

Provider Contract Monitoring System

User Guide for Providers

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Introduction

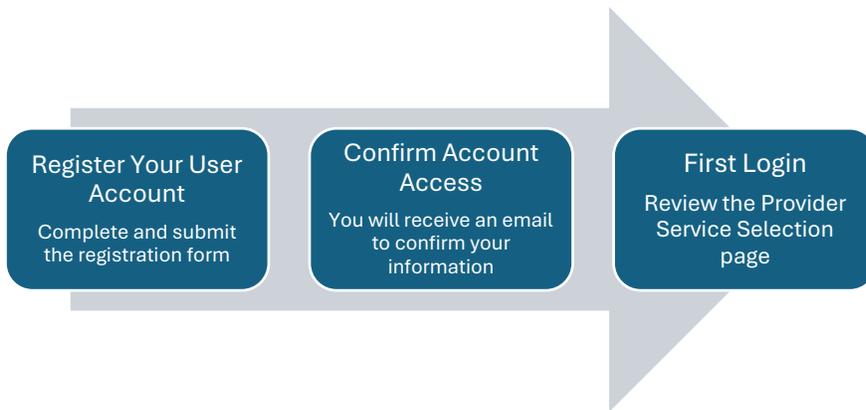
This guide provides detailed instructions for using the Executive Office of Aging & Independence (AGE) **Provider Contract Management System (PCMS)** web-based application. It is intended for service providers seeking contracts with Massachusetts Aging Services Access Points (ASAPs).

It is divided into 3 main sections:

- Section 1: Registration and Initial Steps for all Provider Types
- Section 2: Homemaker/Personal Care Service Providers
 - Step by step guide to completing the NOI application and pursuing an ASAP contract for Homemaker, Personal Care, and/or Supportive Home Care Aide services. The PCMS facilitates EOE review and approval/rejection of all NOI applications before a provider can be considered for an ASAP contract.
- Section 3: Non-Homemaker/Personal Care Service Providers
 - This section is for providers of all* Non-Homemaker/Personal Care services that wish to pursue an ASAP contract.
 * *except for Home Delivered Meals and Fiscal Intermediary*

Section 1: Registration and Initial Steps for All Provider Types

The process to register as a user of the PCMS and to take the necessary first steps to pursue an ASAP service contract, are identical for all provider types. This diagram summarizes the process, which is followed by detailed descriptions of each step.



Step 1: Register your User Account

1. In your internet browser, type or paste in the web address for the Provider Contract Management System: <https://noi.800ageinfo.com/> . This will take you to the Provider Registration/Login page:

2. Click *Register* in the upper right corner of the screen:

3. Complete the 3 sections on the registration page: *Provider Information*, *Primary Contact Information*, and *Account Information*.

*Notes:

- If your organization has been certified by the Supplier Diversity Office (SDO), you must attach your certificate by clicking the Select SDO Certificate box, locating the document on your system, and uploading it. Please ensure that your email address is complete and accurate.
- Do not use your own name as your organization login name

4. Click Register at the bottom of the page (after *Account Information* section) when complete.

Account Information.

User name

Email

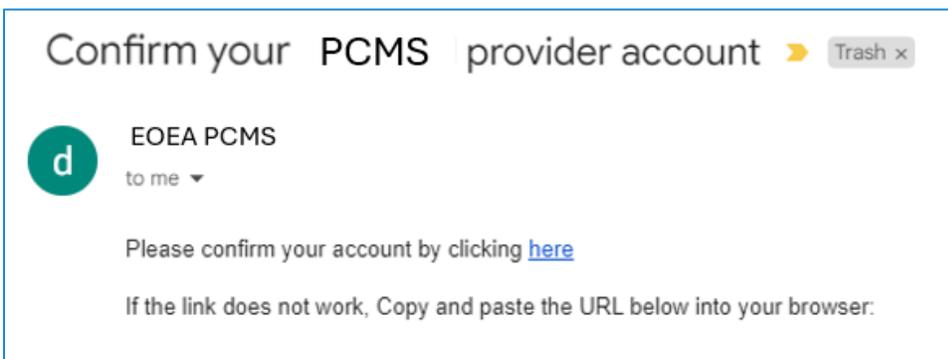
Password

Confirm password

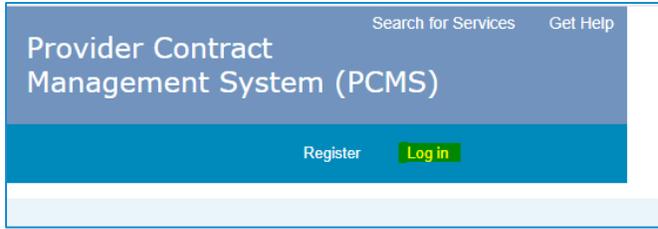
Step 2: Confirm your Account

After completing the Registration form and clicking Register, an email will be sent to the email address that you entered under *Account Information*.

5. Click on the link in the email message you received to complete the registration process.



6. This will bring you back to the provider login page. Click *Log in* at the top right of the screen:



7. Enter your username and password, (same username and password that you entered on the registration form/ *Account Information* section) and click Log In.

Step 3: First Login – the Service Selection Page

8. Once logged into the PCMS for the first time, you will be brought to the *Provider Service Selection* page. (See image below)

Under *Service Categories*, you will see 2 distinct sections: one for Homemaker/Personal Care (NOI) services, and the other for Non-Homemaker/Personal Care services. Note the basic instructions at the top of the page, and the *Important Links* section below that.

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 ECEA 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 ECEA. 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. ECEA 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"/> | Evidence Based Education Programs (EBPs) |
| <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) |
| <input type="checkbox"/> | Laundry Services |
| <input type="checkbox"/> | Medication Dispensing System |
| <input type="checkbox"/> | Peer Specialist (COAP) & (CAR) |
| <input type="checkbox"/> | Personal Emergency Response System |
| <input type="checkbox"/> | Respite (Short Term Care) |
| <input type="checkbox"/> | Supportive Day Care |
| <input type="checkbox"/> | Translation/Interpreting |
| <input type="checkbox"/> | Transportation |
| <input type="checkbox"/> | Virtual Communication and Monitoring (VCAM) |

SUBMIT Service Selection Grid

The selection(s) that you make on the Provider Service Selection page determine the next steps:

- If you only select Homemaker, Personal Care, and/or Supportive Home Care Aide in the top section, the Homemaker/Personal Care services NOI application will be available to

you after submission. The [Homemaker/Personal Care Service Providers](#) section will provide the information you need to understand the requirements, complete the application, and how to use the PCMS.

- If you select Non-Homemaker/Personal Care services in the lower section, the Administrative Overview application will be available to you after submission.
- If you select both Homemaker/Personal Care and Non-Homemaker/Personal Care services, both the NOI and the Administrative Overview applications will be available to you after submission.

Section 2: Homemaker/Personal Care Service Providers

Introduction

The instructions that follow will guide you through completion of the NOI as a new Bidder or existing provider. New Bidders and existing Providers successfully completing the NOI and receiving approval from the Executive Office of Elder Affairs (EOEA) will be listed on the **Approved Provider List** appearing on www.800AgeInfo.com.

Significant policy and procedural guidelines governing the current Homemaker Notification of Intent to Contract (NOI) appear within this document. It is imperative that new Bidders and all existing Providers appearing on the **Approved Provider List**, read, understand, and comply with these instructions. Failure to do so may exclude them from the **Approved Provider List** for homemaker and Personal Care services.

