

Welcome to the AGD Group 2 Training Webinar

Thursday, July 16 10:30 AM

We will be starting soon...

Web Link:
<https://join.me/andy.grigorov>

Conference number:
1.408.418.5040

Conference ID:
447-802-991#



Please click the chat
symbol and sign in with
your name and
organization

Please

- Mute your phones
- Don't put us on hold
- Use chat for questions

Today's Agenda

- ✓ Meeting Notes & Introductions
- ✓ About AGD & SIMS - overview
- ✓ What's better about new process?
- ✓ Getting Access to SIMS
- ✓ Harmony Portal Page & SIMS Basics
- ✓ **Step by Step AGD Process Demonstrations**
- ✓ Training & Support
- ✓ Group 2 Timeline & Next Steps

AGD Group 2 –Training Webinar

- Reminder, please:
 - Mute your phones
 - Don't put us on hold
 - Use chat for questions
- Weekly training webinars
 - Tuesdays at 10 AM, starting 7/21
 - same conference link & numbers
 - Come with questions, or email them in advance
 - Recordings and chat transcripts will be posted to <http://AGD-support.800ageinfo.com>



Please click the chat symbol and sign in with your name and organization

Introductions

- Please sign in using the chat window to let us know you're here.

AGD Project Team: EOEA , OLTSS, Harmony	
Jim Ospenson & Andy Grigorov	SIMS Business Analysts
Pam Gardner	GAFC Program Manager
Allison Ananis	AFC Program Manager
Danielle McKnight	Adult Day Health & Day Habilitation Program Manager
Mary Ellen Coyne	Assistant Clinical Manager - MassHealth
Max Wilcox	Harmony Project Manager

***All project communication should be sent securely from provider point person to agd.support@massmail.state.ma.us**

What is AGD?

- AGD stands for AFC & GAFC Determinations
- The goal is to reduce the determination time for AFC and GAFC submissions by replacing the current paper process with a computer program-based system
- 100+ AFC and/or GAFC providers are currently using the new AGD process for all submissions
- Providers use a shared consumer database, SIMS*, to submit materials, communicate with Coastline Elder Services, and view determination results.

*What is SIMS?

- Stands for **Senior Information Management System (SIMS & SAMS** often used interchangeably)
- Statewide consumer database, operated by Harmony Information Systems, used by ASAPs across Massachusetts
- SIMS: 27 ASAPs, 600,000 consumer records, 350 service providers, thousands of users

What's New & Better About AGD?

No more snail mail!*
Paper docs scanned and submitted electronically in SIMS
Assessment entered directly into SIMS
All communication happens in SIMS ("Activities")
Find out determination result in SIMS same day it is completed

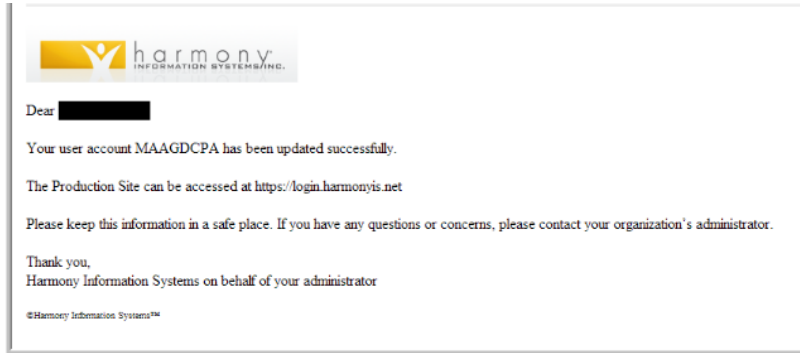
*except for consumer eligibility notification



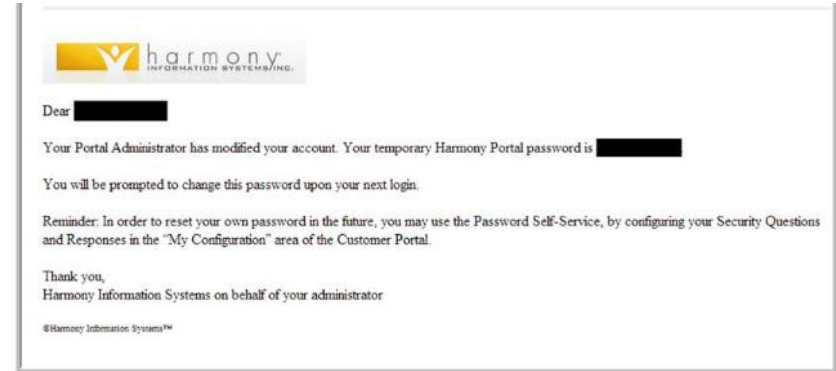
Getting Your SIMS Credentials

- You will first receive access to the ***SIMS Field Test database*** for practicing the new process
- Look for **2** emails from Harmony Systems today/tomorrow

1 – Your user account information and link to the Harmony Portal



2 – Your temporary password



Once you receive your username and temporary password in email, very important that you **answer 3 security questions** (in case you forget password)

AGD Demonstration

User Account

First login and important settings

Remember those security questions!

