

Provider Contract Management System (PCMS) – ASAP User Guide

Introduction

This guide provides detailed instructions for using the Executive Office of Elder Affairs' (EOEA) **Provider Contract Management System (PCMS)** web-based application. It is intended for use by Massachusetts Aging Services Access Points (ASAPs). In 2024, the system has been expanded to include non-Homemaker services.

It is divided into 3 main sections:

- Section 1: PCMS System Access
- Section 2: Homemaker (NOI) Applications and Contract Management
 - A system overview and a step-by-step walk-through of the contracting process for Homemaker, Personal Care, and Supportive Home Care Aide services.
- Section 3: **NEW IN 2024** Non-Homemaker/Personal Care Service Provider Contract Management
 - A step-by-step walk-through of the contracting process for Non-Homemaker/Personal Care services.

Homemaker/Personal Care NOI functionality has not been changed with the addition of the non-Homemaker/Personal Care services in 2024. You will notice that there are 2 clearly marked tabs on the home page, one for Homemaker/Personal Care NOI, and one for Non-Homemaker/Personal Care services.

Homemaker/Personal Care NOI Tab:

AgeSpan Inc. - You are currently viewing NOI Information

NOI Information

Non-Homemaker/Personal Care Information

Applications that need Review / Accept / Reject

Non-Homemaker/Personal Care Tab:

AgeSpan Inc. - You are currently viewing Non-Homemaker/Personal Care Information

NOI Information

Non-Homemaker/Personal Care Information

All Administrative Overviews available for Review

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered
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Revisions

Date	Version	Description	Author
July 12, 2016	1.2	Final draft completed	Andy Grigorov
July 15, 2016	1.3	2 minor edits, p. 6 and 7.	Andy Grigorov
July 19, 2024	2.0	Non-Homemaker/PC updates throughout	Andy Grigorov
August 6, 2024	2.0	First draft completed	Andy Grigorov
September 10, 2024	2.0	Final version published	Andy Grigorov

PCMS System Access


ASAP PCMS users must first have access to the UMass Single Sign on portal. User requests should be sent to SIMS Support using the Elder Affairs Ticketing System (EAST). When the account is set up, the PCMS icon will be added to your UMass portal page.

Instructions on how to reset your password and Multifactor Authentication (MFA) method can be found in [Appendix A](#).

Working With Grids in the PCMS

The grids located on the home page in the PCMS application allow an ASAP user to filter and sort in a multitude of ways.

Filtering

At the top of each column is the column name, and a filter symbol: . Clicking on that symbol displays your filtering options for that column.

For example, if you want to view only providers who have an *active contract* you could follow these steps:

1. In the *All Providers...* grid, click the filter symbol at the top of the *Has Contract(s)* column to display options:

Drag a column header and drop it here to group by that column						
Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Allied Home Health Care	Rejected	UMASSMED\RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes	<div> Show items with value that: Is equal to <input type="text"/> And <input type="text"/> Is equal to <input type="text"/> Filter Clear View Provider </div>
21st Century Home Care	Accepted	UMASSMED\RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	
Providential	Accepted	UMASSMED\RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	
At Home Senior Care, Inc.	Accepted	UMASSMED\RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	
Home Care	Accepted	UMASSMED\RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	
ag-provider-4	Accepted	UMASSMED\GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	
ag-test-062416	Accepted	UMASSMED\GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	

Note that under *Show items with value that*, you have many options. In this case *Is equal to* works well for my desired outcome.

2. Enter “Yes” in the text field and click the *Filter* button to capture all providers with existing contracts.

Filter dialog box showing the configuration for filtering providers with existing contracts.

The grid now only shows providers who have contracts:

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)
Allied Home Health Care	Rejected	UMASSMED\RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes
21st Century Home Care	Accepted	UMASSMED\RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes
Providential	Accepted	UMASSMED\RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes
At Home Senior Care, Inc.	Accepted	UMASSMED\RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes
ag-provider-4	Accepted	UMASSMED\GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes
ag-test-062416	Accepted	UMASSMED\GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes
ag-test-070616	Accepted	UMASSMED\GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes

For some filtering jobs, it may be easier to change the *Show items with value that* selection to *Starts with*. In the example below the Provider Name column is being filtered to show only providers whose name *starts with* “AG”.

Filter dialog box showing the configuration for filtering providers whose name starts with 'AG'.

Adding this filter results in the grid shown below, only showing providers whose name starts with those letters:

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	<button>View Provider</button>
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	<button>View Provider</button>
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	<button>View Provider</button>

1 - 3 of 3 items

*Be sure to *clear* filters after you have used them, unless you intend to keep them in place. The *clear* option is available when you click the filter symbol. If you do not see the information you expect in your grid, it could be because a filter is in place that needs to be cleared.

Sorting

Simply click on a column header to sort by that column's data. A small arrow indicates that the grid is being sorted by that column. In the example below, the grid is sorted by the most recent App Update, most recent first:

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	<button>View Provider</button>
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	<button>View Provider</button>
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	<button>View Provider</button>
Home Care	Accepted	UMASSMED/RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	<button>View Provider</button>
At Home Senior Care, Inc.	Accepted	UMASSMED/RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	<button>View Provider</button>
Provisional	Accepted	UMASSMED/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	<button>View Provider</button>

Grouping by Column

At the top of each grid you have the option to group by any column. This is achieved, as indicated in the text at the top of the grid, by dragging a column header and dropping it at the top of the grid.