NOI Background

The Executive Office of Elder Affairs (EOEA) is the Massachusetts agency charged with promoting the independence and well-being of older adults, their families, and caregivers through the development and delivery of quality services; providing consumers with access to a full array of health and social support services in the settings of their choice; informing individuals about their options and protective and advocacy services; and encouraging individuals across the lifespan to adopt behaviors that will lead to healthy aging.

In order to accomplish its mission, EOEA funds and regulates non-profit Aging Services Access Points (ASAPs) across the state. Each ASAP is responsible for the consumers within their geographic service area. In turn the ASAPs contract with local agencies to provide an array of community-based services, such as Homemaker/Personal Care services. ASAPs can only contract with a homemaker agency that successfully completes the Homemaker Notification of Intent (NOI) to contract process – a standardized procurement for the selection of homemaker/personal care providers.

NOI - Overview

The NOI materials and process are available year-round for provider access. It is important to note that while the NOI is available to providers year-round, ASAPs typically have their own contracting schedule and may not elect to review provider applications as soon as they are approved.

Based upon a Bidder's completion of the NOI, EOEa either accepts or rejects their NOI application. Every Bidder that successfully completes the NOI will be added to the Approved Provider List posted on the EOEa NOI website – <https://noi.800ageinfo.com/>. When a bidder has completed the NOI application, successful Bidders will be referred to as "Providers." The ASAPs may only contract with agencies that have successfully completed the NOI; they may decide to contract with one or more Providers.

Data submitted as part of a Bidder's NOI will be housed in a dedicated database. ASAPs can create and execute contracts almost entirely in the system, thereby reducing the administrative burden associated with the contracting process. Providers are expected to keep their corporate data current in our database. Some updates in corporate data may necessitate a contract amendment. The software will assist both the ASAPs and Providers in this regard.

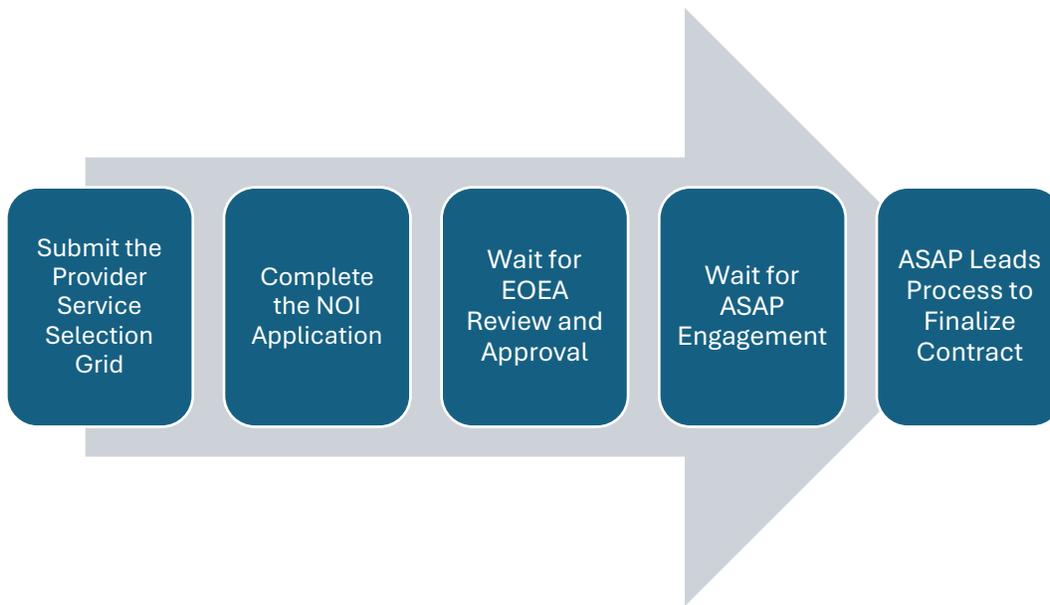
The PCMS includes validation rules governing a Bidder's completion of the NOI. These validation rules will greatly limit or prevent incomplete data entry. A Bidder's failure to abide by the validation rules will prevent them from submitting their NOI to EOEa. Providers may edit their NOI until it is submitted to EOEa via the PCMS system. Submission will occur by way of the Internet; no longer will document labeling or email attachments be necessary. Please note that, minor changes have been made to all NOI forms.

Upon receipt of a Bidder's NOI, EOEa will review and approve or reject the submission within 45 days. Bidders can learn of their application's status by logging into the PCMS. A rejected application will generate an email directly to the unsuccessful bidder, which contains a brief though specific explanation for the rejection.

The **Provider Agreement** between the ASAP and Provider will continue to be a hardcopy document requiring wet signatures and handwritten dates. However, the new system will allow for these signed documents to be uploaded and available for viewing by ASAPs and providers at any time.

Please note that the NOI application collects Provider information and unit rate bids pertaining solely for the provision of Homemaker/Personal Care services. The NOI process and the unit rates it generates have no bearing on MassHealth Rates set by the Massachusetts Executive Office of Health and Human Services (EOHHS)

Below is a diagram of the workflow for Homemaker/Personal Care providers. Detailed information on submitting the NOI application and an explanation of the steps follow.



*Keeping Corporate data updated

All Existing NOI Providers- defined as Providers who have successfully completed the NOI previously and appear on the Current Providers List-are expected to keep their corporate data current in the database. These changes can be made any time that the NOI application is not undergoing system maintenance, essentially year-round.

*New Providers – Documents to read before completing application

New NOI Applicants seeking to be added to the **Approved Provider List** must complete and return a completed web-based NOI and undergo EOE A review and approval. Prior to completing the NOI, New Applicants are encouraged to familiarize themselves with the reference documents posted to the Public Documents folder on the PCMS homepage, including the:

- **Attachment A: Homemaker Standards and Personal Care Guidelines and Requirements of Prevention, Reporting & Investigation of Abuse by Homemakers & Home Health Aides under 105 CMR 155.000 et seq.**
- **Attachment B: Massachusetts Guide to ASAPs**
- **Attachment C: Homemaker/Personal Care/Non-Homemaker services Provider Agreement**
- **Attachment D: PI-03-17 Elder Rights Review Committee**

Homemaker/Personal Care providers: FAQs – Completing the NOI Application

What reference materials should I have read beforehand?

- Before beginning to complete the NOI Application, familiarize yourself with the *Homemaker Standards and Personal Care Guidelines*. The Public Documents link on <https://noi.800ageinfo.com/> will take you to documents where services are defined, employee orientation, training, and supervision requirements identified, etc. Your company must operate in compliance with these requirements. will take you to documents where services are defined,

employee orientation, training, and supervision requirements identified, etc. Your company must operate in compliance with these requirements.

- Familiarize yourself with the *Rate Calculation Instructions* prior to bidding your hourly billing rate in the **Unit Rate Calculation** section of the NOI Application.
- Read through all sections of the application, taking note of each policy and procedure addressed therein.

What materials do I need to have at my fingertips?

- Have your current W-9 Form handy. You will need to enter your legal name and d/b/a, if any, onto your Application as they appear on your W-9 Form.
- Applicants should have a scanned version of their current liability insurance certificate available.
- Check that all your company's existing policies and procedures are current and available in electronic format, and ready for upload into the NOI system.

Are there any technical requirements to use the new web-based NOI?

- The NOI application is web-based; providers will only need a working internet connection to complete the application. For best performance, users should use a recent browser version.

How do I navigate through the new web-based NOI?