Training materials



SIMS Basics

Navigation

Dashboard / “Widgets”

Important parts of a consumer record

AGD Process

End to end overview

What if there’s a problem with the submission?

Set Your Security Information

Security Question 1: ▼

Security Answer 1:

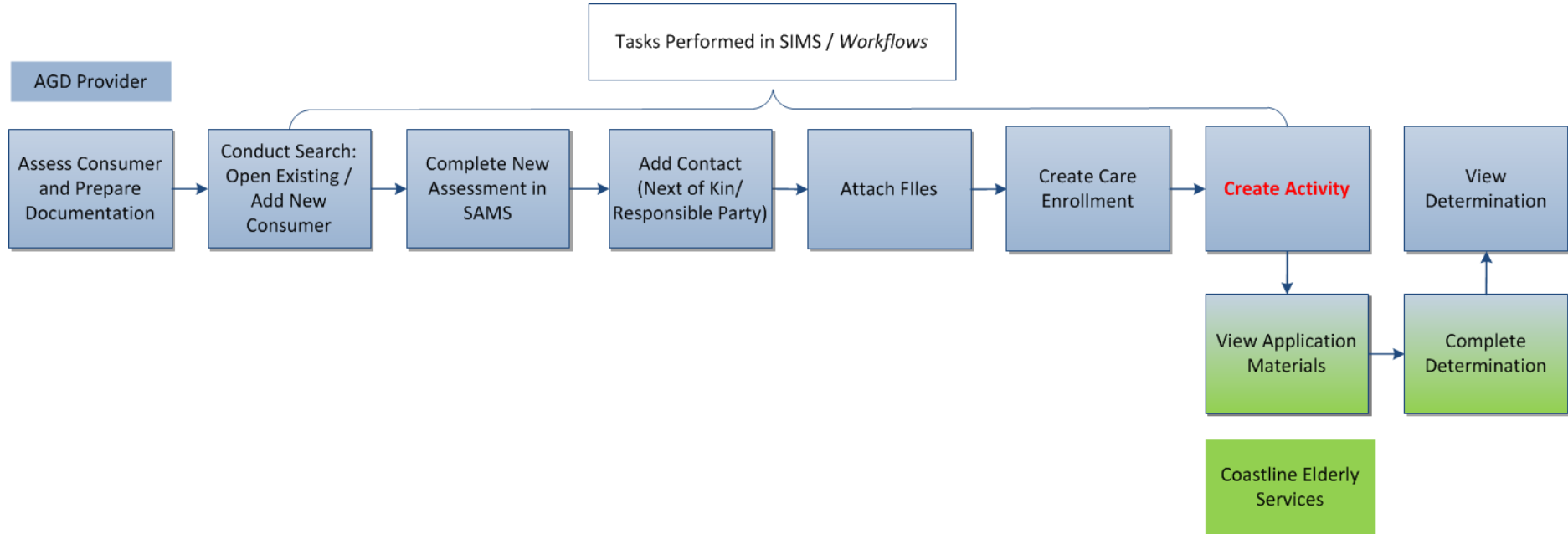
Security Question 2: ▼

Security Answer 2:

Security Question 3: ▼

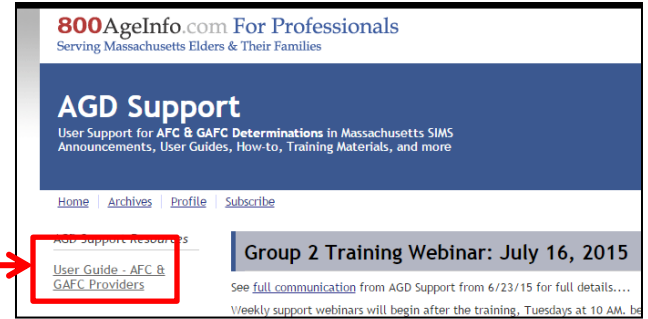
Security Answer 3:

AGD Process Overview



The AGD User Guide is Your Friend

Latest version always available on the AGD Support blog
<http://agd-support.800ageinfo.com/>



SIMS/SAMS Basics

SAMS "101"

Screen Layout

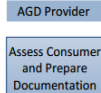
The Main Screen in SAMS has three distinct sections:

- ❖ The *Main Tool Bar* contains buttons that will open the various sections of t

AGD Process – step by step, “what to do if...” scenarios

The ADG Direct Process – Step by Step

This summary workflow diagram shows the AGD Direct process. Each step is a distinct section.