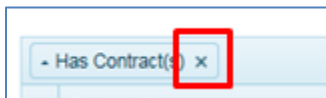
All Providers for BayPath Elder Services						
Drag a column header and drop it here to group by that column						
Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	<button>View Provider</button>
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	<button>View Provider</button>
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	<button>View Provider</button>

The screen below shows the same grid after the *Has Contract(s)* column has been dragged to that location on the screen. Note how the display of the data has changed to reflect this grouping choice:

All Providers for BayPath Elder Services

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Has Contract(s): No						
Home Care	Accepted	UMASSMED/RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	View Provider
Has Contract(s): Yes						
ag-test-070616	Accepted	UMASSMED/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	Yes	View Provider
ag-provider-4	Accepted	UMASSMED/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMED/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider
At Home Senior Care, Inc.	Accepted	UMASSMED/RedF	12/19/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	View Provider
Providential	Accepted	UMASSMED/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider
21st Century Home Care	Accepted	UMASSMED/RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	View Provider

To undo this grouping display, click on the X next to the group item:




Homemaker/Personal Care (NOI) Applications and Contract Management

Home Page

The NOI application home page consists of two main sections, or *grids*:

1. *Applications that need Review / Accept / Reject* – This grid displays providers associated with your ASAP whose application you have not yet approved or rejected
2. *All Providers for [Your ASAP]* – This grid displays all providers associated with your ASAP that you have taken some action on (Accepted / Rejected / entered into a contract with)

 **EOEA Contracting** Home Search About Contact Manage System Download

AgeSpan Inc. - You are currently viewing NOI Information

NOI Information Non-Homemaker/Personal Care Information

Applications that need Review / Accept / Reject Clear Filter(s)

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

Provider Name	App Status	Status Date	Status By	App Updated	Commands
1					

1 - 1 of 1 items

All Providers for AgeSpan Inc.

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

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
AG-Test Provider 2016	Accepted	Andy.Grigorov@eoeaonline.org	8/21/2023 2:41:13 PM	8/21/2023 2:40:15 PM	Yes	View Provider
Associated Home Care	Submitted	UMASSMED\GrigoraA	7/8/2016 2:35:00 PM	7/8/2016 2:35:00 PM	No	View Provider
ag-test-070616	Accepted	UMASSMED\TitoneJ	7/8/2016 9:54:33 AM	7/6/2016 1:10:06 PM	Yes	View Provider
ag-provider-4	Accepted	UMASSMED\TitoneJ	7/6/2016 10:38:29 AM	7/5/2016 12:12:29 PM	No	View Provider
AG-test-provider-2	Accepted	UMASSMED\TitoneJ	7/6/2016 10:31:34 AM	6/29/2016 1:14:38 PM	Yes	View Provider
AG-Demo-062316	Accepted	UMASSMED\TitoneJ	6/30/2016 10:53:40 AM	6/23/2016 2:36:15 PM	Yes	View Provider


1 - 6 of 6 items

For more information on using filters and sorting grids, go to the [Working with Grids in NOI](#) section of this guide.

NOI – Other Sections

Search

ASAP users can conduct a search to identify providers who cover specific towns in this section of the NOI. Click the Search heading to access this feature:

 **EOEA Contracting** Home **Search** About Contact Manage System Download

Provider Search

Enter town(s)

[Search](#)

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About & Contact

These sections simply contain basic ASAP facts & information about EOE. Future versions of the NOI may enhance these sections.

Homemaker/Personal Care NOI Process – Step by Step

New Application Arrives

ASAPs learn of the arrival of new provider applications by logging into the PCMS system regularly. There are no longer email notifications sent to ASAPs to alert them. A new application appearing on your ASAP NOI home page as shown below indicates that this provider has been approved by EOEA to pursue ASAP contracts.

1. Click the Accept Reject button in the Commands column to open the application.
2. Open and review the provider's responses in each section of the application. To expand a section, either click directly on the section itself or click the arrow to the far right of the desired section. Do the same to collapse sections.

To expand or collapse all sections at once, click the + - symbols near the top of the screen.

The screenshot displays the 'HNOI Application for ag-test-070616' interface. At the top right, there is a box containing '+ -' symbols. Below this is a list of 13 sections, each with a dropdown arrow on the right. A red box highlights the first section, '1. Provider Corporate Data', and a red arrow points to it from a text box that says 'Click section to expand or collapse'. The sections listed are:

- 1. Provider Corporate Data
- 2. Unit Rate Calculation
- 3. (Full Time Equivalent) Worker Count
- 4. Assurances & Certifications
- 5. ASAP Selection and Towns Service Ability
- 6. Service Capability
- 7. Client / Service Coordination
- 8. Client Tracking
- 9. Staffing Structure
- 10. Hiring and Equal Opportunity
- 11. Staff Supervision
- 12. Billing Verification
- 13. Policies and Procedures

At the bottom left, there is a small icon and the text 'Application Hard Copy 7/6/2016'.

Accepting/Rejecting an Application

3. In this example the ASAP is accepting the provider's application and will pursue a contract. When your review is complete and a decision reached regarding the application, add a comment at the bottom of the page in the *Review Notes* section. This comment will be visible to the provider. Then click *Accept*.

8. Client Tracking
9. Staffing Structure
10. Hiring and Equal Opportunity
11. Staff Supervision
12. Billing Verification
13. Policies and Procedures

Application Hard Copy 7/6/2016

Review Notes:

Application reviewed and accepted 7/6/16 by Ed Smith, Contract Manager, BayPath Elder Services.

Save Accept Reject Cancel

This will return you to your home page. You will notice that the accepted application is now in the lower *All Providers...* section, because you have taken an action on it. Note that you can filter and sort using the various column headers, including *application status*, and whether or not a provider has an *active contract* with you.

Applications that need Review / Accept / Reject

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

Provider Name App Status Status Date Status By App Updated Commands

No items to display

All Providers for BayPath Elder Services

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

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
Allied Home Health Care	Rejected	UMASSMEDI/RedF	2/2/2016 1:46:06 PM	12/17/2015 1:20:31 PM	Yes	View Provider
21st Century Home Care	Accepted	UMASSMEDI/RedF	12/17/2015 1:44:21 PM	12/17/2015 1:43:21 PM	Yes	View Provider
Providential	Accepted	UMASSMEDI/RedF	2/2/2016 2:25:54 PM	12/17/2015 2:44:36 PM	Yes	View Provider
At Home Senior Care, Inc.	Accepted	UMASSMEDI/RedF	12/18/2015 10:43:42 AM	12/17/2015 2:59:22 PM	Yes	View Provider
Home Care	Accepted	UMASSMEDI/RedF	2/2/2016 2:03:39 PM	2/2/2016 2:27:12 PM	No	View Provider
ag-provider-4	Accepted	UMASSMEDI/GrigoroA	7/5/2016 11:28:32 AM	7/5/2016 12:12:29 PM	Yes	View Provider
ag-test-062416	Accepted	UMASSMEDI/GrigoroA	7/5/2016 10:38:39 AM	7/5/2016 10:20:17 AM	Yes	View Provider
ag-test-070616	Accepted	UMASSMEDI/GrigoroA	7/6/2016 1:48:23 PM	7/6/2016 1:10:06 PM	No	View Provider

Pursuing a Contract

- To move forward with the contracting process, click *View Provider* in the appropriate row.
- Click the *Add Contract* button. You also have the option to view the application from this page.