- Navigating from screen to screen is self-explanatory. Screenshots from the application walking you through the process are presented later in this guide.
- **Make sure you save often as you complete your application!**

May I work on my Application, close it out and return to work on it at a later time?

- Yes. At any time you may stop work on your NOI Application, save your data and return at another time as long as the application has not been submitted. The application must be completed in its entirety in order to submit to EOEА.

*Validation rules built into the software require submission of the entire NOI Application as one complete package, i.e. all sections of the application, and various attachments. The software precludes the submission of incomplete data elements or the skipping of items.

What happens after I submit my NOI Application?

- EOEА will review your NOI Application and either accept it or reject it. If accepted, your company will be added to the **Approved Provider List**. You can view the status of your submitted application at any time by logging into the system. After your application is approved by EOEА (within 45 days), then the ASАPs would then need to "approve" your application in order for you to contract with them.
- Once your NOI Application is accepted by EOEА, that information will be available to the ASАPs checked off in the **ASАP Selection and Towns Service Ability** section of your NOI application.

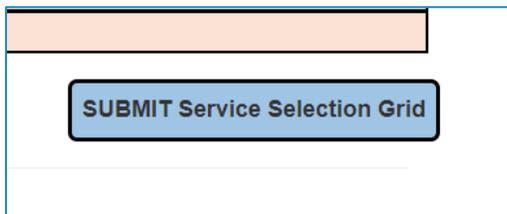
- We ask that providers refrain from contacting EOEA or the ASAPs regarding the status of their application

Step by Step: Submitting an NOI Application

1. To proceed as a prospective Homemaker, Personal Care, and/or Supportive Home Care Aide provider, check the box(es) next to the appropriate service(s) in the *HOMEMAKER SERVICE. EOEA APPROVAL REQUIRED* section.

| Service Categories | |
|--|---------------------------|
| HOMEMAKER SERVICE. EOEA APPROVAL REQUIRED | |
| <input checked="" type="checkbox"/> | Homemaker |
| <input checked="" type="checkbox"/> | Personal Care |
| <input type="checkbox"/> | Supportive Home Care Aide |
| NON-HOMEMAKER SERVICES | |

2. Then scroll to the bottom of the grid and click *SUBMIT Service Selection Grid*



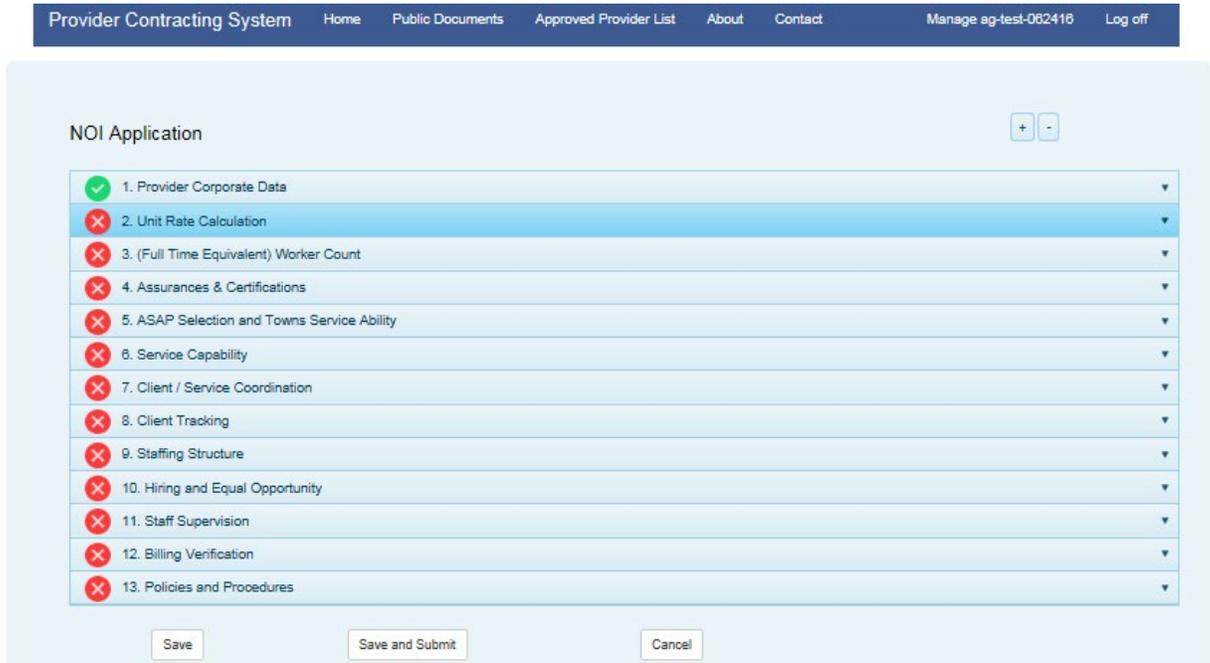
3. This will bring you to the Provider Home page, displaying buttons for the *Application for Homemaker* (NOI), and the *Provider Service Selection* grid. To proceed with completion of the NOI application, click the *Application for Homemaker* button

A screenshot of the Provider Home page. At the top, there is a navigation bar with links: Home, Public Documents, Approved Provider List, About, Contact, Manage AG77, and Log off. Below the navigation bar, the text reads "AG77 Application Status: user logged in after clicking on the link in the email used to acknowledge that the Provider Application was saved". There are two buttons: "Application for Homemaker" (highlighted in yellow) and "Provider Service Selection". Below the buttons is a table with columns: ASAP, Application Status, Contract Type, Contract Status, Contract PDF, Effective Date, Updated Date, Updated By, and Commands. The table is currently empty, showing "No items to display".

4. When you open the application, you will see 13 sections, each with a green check mark or a red 'X' next to it. A check mark indicates that you have completed the section, an 'X' displays next to a section that is incomplete. All sections need to be completed in order to successfully submit the application.

Notice that for first time users, the *Provider Corporate Data* section has been completed. This is the information that you entered when you registered your provider information initially. You can edit this information if necessary.

It is important that you save each section as you proceed through the application, as a safeguard against potential network or internet interruptions.



***Note on expanding/collapsing sections of the Application**

You can expand/collapse an individual section by clicking on the section itself or the arrow to the far right of each section. You can expand/collapse all sections at once by clicking the ‘+’ or ‘-’ button at the top right part of the screen:



To avoid screen clutter, it can be helpful to collapse the sections that you are not currently working on.

5. Open the **Unit Rate Calculation** section either by clicking on the section, or by clicking the arrow to the far right. Please read the Unit Rate Calculation instructions below.