Support/Technical

Support

Support Overview

Each AGD Provider must have an assigned *AGD Point Person*, who is the primary process and responsible for interaction with support resources. The system is "free": all communications should occur either through email to agd.support@800ageinfo.com or by using the status and/or comments field of the Activity in SAMS.

Much more....

AGD Process Demos

- Practice Submission 1: Happy path
- Practice Submission 2: Incomplete/ issue

Training & Support

AGD Point-person: first line of user support

- Coordinates their organization's users, setup, training & practice before go-live
- **Secure email required! If you are not registered by 7/31 your submissions will not be accepted**

Training materials

- Harmony Portal documents & modules
- User Guide, announcements, how-to's:
 - <http://agd-support.800ageinfo.com>

800AgeInfo.com For Professionals
Serving Massachusetts Elders & Their Families

AGD Support

User Support for AFC & GAFC Determinations in Massachusetts SIMS
Announcements, User Guides, How-to, and more

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User Guide - AFC & GAFC Providers

User Guide: AFC/GAFC Providers

This User Guide is the key reference for AGD Providers using SAMS to submit consumers' assessment data & documents for Coastline's review & eligibility determination.

The most recent version of the Provider User Guide will be always be available at this URL, so bookmark this page.

[Download User Guide for AGD Providers - v1.0 \(pdf\)](#)

Purpose of User Guide

This User Guide is intended for providers of Adult Foster services who will utilize **AGD Direct**: the new streamlin through a secure web-based system. The guide is for us

Group 2 Timeline

	Date	Item	Note
<input checked="" type="checkbox"/>	Thu Jul-16	Training Webinar 10:30 AM	<ul style="list-style-type: none"> • Intro to User Guide. • How-to: 1st login, User Account setup, security questions. • AGD Process: Complete new process run-through, from locate/create consumer, to notification of determination decision. • Webinar will be available as a recording. • Use checklist!
<input type="checkbox"/>	Thu Jul-16 – Fri Jul-17	User Accounts Activated	<p>User Account information is emailed to each user; Field Test database</p> <p>*Point People confirm that all users get credentials</p>
<input type="checkbox"/>	Thu Jul-16 – Fri Jul-17	Practice Period Begins	<p>All end-users follow AGD Process Checklist</p> <ul style="list-style-type: none"> <input type="checkbox"/> Practice forgot/reset password <input type="checkbox"/> practice workflow processing in SIMS Field Test
<input type="checkbox"/>	Tue Jul-21	Weekly Webinar (first)	<p>Ongoing Support webinar for any & all users. AGD Point-people (or an alternate) are expected to attend. Project Team will continue weekly webinars as needed.</p>
<input type="checkbox"/>	Thu Jul-30 – Fri Jul-31	Go-Live	<p>End Practice Period. All User Accounts set to “live” SIMS. All determinations via SIMS.</p>

Next Steps

- Receive your email credentials
 - perform 1st-time User Account setup; one-time workstation setup
 - Use first timer checklist to help familiarize yourself with SIMS and the AGD process
- Plan to attend webinar Tuesday 7/21 10 AM
 - Review, questions & feedback
 - Same connection information



Web link:

<https://join.me/andy.grigorov>

Dial in:

1-860-970-0010

Conference ID: 447-802-991

Next Steps (continued)

- Practice workflow processing in SIMS (field test environment)
 - Gather sample clinical materials, but make sure to de-identify personal info
 - Practice MDS-HC data entry, & review for accuracy – use the *AGD Practice Checklist >*

SAMS	My Settings	<input checked="" type="checkbox"/>	sets User Defaults	(p. 5)
	My Dashboard	<input checked="" type="checkbox"/>	sets Saved Search Widgets on Dashboard	(pp. 6-10)
SAMS	your practice consumer(s)	<input type="checkbox"/>	search for consumer	
		<input type="checkbox"/>	add assessment to existing consumer	(pp. 15-22)
		<input type="checkbox"/>	create new consumer, add assessment	(pp. 15-22)
		<input type="checkbox"/>	save assessment with workflow triggers	(pp. 23-25)
		<input type="checkbox"/>	enter MDS-HC data & narrative	

Available on the AGD Support Blog:

<http://agd-support.800ageinfo.com/2015/07/new-user-checklist-account-set-up-practice.html>

Thank You!

User Guide available now on <http://agd-support.800ageinfo.com>



Recording of this webinar available soon on blog