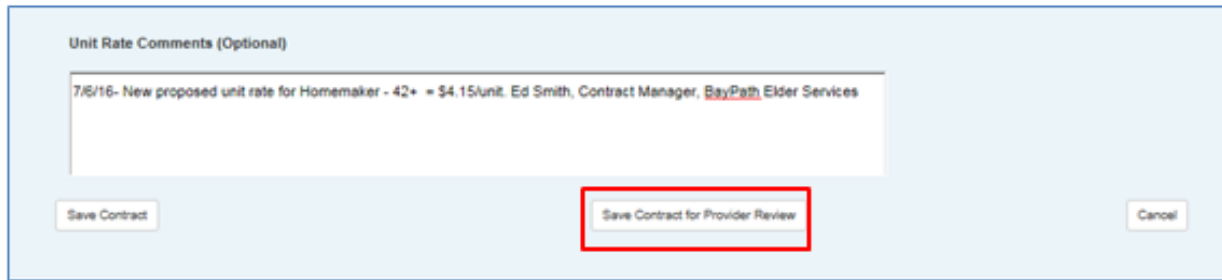
- This opens the contract creation page. Under Contract Details, enter the performance of service date information as desired.

- Review the cities and towns to be serviced by the provider.

Rate Negotiation and Executing Contract

- Review the Contracted Unit Rate section, and the corresponding Rate Sheet completed by the provider. To negotiate a rate, enter your counter offer next to the appropriate service. To enter a rate, use the arrows or enter the rate directly into the field.

- Add a comment at the bottom of the page noting your action. Always include the date, your name and organization in any comments. Then in order for the provider to review and make a counter proposal, click *Save Contract for Provider Review*. You must click this option to execute a contract. The ASAP is able to execute a contract without any provider action taken.



At this point the provider can again view the status of the contract, review the rate proposal that you have made and make a counter offer. Whether or not this process occurs within the system or in person/by phone the rate is negotiable up until the time when the ASAP executes the contract in the NOI application.

10. Print out the *Contract Hard Copy* when you are ready to execute the contract. The provider's information, including the final negotiated rate, is automatically transferred to the contract document. Sign and send by post to the provider for their signature. Make the fully signed copy available for upload by scanning and saving it to your computer.



11. When you have the signed Contract available, click *Execute Contract*.



12. Click *Select Executed Contract*, locate the signed contract saved on your computer system, and *open* to upload it.

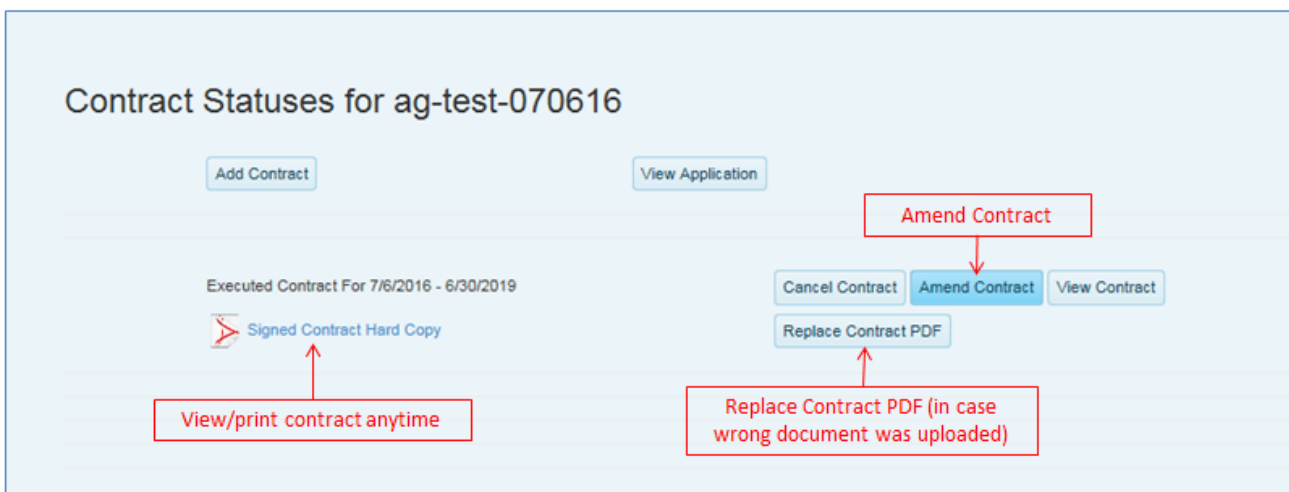


13. Finally, click on *Execute Contract* on this same page:



After Contract is Finalized

Once the contract is executed, you have additional options available to you when you view this provider's information in the NOI system.



Contract Amendments

Clicking on the *Amend Contract* button opens the page below, allowing for the modification of geographic service areas, negotiated rate(s), and provider name for an approved contracted provider.

Any change initiated by the ASAP can be printed, *saved*, or *saved for Provider Review* (which allows provider edits.) The amendment effective date must also be entered.