Using existing payroll data, calculate your average hourly cost to provide each individual homemaker benefit. If you do not offer a given benefit such as “Annuity Pension” or “Day Care,” then enter zero (0.00) dollars. If you are a brand-new startup company and have no payroll data, base your calculations on your proposed homemaker compensation – base wages and non-statutory fringe (as defined by the items appearing on the top half of the page);

- a) A formula embedded in the online system will total your average hourly employee compensation. For Fiscal Year 2025 your “TOTAL Hourly Average” cannot be less than the amount indicated on the Unit Calculation page.
- b) A formula embedded in the online system will enter your “TOTAL Hourly Average” dollar amount in Box 13 on the line labeled “Total Hourly Average.”
- c) Using existing payroll data, calculate your *average hourly administrative overhead*. Factor in the cost of administrative salaries, utilities, rent, and statutory fringe benefits such as Workmen’s Comp/Unemployment Comp. etc. Enter this dollar amount in Box 15 labeled “Hourly Administrative Overhead.”
- d) A formula embedded in the system will tally lines 14 and 15 to enter the combined dollar figure on Line 16, entitled “Hourly Unit Rate.” This dollar amount will be your proposed starting point for any rate negotiations with the ASAPs.

| Unit Rate Calculation of Average (Hourly) Employee Compensation | |
|---|---------------------------|
| 1. Base Wages | 2. Health/Life Insurance |
| 3. Travel Stipend | 4. Training Wages |
| 5. Holiday Pay | 6. Transportation Expense |
| 7. Sick Pay | 8. Bereavement Pay |
| 9. Personal Days Pay | 10. Annuity Pension |
| 11. Vacation Pay | 12. Day Care |
| | 13. Total Hourly Average |

| Calculation of Hourly Unit Rate | |
|------------------------------------|--|
| 14. Average Hourly Compensation | Minimum of \$19.00 |
| 15. Hourly Administrative Overhead | (including all costs associated with statutory fringe) |
| 16. Hourly Unit Rate | |

Additional Rate Calculation Instructions:

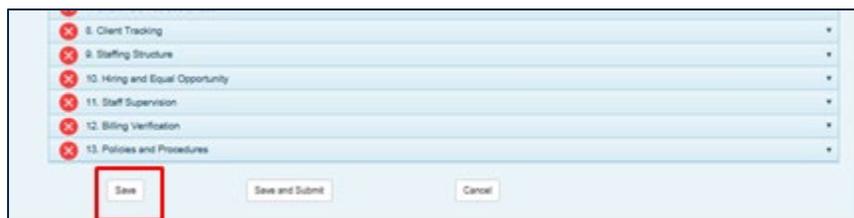
In order to contract with an ASAP for the provision of Homemaker/Personal Care services:

(1) New Providers must submit an hourly, unit-billing rate for services. Rate must be divisible by four (4) to afford billing by the quarter hour. This rate shall be the starting point for rate negotiations with each ASAP with whom you contract (*Provider Agreement*). **(2)** Unit rates, including each negotiation between a Provider and an ASAP, must be in writing using Page 2 of the **NOI Application**, with an original, signed copy on file at the applicable ASAP.

All unit rates must be built upon the following criteria:

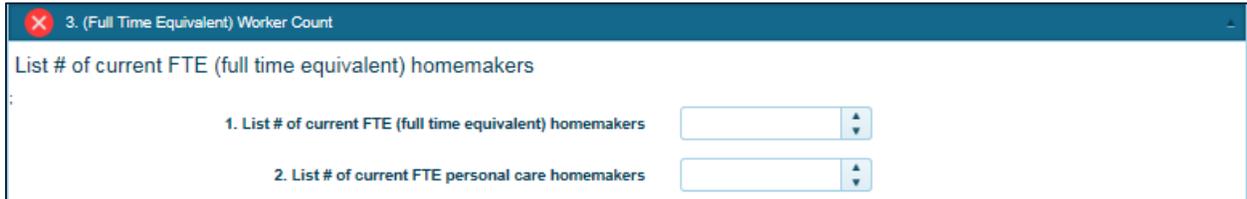
- A. Your Unit Rate calculation must include the *average employee compensation* mandated by the Executive Office of Elder Affairs for homemakers/personal care homemakers whose wages are reimbursed to your agency with public funds for homemaker and personal care services.

- B. For new Providers, your Unit Rate will be your hourly billing rate for homemaker/personal care Homemaker/Personal Care services in FY2025 unless you negotiate a different rate(s) with one or more ASAPS, or a consortium thereof. If you enter into said negotiations, the Unit Rate submitted as part of the ***NOI Application*** will become the starting point for all negotiations.
- C. For Providers currently holding contracts with one or more ASAPS, your current Unit Rate(s) will be your hourly billing rate(s) for homemaker/personal care Homemaker/Personal Care services unless you negotiate a different rate(s) with one or more ASAPS, or a consortium thereof. If you enter into said negotiations, your current Unit Rate(s) with a specific ASAP will serve as the starting point for all negotiations with that ASAP.
- D. Your Unit Rate does not apply to any certified services If applicable. **Exclude all costs associated with the provision of certified services, e.g. home health aide or skilled nursing, when calculating your Unit Rate.**
- E. Document your Unit Rate using Page Two of the ***NOI Application***. Be sure to include the ***average worker compensation*** mandate (base wage & non-statutory fringe), which **until further notice, must be at least \$19.00 per hour.**
- F. Do not combine the cost of any non-statutory fringe benefit (see Item H) within the Base Wages calculation.
- G. Base your computations on actual cost data whenever possible.
- H. Non-statutory fringe is defined as employee benefits, such as life/health/medical insurance, pension and annuity plans, day care, wages for training, transportation expenses, travel stipend, vacation, sick time, holidays, bereavement and personal leave. If you do not offer a given non-statutory benefit, enter zero (0) on that line.
- I. Exclude the cost of uniforms or identification badges, the cost of employment medical exams (in short, any expense that does not fit the above definition of ***non-statutory*** employee benefits) from the ***average employee compensation*** calculation. These costs are to be factored into the administrative overhead portion of the Unit Rate.
- J. Exclude from the ***average employee compensation*** calculation any costs directly attributable to “no-shows,” i.e. the non-delivery of authorized services for reasons beyond the Provider’s control. These costs are to be factored into the administrative overhead portion of the Unit Rate.
- 6. As you complete each section, save your changes. Do this by clicking *Save* at the bottom of the page.**



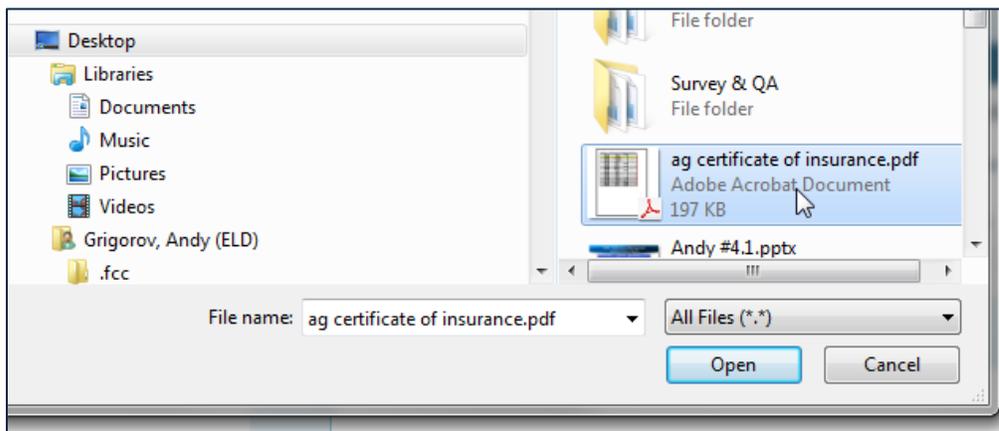
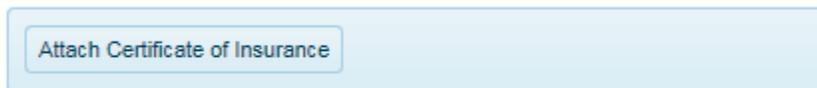
7. Complete the **(Full Time Equivalent) Worker Count** section.

In the first field enter current numbers of FTE homemakers employed, who perform **homemaker duties only**. In the second field enter the number of FTEs who are able to perform **both** homemaker and personal care duties.



