AGD: Streamlined Process for AFC/GAFC Referrals

Guidance for New Providers

Welcome to the AFC/GAFC Provider Community!

AGD (AFC & GAFC Determinations) is an internet-based process that requires provider users to access the ***SIMS database.*** In SIMS, AFC/GAFC provider staff will complete an assessment, attach electronic documents, and complete the remaining submission steps. AGD was created to streamline the former, and very time consuming, paper process.

In order to begin submitting AFC and/or GAFC screenings for approval, a number of preliminary tasks must first be completed. These tasks are reviewed below.

Frequently you will be directed to supporting documentation located on the AGD Support Blog, http://agd-support.800ageinfo.com/. The AGD Support Blog hosts a large number of essential documents for AFC/GAFC providers, including an up to date User Guide.

New Provider Preliminary Task List

1. **First, we need to know who your Point Person (lead contact) will be.**

   Your Point Person will be the primary contact for all issues involving AGD. It is acceptable to select more than one within your organization. That person should be familiar with this article from the blog defining Point Person responsibilities: http://agd-support.800ageinfo.com/2015/03/role-of-agd-point-person.html.

2. **The Point Person(s) must register for a secure email account, which must be used for all communications with AGD Support.**

   To ensure the confidentiality and security of consumer information, all emails from AFC/GAFC providers must be sent securely. Note that AGD Support does not take phone calls! The Point Person should make a request directly to agd.support@massmail.state.ma.us to initiate this process.

   Information on establishing and using secure email is available on the support blog: http://agd-support.800ageinfo.com/secure-email/

3. **Download and print the AGD Provider User Guide**.

   The User Guide is the key to your success as a Point-person and swift determination processing for your organization. It is intended as a comprehensive manual containing everything a provider needs to successfully submit AFC/GAFC screenings. Please let us know if we can improve it!

The latest version is always available on the AGD Support blog http://agd-support.800ageinfo.com/, on the left side navigation menu under *AGD Support Resources*:

4. **Decide who will be a SAMS user.**

   All users who will access the system must have a separate User Account and a unique email address. However, you may design your process so that all data entry is performed by a small team.

5. **Confirm that your users have computers that meet the requirements to use the AGD system.**

   Most computers will be able to access the SIMS database without any adjustments.

   This document, http://agd-support.800ageinfo.com/2014/12/supported-operating-system-browser-matrix-.html, will assist you or your IT staff in determining the compatibility of your systems.

6. **Send a list of your users** to agd.support@massmail.state.ma.us.

   Include the specific information for each person as shown in the example below:

Organization	Full Name	Point Person?	Title	Email Address
Mass AFC	Jennifer Stow	Yes	RN Manager	jstow@massafc.com
Mass AFC	Jim Stansoff	No	RN Admin	jstansoff@massafc.com

   Note that with this step, you are implementing Administrative Security in terms of HIPAA, and it is your continuing responsibility as Point-person to ensure that only appropriate employees or contractors gain access to the Protected Information stored within SAMS.

As point-person, you are expected to notify AGD Support to terminate user accounts should any AGD Users leave your employment.

7. **Become familiar with the support materials available to you on the AGD Support Blog, and know how to contact support if you need to.**

You will find a great amount of information about AGD on the support blog (in addition to the User Guide), including a recording of a previous training webinar, technical specifications, troubleshooting information, and much more. http://agd-support.800ageinfo.com/

If you cannot find the answers you are looking for, AGD Support is here to assist you. Point Persons are the only staff at your organization who should be contacting AGD Support, and they should do so only with secure email (see item #2.) Please consult this article describing how to submit your issue or question to AGD Support: http://agd-support.800ageinfo.com/2015/03/writing-a-clear-issue-report.html

The AGD Support email address is: agd.support@massmail.state.ma.us

8. **Train your users.**
Distribute the User Guide to everyone and make sure they know how to use the system correctly. Make sure they know what to do when they receive their User Account information, how to set up their account, and know the key details of the determinations process so that they can create SAMS data without errors.