Amendment Details for ag-test-070616

Section II, Period of Performance

Effective date of original contract: Wednesday, July 6, 2016

Current end date of contract: Sunday, June 30, 2019

Amended end date of services under contract: 6/30/2019

Attachment C shall be amended to the following geographic areas

Negotiated Unit Rate(s) contained in Attachment D shall be amended as follows

Provider name is amended to reflect an official change

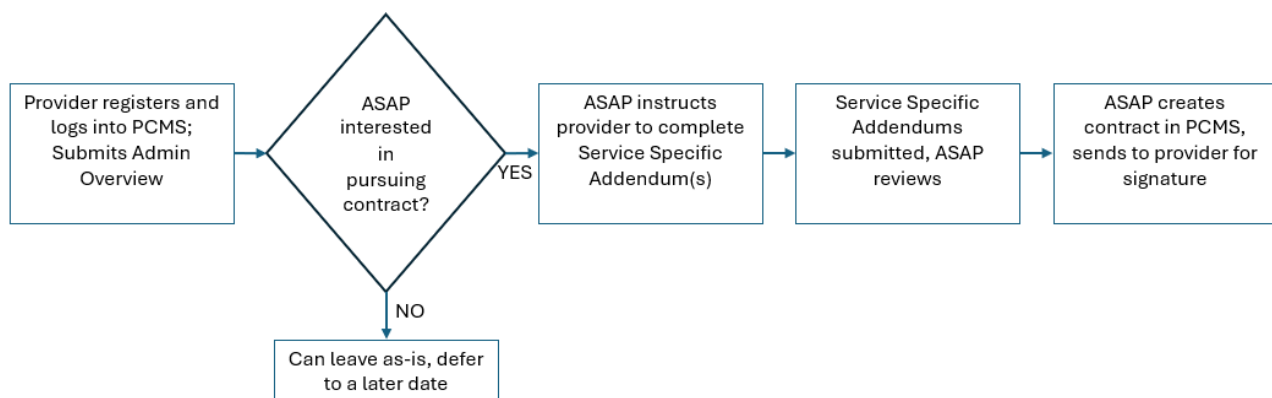
Save Amendment Save Amendment for Provider Review Cancel

End Homemaker/NOI Section

Non-Homemaker/Personal Care Administrative Overviews and Contract Management

Non-Homemaker/Personal Care Workflow in the PCMS

Below is a High Level Overview of the Non-Homemaker/Personal Care Workflow. Details on key steps follow.



Non-Homemaker/Personal Care Home Page

AgeSpan Inc. - You are currently viewing NOI Information

NOI Information | Non-Homemaker/Personal Care Information

Applications that need Review / Accept / Reject

Clear Filter(s)

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

Provider Name	App Status	Status Date	Status By	App Updated	Commands
1					

1 - 1 of 1 items

All Providers for AgeSpan Inc.

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

Provider Name	App Status	App Status By	App Status Date	App Updated	Has Contract(s)	Commands
AG-Test Provider 2016	Accepted	Andy.Grigorov@eoeaonline.org	8/21/2023 2:41:13 PM	8/21/2023 2:40:15 PM	Yes	View Provider
Associated Home Care	Submitted	UMASSMED/GrigoroA	7/8/2016 2:35:00 PM	7/8/2016 2:35:00 PM	No	View Provider
ag-test-070616	Accepted	UMASSMED/TitonaJ	7/8/2016 9:54:33 AM	7/6/2016 1:10:06 PM	Yes	View Provider
ag-provider-4	Accepted	UMASSMED/TitonaJ	7/6/2016 10:38:29 AM	7/5/2016 12:12:29 PM	No	View Provider
AG-test-provider-2	Accepted	UMASSMED/TitonaJ	7/6/2016 10:31:34 AM	6/29/2016 1:14:38 PM	Yes	View Provider
AG-Demo-062316	Accepted	UMASSMED/TitonaJ	6/30/2016 10:53:40 AM	6/23/2016 2:36:15 PM	Yes	View Provider
1						

1 - 6 of 6 items

1. Click on the Non-Homemaker/Personal Care Information tab. The layout is similar to the NOI page: Providers in need of review in the top section, all providers in the lower section.

AgeSpan Inc. - You are currently viewing Non-Homemaker/Personal Care Information

NOI Information | Non-Homemaker/Personal Care Information

All Administrative Overviews available for Review

Clear Filter(s)

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered	Status	Status Date	Commands
Test Provider-WMEC	Test Provider-WMEC	11-2354863	Grocery Shopping & Delivery, Home Delivery of Pre-Packaged Medication	Submitted	7/24/2024 1:52:43 PM	View Provider
1						

1 - 1 of 1 items

All Non-Homemaker/Personal Care Providers for AgeSpan Inc.

Language Search:

Town Search:

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered	Status	Status Date	Commands
AG99	AG99	63-6363636	Chore, Companion	Contract Pending	9/10/2024 11:34:20 AM	View Provider
Test Provider-WMEC	Test Provider-WMEC	11-2354863	Grocery Shopping & Delivery, Home Delivery of Pre-Packaged Medication	Submitted	7/24/2024 1:52:43 PM	View Provider
Johnny Applesseed LLC	Apples & More Home Care	88-8888888	Chore, Environmental Accessibility Adaptations (EAA), Grocery Shopping & Delivery	Provider Response Requested	7/23/2024 11:04:20 AM	View Provider
AG4	AG4	22-2323234	Chore	Contract Active	6/5/2024 3:46:12 PM	View Provider
1						

1 - 4 of 4 items

- The lower section contains additional search tools for Languages offered by providers and the Towns they service. For example, by selecting a Language from the Language Search drop down field you will filter the grid to only the Provider(s) that offer that language:

All Non-Homemaker/Personal Care Providers for AgeSpan Inc.

Language Search:

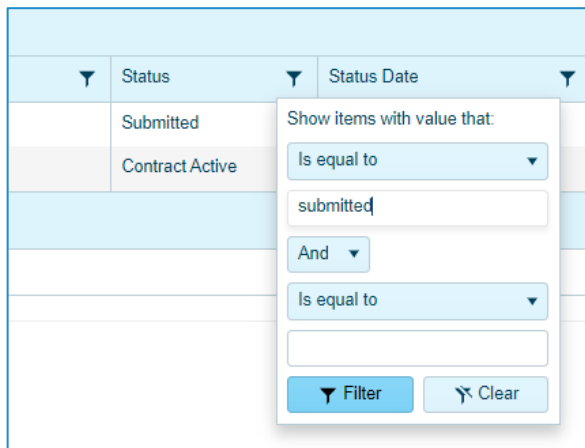
Town Search:

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered	Status	Status Date	Commands
AG99	AG99	63-6363636	Chore, Companion	Contract Pending	9/10/2024 11:34:20 AM	View Provider
AG4	AG4	22-2323234	Chore	Contract Active	6/5/2024 3:46:12 PM	View Provider
1						

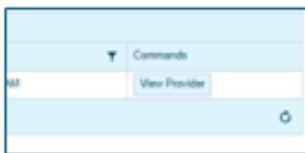
1 - 2 of 2 items

- As with the NOI page, you can filter and sort the columns to display only the providers you are interested in viewing.



The screenshot shows a table with two columns: 'Status' and 'Status Date'. A filter dropdown menu is open for the 'Status' column. The menu displays 'Submitted' and 'Contract Active' as current filter options. Below these, it says 'Show items with value that:' followed by a dropdown menu set to 'Is equal to' and a text input field containing 'submitted'. There is also an 'And' dropdown menu. At the bottom of the filter menu are 'Filter' and 'Clear' buttons.