8. Complete the **Assurances & Certifications** section. Read each item and check off all assurances.

To attach your Certificate of Insurance, click the box and locate the document in your system. Click on the document, and then *Open* to attach it to your application.



9. Complete the **ASAP Selection and Towns Service Ability** Section

Before completing, read *Attachment B: Massachusetts Guide to the ASAP*, found at the end of these instructions. (Also available by clicking on the Public Documents from your login page.) Determine which ASAP or ASAPs you hope to contract with for the provision of homemaker and/or personal care Homemaker/Personal Care services.

Check off the appropriate ASAPs on the list. As you do so, the corresponding towns for each ASAP will appear, checked by default. If there are any towns that you cannot service, uncheck them. If you have any limitations for a particular town, you may note that in the *limitations* field.

Check box next to ASAP; Uncheck town if not serviced; add limitations if needed

1. Springwell, Inc.

| Select | City / Town | Limitations |
|-------------------------------------|-------------|--------------------------------------|
| <input checked="" type="checkbox"/> | Ashland | |
| <input type="checkbox"/> | Dover | |
| <input checked="" type="checkbox"/> | Framingham | |
| <input checked="" type="checkbox"/> | Holliston | no Personal Care currently available |
| <input checked="" type="checkbox"/> | Hopkinton | |
| <input checked="" type="checkbox"/> | Hudson | |

10. Complete each remaining section of the application in its entirety, saving each section as you proceed.

When finished, click *Save and Submit*. If you still need to complete items and will come back to it later, click on *Save*. The system will tell you if any items are missing, or improperly entered. Once the correction(s) has been made, click *Save and Submit* again.

***Notes on completing application**

- Be sure to respond to every question with concise, specific answers. In some instances, the software will allow you to skip a non-applicable question by checking N/A.
- There are several instances where you have the opportunity to type in a policy or procedural statement, or attach an existing policy/procedure. It is important to type in the relevant page of the attachment for the reviewer's reference. You must do at least one of these options; otherwise the software will not allow you to complete and submit the application.
- Certain grids, which do not have an option for N/A, must be completed in their entirety. Below is an example: Question 6 in the **Service Capability** Section.

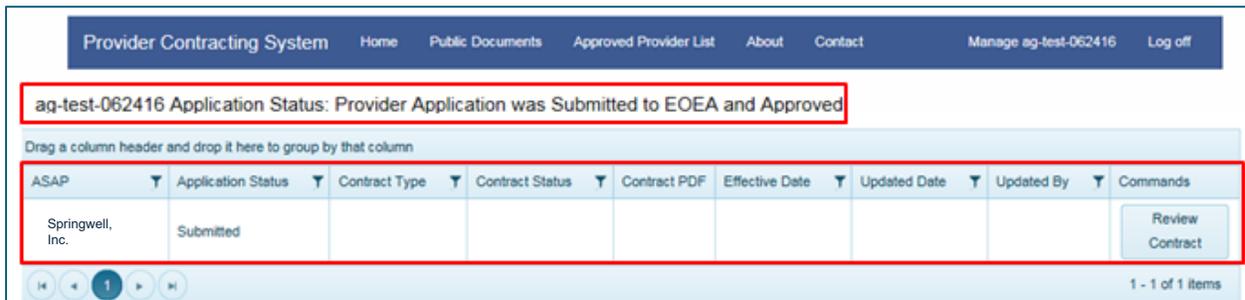
6. Indicate by address which office maintains the following records:

| | Street Address | City | State | Zip | Phone # |
|--------------|----------------------|------|-------|------|---------|
| a. Client | <input type="text"/> | null | null | null | null |
| b. Personnel | null | null | null | null | null |
| c. Fiscal | null | null | null | null | null |

Click on each field and enter text. For this question, all fields must be entered

Application Status and ASAP Contracting Opportunities

After the application has been reviewed and a determination made by EOEA (within a maximum of 45 days), it will reappear with the status noted at the top of the page. If your application was approved by EOEA, rows will appear below for each ASAP service area you stated that you could cover in your application. In the example below, the provider’s application has been approved by EOEA, and the provider indicated that they can cover the towns in Springwell’s service area. If additional ASAPs were checked off in the application, each would appear on an additional row.



*If your application was rejected by EOEA, this will be stated at the top of the page. You are allowed 90 days to edit and resubmit your rejected application.

ASAP Contracting Process

If an ASAP is interested in negotiating a contract with you, the ASAP can utilize this feature on your PCMS home page. The ASAP may select a Contract Status of Reviewable if the ASAP decides to enter into negotiations. If the ASAP has executed the contract feature on PCMS, the signed contract hard copy may be available by clicking on the link in the Contract PDF column.



If the ASAP has uploaded the contract, you may review by clicking on the Review Contract button on the far right. This will allow you to review certain details within the contract, including Performance of service dates, Cities and towns to be served under the contract, and contracted unit rates. (Note: Contracts uploaded to PCMS is an optional feature for the ASAP, and they are not required to utilize on this platform for contract execution with providers.)

Rate Negotiations, Contracting, and Additional Notes

- Rate negotiations may occur at any time between approved Providers, included on the **Approved Provider List** posted on www.800AgeInfo.com, and ASAPs.
- In order to best serve older adults residing in their planning and service areas, ASAPs may choose to negotiate evening and/or weekend differentials, and/or separate unit rates for geographically hard to serve areas, and/or separate unit rates for clustered/housing sites where client density minimizes worker travel, etc.

- If/when a Provider and ASAP choose to negotiate multiple rates there must be a rationale associated with each rate, i.e. a clustered housing site, a rural/hard to reach community, worker safety issues for a given neighborhood, etc. If/when multiple rates are negotiated, rates will be determined at contract time.
- Upon request of the Executive Office of Elder Affairs, the ASAP shall, within 30 days, submit copies of all current Fiscal Year *NOI Applications* and *Certificates of Insurance* pertaining to those Providers with whom it has signed a contract.
- ASAPS can only contract with Homemaker/Personal Care providers that have submitted a NOI Application acceptable to EOE. Each accepted NOI Application is posted on <https://noi.800ageinfo.com/>. ASAPs are advised not to contract with any Provider whose NOI Application is appraised it to be vague, inaccurate, incomplete or falling outside the directions and parameters prescribed herein by Elder Affairs.
- Of particular importance is the failure to compensate workers according to Elder Affairs' mandated **average employee compensation** of the amount indicated on the Unit Rate Calculation page. All negotiated rates must compensate workers at or above this mandated dollar figure.
- Contract and rate negotiations may be handled differently by each ASAP. Inquire as to their process and timeline. Each ASAP is governed by a Board of Directors. The level of each Board of Directors' involvement in contract decisions varies. You may need to meet with a Board committee. All contract decisions require a vote by the Board of Directors. Directors typically meet monthly, though each Board is autonomous and may be structured to function differently. Contracting may be a more formalized and involved process at some ASAPs.

To Negotiate a Rate in PCMS System

In order to negotiate a rate, the Contract must be in Reviewable status.

