
+ Add a new Note

Notes

9/10/2024 11:34:20 AM - AgeSpan Inc., Andy Grigorov: Please attach requested Consumer Not at Home Policy...

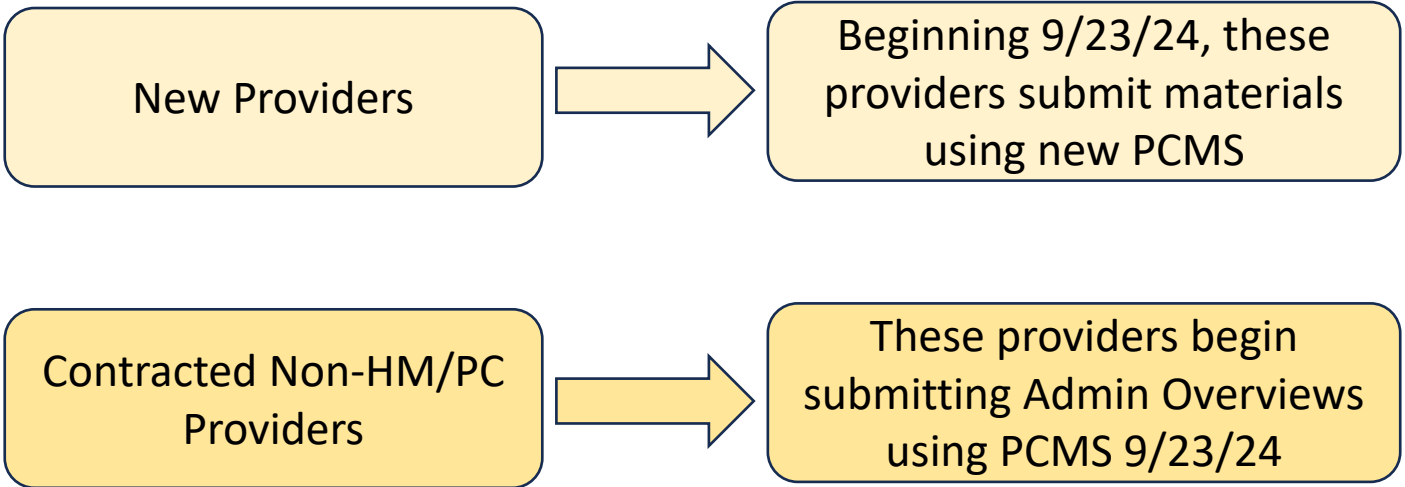
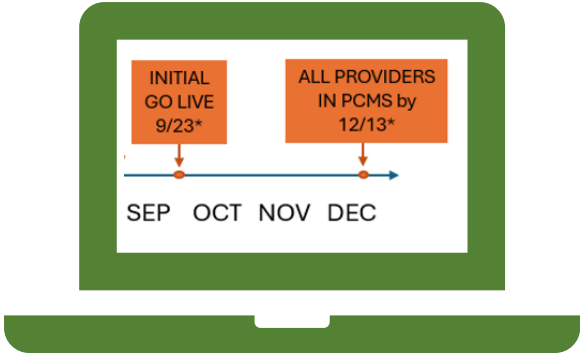
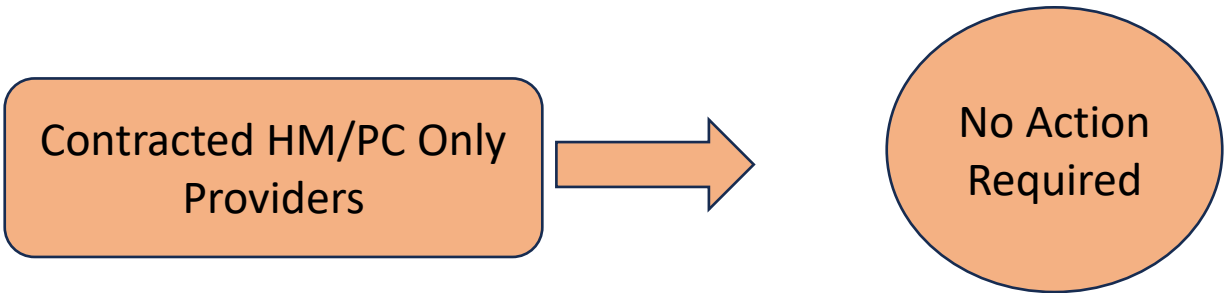
PROVIDER EXAMPLES

PROVIDER EXAMPLES



NEXT STEPS

NEXT STEPS



All providers should be entered into the system by 12/13/24*

This includes at minimum:
PCMS Registration
Service Selection page completion
Admin Overview completion

*Barring unforeseen technical issues or other significant developments

QUESTIONS?