- To view an Administrative Overview that has been recently submitted, click on the View Provider box.



The screenshot shows a 'Commands' section with a 'View Provider' button. There is also a 'View Application' button and a refresh icon.

- Click *View Application* to open the Administrative Overview

**EOEA Contracting**[Home](#)[Search](#)[About](#)[Contact](#)[Manage System](#)[Download](#)

Contract Statuses for AG070824

[Add Contract](#)[View Application](#)

- The Administrative Overview form is set up in a similar way to the NOI application, with sections that can be expanded and collapsed.

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

Status: Submitted

Save Exit

Service Specific Forms

Upload any Service Specific Forms on behalf of the provider. Be sure to click Save when complete.

Choose Files No file chosen

Using the Status field in the Administrative Overview

- ASAPs control the *Status* of the Administrative Overview.
- ASAPs can request a response from the provider by changing the status from *Submitted* to *Provider Response Requested*.
- The ASAP is not obligated to act on a submitted Administrative Overview. It is recommended that the ASAP change the status of any Administrative Overview to *Deferred*, if the ASAP is not interested at the time of receipt. This keeps the ASAP dashboard “clean” and still allows it to search for the provider at a later date.

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered	Status	Status Date	Commands
AGtest2	AGtest22	22-2515469	Chore, Companion	Provider Response Requested	8/5/2024 11:27:21 AM	View Provider
MATT3	DBA	13-1313131	Adult Day Health, Alzheimer's/Dementia Coaching, Behavioral Health, Chore, Companion, Environmental Accessibility Adaptations (EAA), Goal Engagement, Grocery Shopping & Delivery, Home Delivery of Pre-Packaged Medication, Home Health Services (HHA/OT/PT/RN/ST), Laundry Services, Medication Dispensing System, Personal Emergency Response System, Respite (Short Term Care), Supportive Day Care, Translation/Interpreting, Transportation	In Review	8/5/2024 11:11:32 AM	View Provider
AG77	AG77-ABC	95-9595959	Chore, Companion	Contract Active	7/3/2024 2:04:13 PM	View Provider
AG5	AG5	51-1515151	Chore	Contract Active	7/3/2024 9:39:11 AM	View Provider
AG66	AG66-#1	41-4141414	Assisted Transportation, Chore, Environmental Accessibility Adaptations (EAA)	Contract Active	7/3/2024 8:52:35 AM	View Provider

- Change the Status of the Administrative Overview to *In Review*, and click *Save*. This change in status is visible to the provider.

11. Notes

Status: In Review

Save Exit

5. Review the Administrative Overview: Expand each section and review the contents.

Notes in the Administrative Overview

- ASAPs and Providers can use the *Notes* section to communicate back and forth regarding an application. Each note displays the timestamp, agency name, and the person adding the note.
6. If the ASAP wishes to pursue a contract with the provider: Add a note requesting that the provider completes the relevant Non-Homemaker/Personal Care *Service Specific Addendum(s)*.

11. Notes
+ Add a new Note
Notes
8/5/2024 11:25:29 AM - Elder Services of Worcester Area, Inc., Andy Grigorov: Please complete the Service Specific Addendums for Chore and Companion. You can find them on your Service Specific Forms page.

7. Change the Status to *Provider Response Requested* and *save*. Note that ASAPs cannot take further action in the system until the provider responds and ‘resubmits’ the Administrative Overview.
- Note that on your PCMS home page, the submission has been moved to the lower section, and displays the new status:
 - At this point the Provider will login, complete the service specific forms, and resubmit the Administrative Overview. When completed, the Provider will reappear in the top section of the Non Homemaker/Personal Care Information Home Page, and the status of the application will be *submitted*.
8. Click *View Provider* and then re-open the Administrative Overview. You should see the uploaded forms at the bottom of the screen.

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 |

Status: Submitted ▼

Save

Exit

Service Specific Forms

Upload any Service Specific Forms on behalf of the provider. Be sure to click Save when complete:

 No file chosen


TestProvider - WestMass ElderCare - Home Delivery of Medication 7-24-24.pdf 7/24/2024



TestProvider-WestMass ElderCare- Grocery Shopping & Delivery Service - 7-24-24.pdf 7/24/2024

- If the provider transmits the Service Specific Addendums in a different manner (email, printed copies, etc.), or does not have the technical capacity, the ASAP can upload them on the provider's behalf.

14. Change the status of the Administrative Overview to *In Review*.

15. Review the uploaded Service Specific Addendums.

- If the ASAP chooses to pursue a contract, they will likely be in contact with the provider outside of the system to discuss rates and other topics related to finalization of the Provider Agreement.
- An ASAP may also communicate with the provider using the *Notes* section of the Administrative Overview, and changing the *Status* to *Provider Response Requested*.

16. When the decision is made, change the *Status* of the Administrative Overview to *Contract Pending*, and *Save*.

11. Notes

Status: ▼

17. Go to the Home Page, click *View Provider*

NOI Information Non-Homemaker/Personal Care Information

All Administrative Overviews available for Review Clear Filter(s)

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered	Status	Status Date	Commands
Test Provider-WMEC	Test Provider-WMEC	11-2354863	Grocery Shopping & Delivery, Home Delivery of Pre-Packaged Medication	Submitted	7/24/2024 1:52:43 PM	<input type="button" value="View Provider"/>

1 - 1 of 1 Items

All Non-Homemaker/Personal Care Providers for AgeSpan Inc.

Language Search:

Town Search:

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

Provider Name	Provider Name DBA	FEIN#	Non-HM Service Offered	Status	Status Date	Commands
AG99	AG99	63-6363636	Chore, Companion	Contract Pending	9/10/2024 11:34:20 AM	<input type="button" value="View Provider"/>

18. Click *Add Contract*. This opens the *Contract Details* page, where you will enter the contract dates, and make adjustments if needed to Towns selected. What you enter here will appear on the rate page of the provider agreement.
19. In the *Notes* section, enter the agreed upon services and rates – include your name and the date. Then click *Save Contract for Provider Review*. If the provider also is contracting for HM/PC services, the rates grid will appear as it does for NOI. Non-HM/PC service rate information is added to the Notes section manually, as shown below.