1. Click on *Review Contract*.

| ASAP | Application Status | Contract Type | Contract Status | Contract PDF | Effective Date | Updated Date | Updated By | Commands |
|------------------|--------------------|------------------|-----------------|-----------------------------------|----------------|----------------------|-------------------|---------------------------------|
| Springwell, Inc. | Accepted | ContractHardCopy | Reviewable | View Contract PDF | 8/1/2016 | 7/5/2016 11:34:35 AM | UMA55MED\Gregoria | Review Contract |

2. Scroll to the *Contracted Unit Rates* section, and find the rate(s) that you would like to negotiate.

Contracted Unit Rates

| Select | Service Description | Unit Rate (15 Min) | Hourly Rate (Calculated) |
|-------------------------------------|---------------------|--------------------|------------------------------------|
| <input checked="" type="checkbox"/> | Homemaker - 42+ | \$3.75 | \$19.00 Rate Sheet |

- Click the *Rate Sheet* button to the right of the calculated hourly rate, and complete the grid as you did in the original application. Be sure to **save** your changes at the bottom of the page.

| Calculation of Hourly Unit Rate | | |
|--|---------|--------------------|
| 14. Average Hourly Compensation | \$19.00 | Minimum of \$19.00 |
| 15. Hourly Administrative Overhead | \$2.22 | * |
| (including all costs associated with statutory fringe) | | |
| 16. Hourly Unit Rate | \$21.22 | |

- Returning to the Contract Details page, click Save Contract. The ASAP will now be able to view your suggested change, and continue negotiations if desired.

Executing/Finalizing the Contract

If the negotiated rate is accepted, the next step will be for the ASAP to *execute* the contract. By clicking the *Signed Contract Hard Copy* link, you can print out the contract, and have it signed by an authorized representative. The signed paper contract should then be sent by standard post to the ASAP to maintain in their files.

Upload the signed contract using the locate/upload feature on the provider's contract page.

Keep Your Corporate Information Updated!

You are now able to access the NOI Provider Management System at virtually any time during the year if you need to edit your provider record.

Visit [EOEA's NOI website regularly](#) for announcements, general information, and important documents.

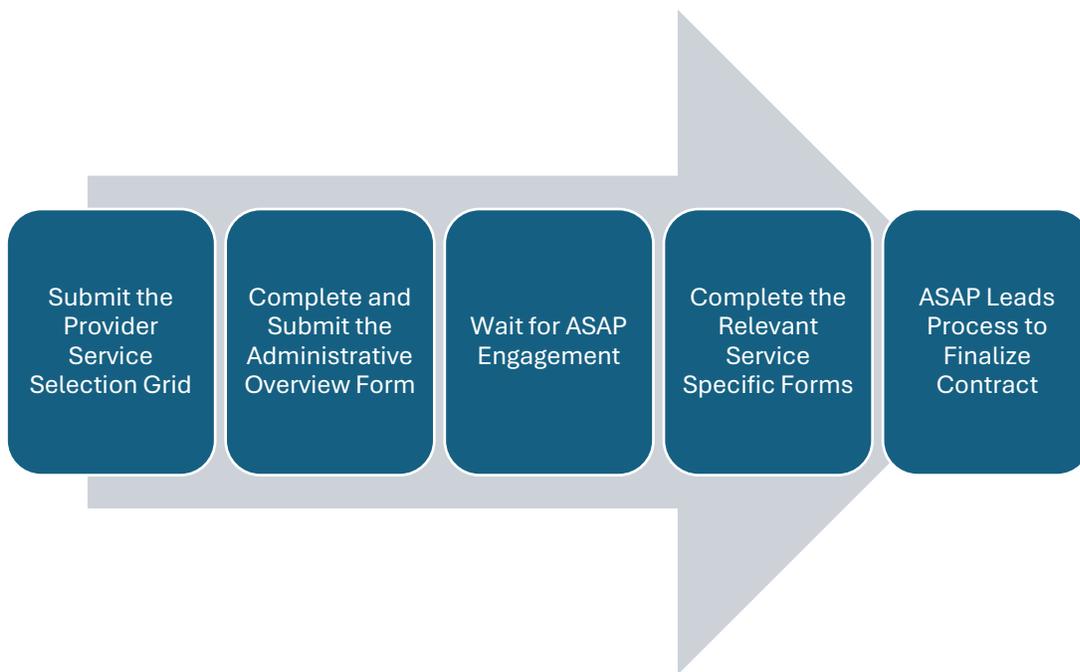
Section 3: Non-Homemaker/Personal Care providers

Introduction

This section is intended for Non-Homemaker/Personal Care providers seeking to contract with Massachusetts ASAPs. The workflow is similar to the NOI process, with some important differences. The main difference: NOI applications must first be approved by EOE, while Non-Homemaker/Personal Care services do not have this requirement.

Also, Non-Homemaker/Personal Care providers have different forms to complete. Completion of the *Administrative Overview* form and any relevant *Service Specific Addendums* is required for Non-Homemaker/Personal Care providers.

Below is a flow chart of the steps involved in becoming a Non-Homemaker/Personal Care service provider in the ASAP network. A detailed step-by-step walk through the process follows.



Step by Step: Submitting an Administrative Overview & Related Forms

1. Review the Provider Service Selection Page

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 ECEA 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 ECEA. 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

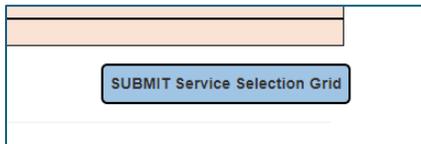
| HOMEMAKER/PERSONAL CARE SERVICE. ECEA APPROVAL REQUIRED |
|--|
| <input type="checkbox"/> Homemaker |
| <input type="checkbox"/> Personal Care |
| <input type="checkbox"/> Supportive Home Care Aide |
| NON-HOMEMAKER/PERSONAL CARE SERVICES |
| <input type="checkbox"/> Adult Day Health |
| <input type="checkbox"/> 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"/> Evidence Based Education Programs (EBPs) |
| <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) |
| <input type="checkbox"/> Laundry Services |
| <input type="checkbox"/> Medication Dispensing System |
| <input type="checkbox"/> Peer Specialist (COAP) / SOAR) |
| <input type="checkbox"/> Personal Emergency Response System |
| <input type="checkbox"/> Respite (Short Term Care) |
| <input type="checkbox"/> Supportive Day Care |
| <input type="checkbox"/> Translation/Interpreting |
| <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Virtual Communication and Monitoring (VCAM) |

SUBMIT Service Selection Grid

2. Click the box next to the service(s) you wish to provide to the ASAP network. In this example, *Chore* and *Companion* are selected.

| | |
|---|---|
| <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 checked="" type="checkbox"/> | Chore |
| <input checked="" type="checkbox"/> | Companion |
| <input type="checkbox"/> | Electronic Comfort Pets |
| <input type="checkbox"/> | Environmental Accessibility Adaptations (EAA) |

3. Click *SUBMIT Service Selection Grid* at the bottom of the screen.



4. This brings you to the provider Home Page.



**Executive Office
Of Elder Affairs**

Search for Services Get Help

**Provider Contract
Management System (PCMS)**

Home
Public Documents
Approved HM/PC Providers
About
Contact
Manage AG070824
Log 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? |
|------------------------|----------------|---------------|---------------------------|---------------------|----------|---------------------|
| | | | | | | |

From the Home Page you can complete and submit the *Administrative Overview for Non-Homemaker/Personal Care services*, view the *Service Specific Forms* for the specific services you offer, and return to the *Provider Service Selection* page. (More on *Service Specific Forms* in a later step.)

5. Click the *Administrative Overview for Non-Homemaker/Personal Care* button to open the form.



When you open the application, you will see 11 sections, each with a green check mark or a red 'X' next to it. A check mark indicates that you have completed the section, an 'X' displays next to a section that is incomplete.