Notes

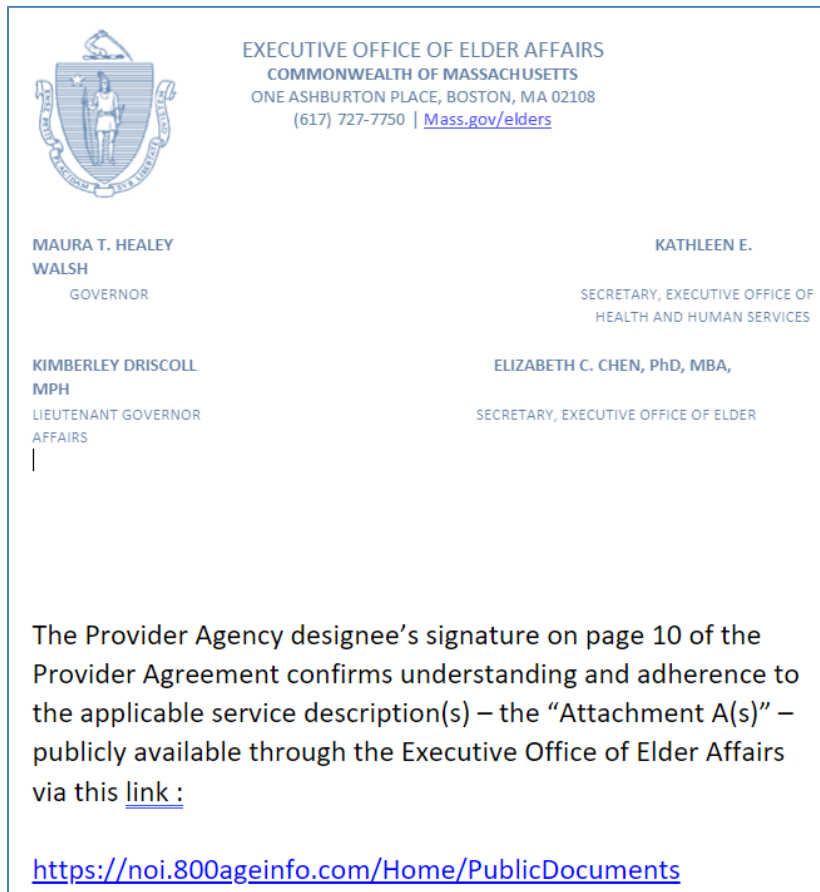
Entered 7/8/24 by Eddie Edwards, Elder Services of Berkshire:
 Adult Day Health - Basic: \$50/day
 Adult Day Health - Complex: \$55/day
 Supportive Day Care: \$35/day

20. After the provider has reviewed the contract, printed and signed it, and sent it to you, follow these steps to *Execute*:
- Go to Administrative Overview and change status to *Contract Active* and *Save*.
 - Return to Home Page and click on *View Provider* in the lower section.

- On the Contact Status page, click *Execute Contract*
- Click *Select Executed Contract*, upload the signed document, and click *Execute*

A Note about Non-HM/PC Attachment A's

The Provider Agreement document that is created within the PCMS does not include each individual Attachment A for each Non-HM/PC services that the provider is contracted to provide. Rather, there is an inserted page (see below) stipulating that by signing the agreement the provider “confirms understanding and adherence to applicable service description(s) – the “Attachment A(s).”



PCMS Application Support & User Requests

All issues related to the Provider Contract Management System should be sent to Homemaker.noi@MassMail.State.MA.US.

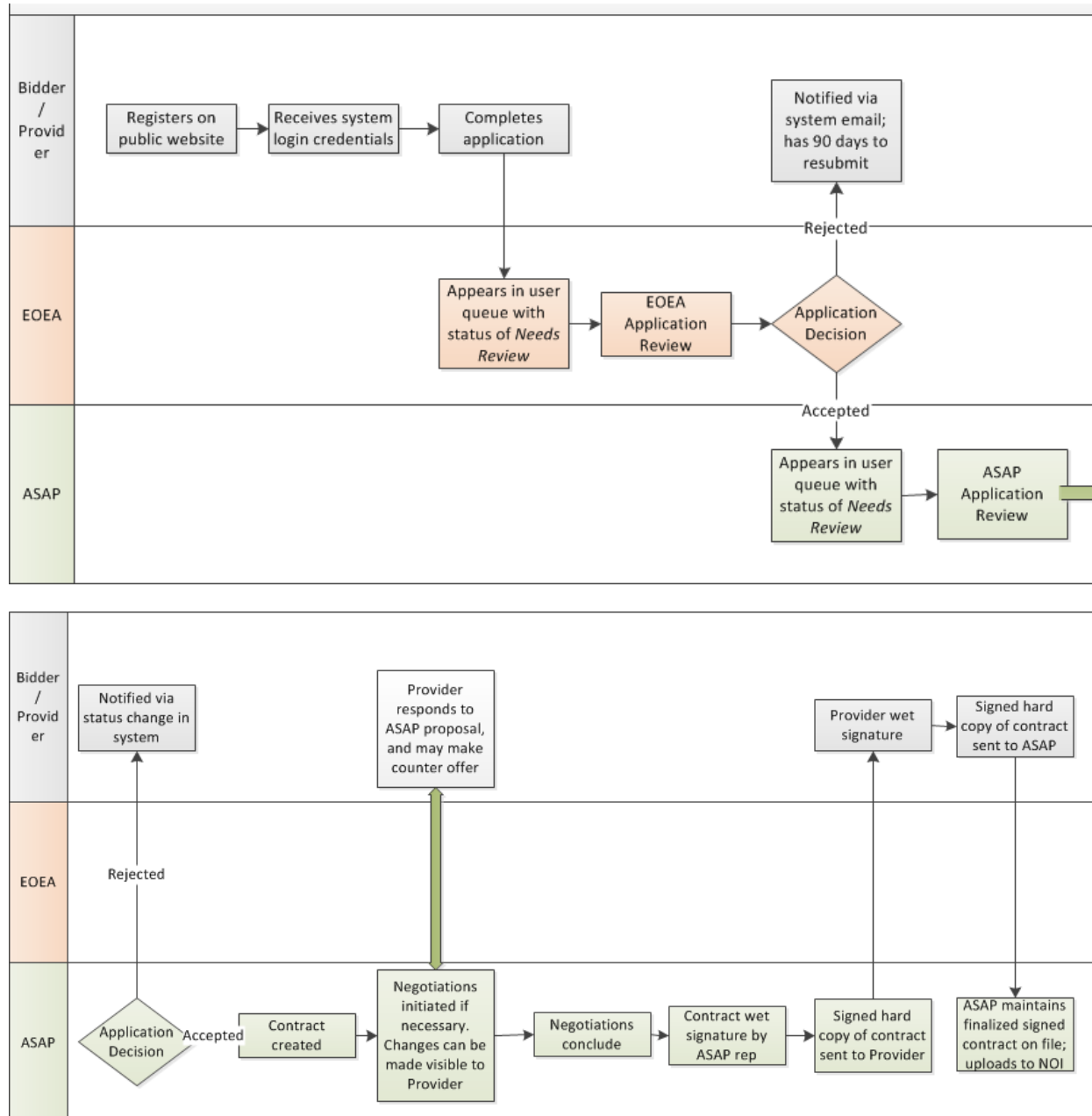
Please include as much detail as possible when describing your issue.

Regarding user requests:

ASAP PCMS users must first have an UMass VPN (Virtual Private Network) account in order to access the PCMS system. To request an account, a user must complete and sign the **Non-UMMS User Data Access Agreement** and email to Homemaker.noi@MassMail.State.MA.US. These forms can be requested by sending an email to same address.

It is essential that users who are no longer in need of access to the PCMS are deactivated. Please be vigilant in submitting the appropriate names for deactivation when needed.

NOI Process Overview Flowchart

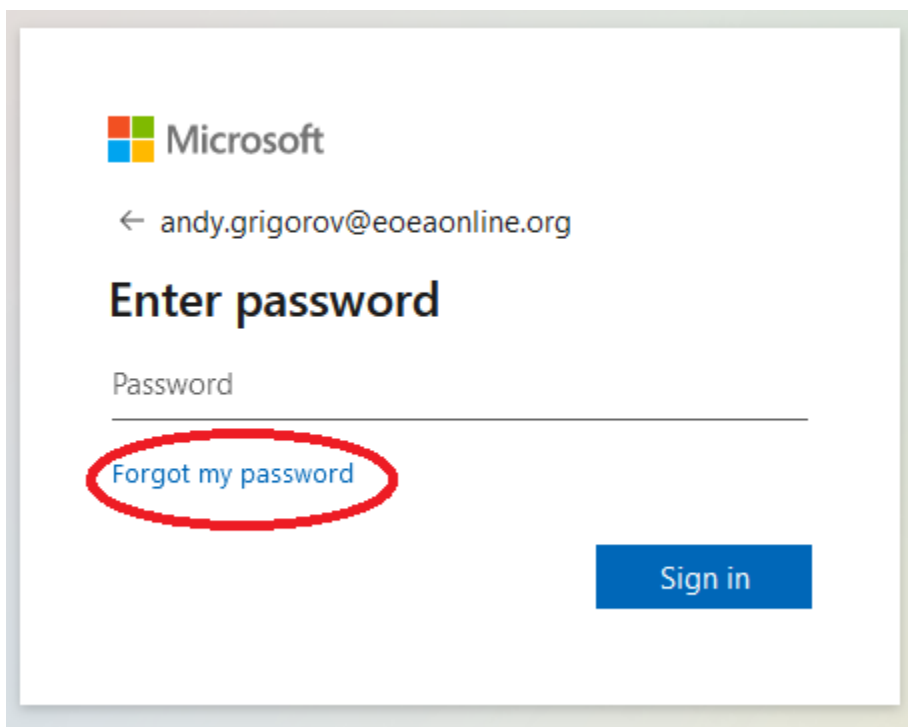


Appendix A – Resetting Password and Multifactor Authentication Settings

How to Reset Your Password (Self-service)

There are two ways to access the reset password function:

1. Click “Forgot my password” on the login page (<https://myapps.microsoft.com>), as shown below:



2. Go directly to <https://passwordreset.microsoftonline.com>

Next, the “Get back into your account” prompt is displayed, as shown below. Provide responses to the prompts, and click *Next*.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

Next Cancel

Then you'll be prompted to use one of the security access methods you specified during account setup, to verify your identity and reset your password (see image below).

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

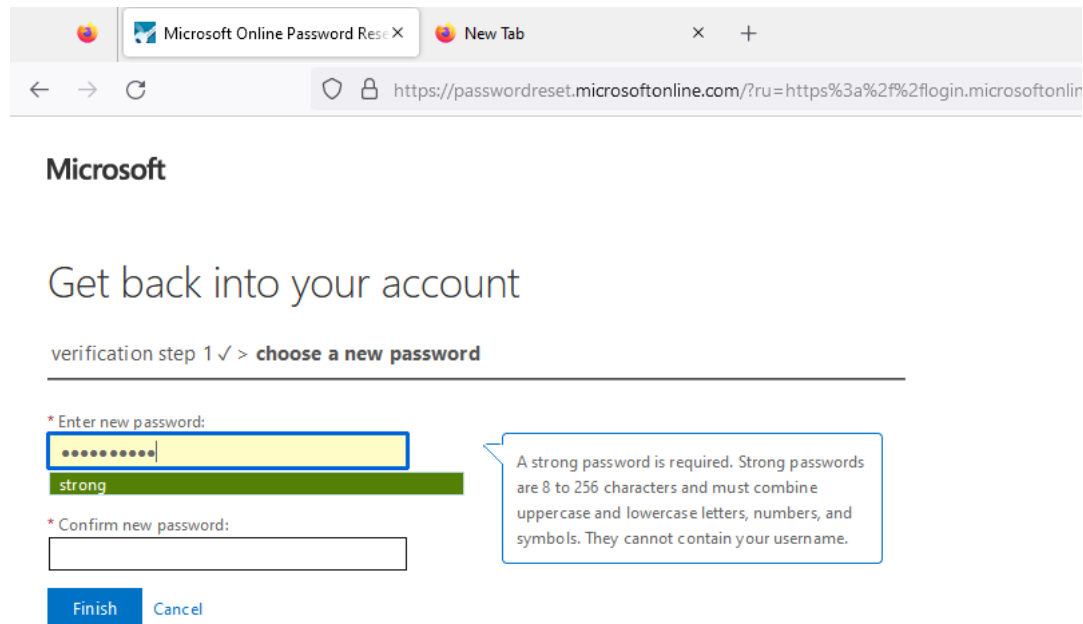
☒ Text my mobile phone

☐ Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****65) below. You will then receive a text message with a verification code which can be used to reset your password.