Notice that the *Corporate Information* section has been mostly completed. This is the information that you entered when you registered your provider information initially. You can edit this information if necessary.

It is important that you save each section as you proceed through the application, as a safeguard against potential network or internet interruptions.

***Note on expanding/collapsing sections of the Application**

You can expand/collapse an individual section by clicking on the section itself or the arrow to the far right of each section. You can expand/collapse all sections at once by clicking the '+' or '-' button at the top right part of the screen:

To avoid screen clutter, it can be helpful to collapse the sections that you are not currently working on.

- Section by Section, complete the form. Required questions are identified with a red asterisk. Best practice: save the form after completing each section.

***Notes on completing application**

- Be sure to respond to every question with concise, specific answers. In some instances, the software will allow you to skip a non-applicable question by checking N/A.
- There are several instances where you have the opportunity to type in a policy or procedural statement, or attach an existing policy/procedure. You must choose at least one of these options; otherwise the software will not allow you to complete and submit the application.
- Certain questions, such as number 5. in section 4, allow you to add as many rows of information as you wish. In this example, you can define your language capabilities for multiple ASAPs.

5. Indicate your agency's in-house capacity to communicate with consumers in languages other than English when needed, for each ASAP that you wish to provide services for:

| + Add a new ASAP | | | | | | |
|-----------------------------------|-----------|------------------|------------------------|------------------|--------------------------|--|
| ASAP | Language | # of Admin Staff | # of Direct Care Staff | # of Other Staff | DELETE | |
| Old Colony Elder Services, Inc. ▼ | Spanis ▼ | 2 | 3 | 1 | <input type="checkbox"/> | |
| AgeSpan ▼ | Russiar ▼ | 1 | 1 | 1 | <input type="checkbox"/> | |

7. When you have completed the form, you should have no red 'x's and all green checkmarks on the left side. Click *Save and Submit*.

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 and Submit
Cancel

8. After submitting the Administrative Overview, you are returned to your Home Page. You should see a record of your submitted form in the grid below, with a status of *Submitted*.

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? |
|---------------------------------|----------------|---------------|---------------------------|---------------------|----------|---------------------|
| Old Colony Elder Services, Inc. | Submitted | 7/4/2024 | | | | N |

Administrative Overview Submission Status and Contracting Opportunities

IMPORTANT:

At this point, the ASAP(s) that you are seeking to provide service to must take the initiative to pursue a contract with you. The waiting period depends on, among other factors, the current need for the service you offer and the ASAP contracting cycle (which varies between agencies.)

It is important to login regularly to view the ASAP response to your submission, which is communicated through the Administrative Overview *Status of Provider Response Requested*. An ASAP may also contact you by phone or email to move the process along.

You can sort or filter the “AD-OV Status” column to always have submissions with the status of *Provider Response Requested* at the top of the grid.

| ASAP Service Area(s) ↓ | AD-OV Status ↓ | Last Update ↓ | Contract Effective Date ↓ | Contract End Date ↓ | Commands | Active HM Contract? |
|---------------------------------|-----------------------------|---------------|---------------------------|---------------------|----------|---------------------|
| Old Colony Elder Services, Inc. | Provider Response Requested | 7/4/2024 | | | | N |

9. When an ASAP changes the status of the Administrative Overview to *Provider Response Requested*, the provider should view the *Notes* section in that form. To view the Notes, from the home page, click on the *Administrative Overview...* button at the top of the screen.

Administrative Overview for Non-Homemaker
Service Specific Forms
Provider Service Selection

Administrative Overview

10. Expand *Section 11. Notes* by clicking the arrow on the far right.

✔ 10. Contact Information
 ▼

11. Notes ▲

+ Add a new Note

Notes

7/5/2024 11:02:43 AM - ASAP: Please complete the Service Specific Forms for Chore and Companion. Joe Jones, Old Colony Elder Services

+ Back To Top

Save and Submit
Cancel

11. Return to the Home Page, and click the *Service Specific Forms* box at the top of the screen.

Executive Office
Of Elder Affairs

Search for Services Get Help

Provider Contract Management System (PCMS)

Home Public Documents Approved HM/PC Providers About Contact Manage AG070824 Log off

Administrative Overview for
Non-Homemaker/Personal Care

Service Specific
Forms

Provider Service
Selection

The page below appears. Note that under *View and Complete Service Specific Forms*, you can click on forms for the services you indicated that you can provide to the ASAP.

Service Specific Forms

- The relevant **service specific forms** below should be completed *after* you have been contacted by an ASAP with instruction to do so.
- To submit a form you will need to save it to your PC, then upload it to this page.
- If you attach documentation in response to a question, please include the question number in the attachment file name.
- After uploading a Service Specific Form to this page, please return to the Administrative Overview and resubmit.

View and Complete Service Specific Forms

• [Chore \(& Minor Home Repairs\)](#)
• [Companion](#)

Upload Documents

Choose any number of completed documents and click Upload:

No file chosen

Your Uploaded Documents

No files uploaded.

12. Some basic instructions are shown at the top of the screen. Click on a form to view and complete it. Example image below.

Chore (& Minor Home Repairs)
* = required field

I. Service Capacity

1. **Check off** which service(s) and components you can perform*:

| | |
|--|--|
| <input type="checkbox"/> Heavy vacuuming | <input type="checkbox"/> Wood cutting |
| <input type="checkbox"/> Heavy dusting | <input type="checkbox"/> Changing of storm doors and windows |
| <input type="checkbox"/> Washing floors and walls | <input type="checkbox"/> Yard work |
| <input type="checkbox"/> Dry mopping | <input type="checkbox"/> Snow removal (shoveling or plowing) |
| <input type="checkbox"/> Heavy cleaning bathrooms and kitchens | <input type="checkbox"/> Cleaning attics and basements |
| <input type="checkbox"/> Moving furniture to vacuum | <input type="checkbox"/> Hoarding cleanout |
| <input type="checkbox"/> Defrosting freezers | <input type="checkbox"/> Bedbug Preparation |
| <input type="checkbox"/> Cleaning ovens | <input type="checkbox"/> Air Conditioner installation and removal |
| <input type="checkbox"/> Shampooing carpets/rugs | <input type="checkbox"/> Other: <input style="width: 100px;" type="text"/> |

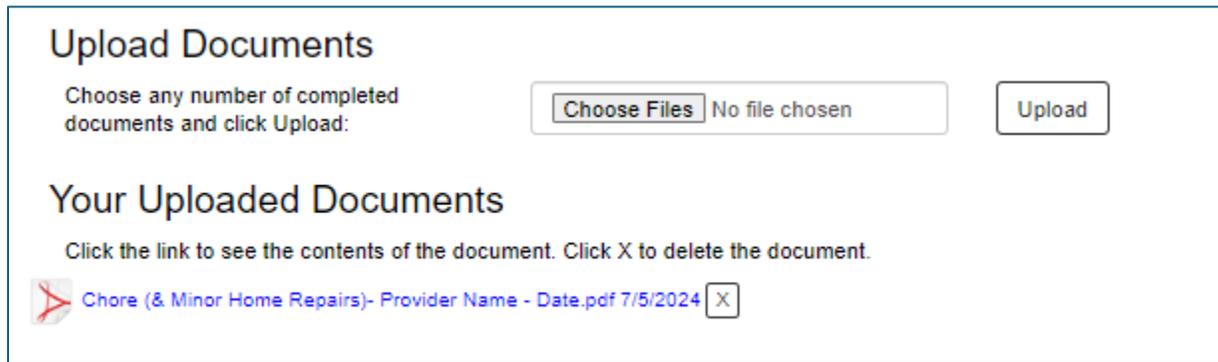
2. **What is your proposed rate for Chore Services?***

3. **Describe any additional charges***

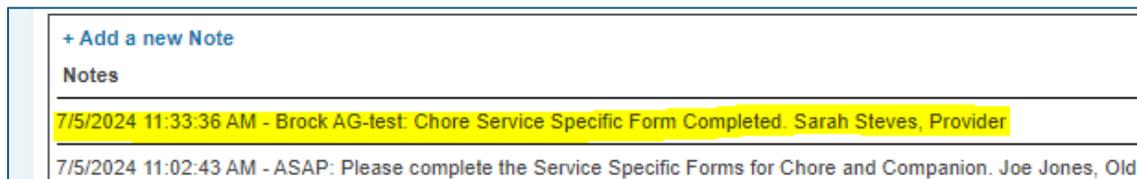
13. To submit a form you will need to save it to your PC, and then upload to this page.