Text

After you've verified your identity, you'll be prompted specify your new password, as shown below:



The screenshot shows a web browser window with two tabs: 'Microsoft Online Password Reset' and 'New Tab'. The address bar displays the URL: <https://passwordreset.microsoftonline.com/?ru=https%3a%2f%2flogin.microsoftonline.com>. The page header features the Microsoft logo. The main heading is 'Get back into your account'. Below this, a progress indicator shows 'verification step 1 ✓ > choose a new password'. The 'choose a new password' section contains two input fields: '* Enter new password:' and '* Confirm new password:'. The first field has a yellow background and shows a password of 'strong' with a strength indicator. A tooltip on the right explains: 'A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.' At the bottom, there are 'Finish' and 'Cancel' buttons.

Microsoft

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

strong

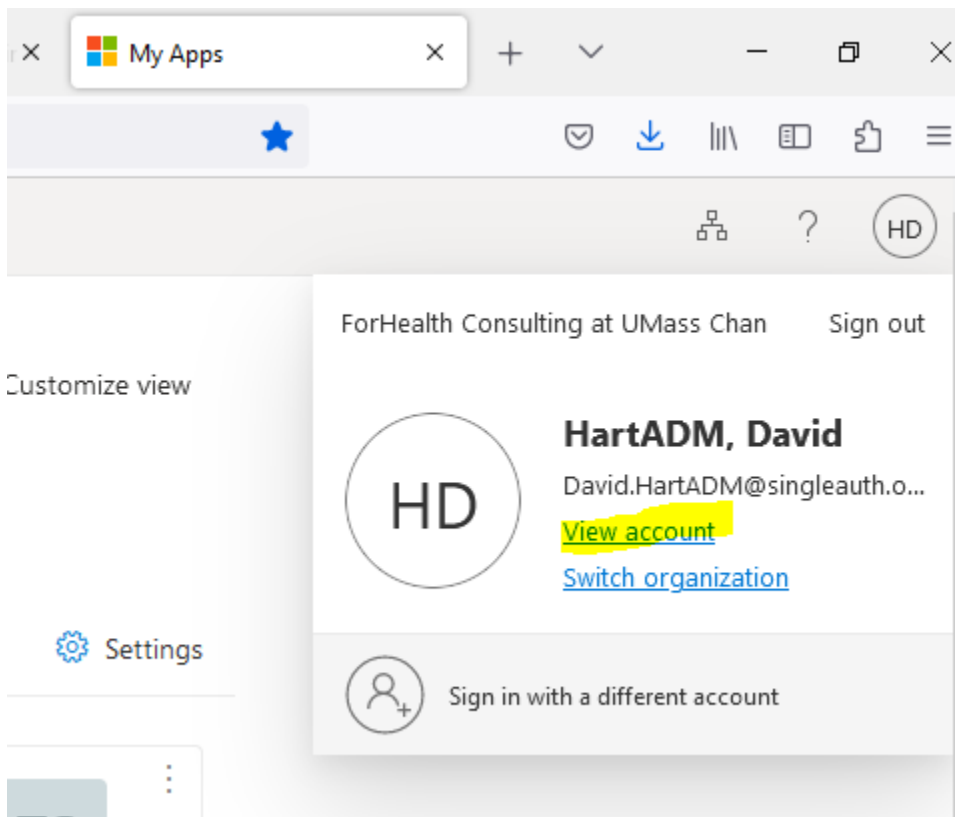
* Confirm new password:

Finish Cancel

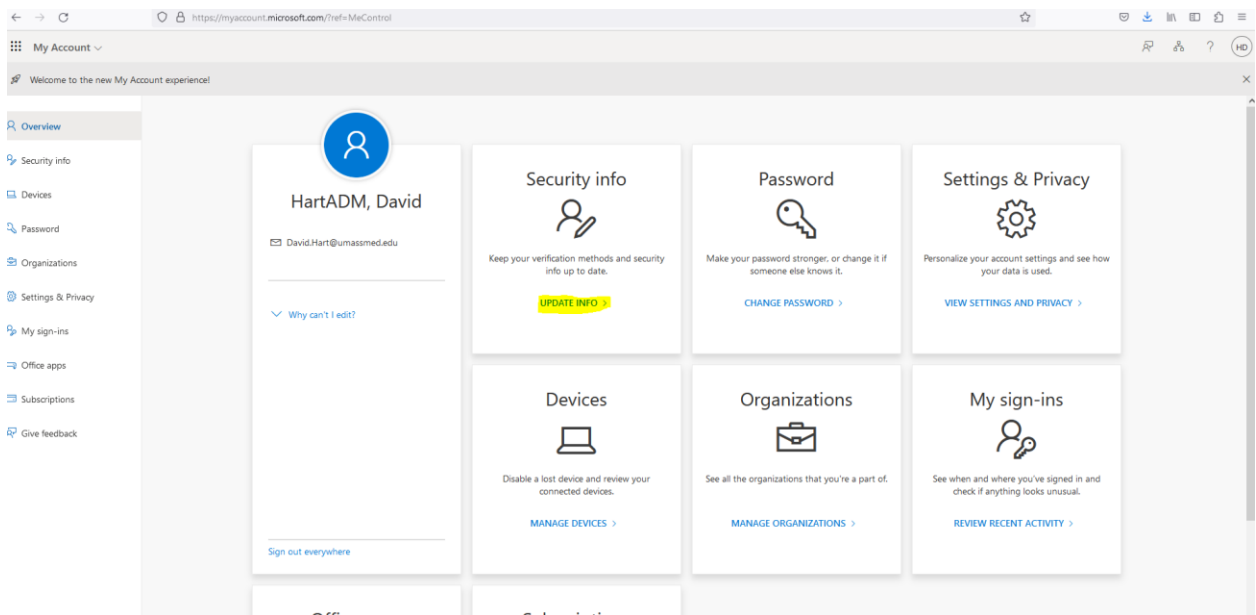
A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

How to Manage Multifactor Authentication Settings

1. Select View Account from Top-right



2. In View Account, select Security info



3. In Security Info, add and change phone numbers etc.