To upload the saved completed form, use the *Choose Files* tool to locate the document on your PC, and then click *Upload*. After uploading, you should see your document below the *Your Uploaded Documents* heading.

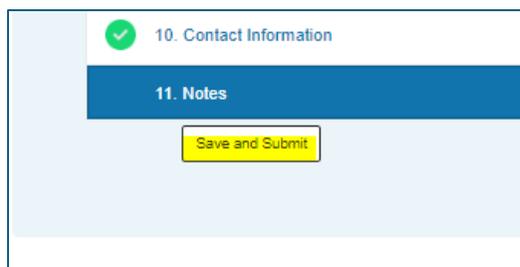
*Please include your provider agency name, and the date of upload in the name of the form.



14. After uploading the form(s), return to the Home Page, and click on Administrative Overview button to access the Notes section. Add a Note with an update, such as this example:



15. **IMPORTANT:** *Save and Submit* the Administrative Overview. The ASAP will not know to view your form(s) until you complete this step.



16. When the ASAP is ready to proceed, you will see a change in status of the *Administrative Overview* on your Home Page, and a new option to *Review Contract*.

| Administrative Overview | | | | | | |
|---|-----------------|---------------|---------------------------|---------------------|-----------------|---------------------|
| <ul style="list-style-type: none"> 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? |
| Old Colony Elder Services, Inc. | Contract Active | 7/5/2024 | 1/1/2024 | 12/31/2025 | Review Contract | Y |

17. Click *Review Contract* to see the terms entered by the ASAP. This page shows the contract duration, agreed upon Towns to be serviced, and the service rate.

*It is likely that there is discussion related to your contract also happening outside of the PCMS. The ASAP may have contacted you by email or phone to negotiate and confirm the rate, or regarding some other detail of the application process.

Executing/Finalizing the Contract

If the negotiated rate is accepted, the next step will be for the ASAP to *execute* the contract. By clicking the *Signed Contract Hard Copy* link, you can print out the contract, and have it signed by an authorized representative. The signed paper contract should then be sent by standard post to the ASAP to maintain in their files.

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).”



MAURA T. HEALEY
Governor

KIMBERLEY DRISCOLL
Lieutenant Governor

KIAME MAHANIAH, MD, MBA
Secretary, Executive Office of Health & Human Services

ROBIN LIPSON
Secretary, Executive Office of Aging & Independence

The Provider Agency designee's signature on page 10 of the Provider Agreement confirms understanding and adherence to the applicable service description(s) - the "Attachment A's" - publicly available through the Executive Office of Aging & Independence via this link:

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

Keep Your Corporate Information Updated!

You are now able to access the Provider Contract Management System at virtually any time during the year if you need to edit your provider record.

If you desire to make changes to the areas you service, the services you offer, or staffing levels, you can make them yourself – and that information will be available to applicable ASAPs in real time Remember – after you make a change, be sure to re-SUBMIT the Administrative Overview

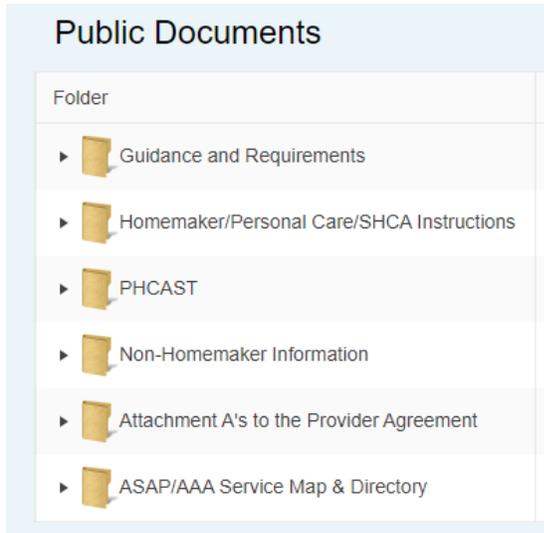
Support and Provider Resources

The first line of support for providers is the ASAP you are seeking to contract with. The ASAP can answer questions relating to service need, procurement cycles, and contract planning.

Technical issues with the PCMS application can be sent via the Contact link from the login page, or by emailing Homemaker.noi@MassMail.State.MA.US. Please include a full detailed description of the issue you are encountering, and screenshots if possible.

Online Resources

The **Public Documents folder**, accessible from the PCMS Home Page (<https://noi.800ageinfo.com/Home/PublicDocuments>), contains documents falling into these categories:



Additional Provider Resource Materials, including Program Instructions from EOE, Regulations, Applications and Forms, and Quality Assurance information, can be found here: <https://documentlibrary.800ageinfo.com/2014/02/home-care-.html#more>

How to Reset Your Password (Self-service)

1. On the PCMS login page, click the **Forgot your password?** link.

The screenshot shows the "PCMS - Log in." page. It includes the following elements:

- Title: **PCMS - Log in.**
- Instruction: Use your PCMS Provider account to log in.
- Form fields:
 - User name**: A text input field.
 - Password**: A text input field.
- Buttons:
 - Log in**: A button located below the password field.
 - Register as a Provider**: A blue link below the "Log in" button.
 - Forgot your password?**: A yellow link below the "Register as a Provider" link.

2. Enter your username. This is the name you used for registering the account.

Forgot your password?.

Enter your User Name.

User name

3. This message will appear:

Forgot Password Confirmation.

Please check your email to reset your password.

Hotmail Users:

If you do not receive the confirmation message within a few minutes of signing up, please check your Junk E-mail folder just in case the confirmation email got delivered there instead of your inbox. If so, select the confirmation message and click Not Junk, which will allow future messages to get through.

We strongly recommend that you do the following to avoid accidentally filtering our future messages:

1. Click Mail, then Options (next to the Help link)
2. Click Junk E-Mail Protection
3. Click Safe List
4. Enter this domain: massmail.state.ma.us
5. Click Add

Yahoo Users:

If you do not receive the confirmation message within a few minutes of signing up, please check your Bulk Mail folder just in case the confirmation email got delivered there instead of your inbox. If so, select the confirmation message and click Not Spam, which will allow future messages to get through.

Gmail Users:

If you do not receive the confirmation message within a few minutes of signing up, please check your Spam folder just in case the confirmation email got delivered there instead of your inbox. If so, select the confirmation message and click Not Spam, which will allow future messages to get through.

4. An email will come to the account email address with a link to complete the reset. Please check your spam/junk email folder if you do not see the reset confirmation in your primary inbox.