

NOI Provider Management System  
2016 Upgrade  
Provider Training

July 26, 2016

# Agenda

- I. Introduction
- II. Meeting Notes
- III. Why Upgrade?
- IV. Key Points
- V. New NOI Workflow Overview
- VI. Step by Step Demo
- VII. Preparing for “Go Live” 8/1
- VIII. Go Live – Notes
- IX. Questions

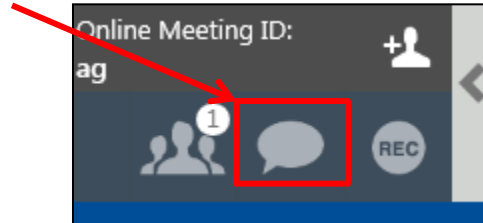


# Introduction

- Project Team: Brenda Correia, Desiree Kelley, Mary DeRoo, Andy Grigorov
- Thanks to ASAP NOI Workgroup, and volunteer provider testers: Associated Home Care and Anodyne

# Meeting Notes

- Use the “chat” feature to record your attendance, i.e. “Joe Smith, Family Homemakers, Inc.”



- Type your questions in the chat window. After the presentation, we will respond to them after a brief intermission.

# Why Upgrade?

## “Phase 1” Goals:

- Make the system more user friendly for all
- Correct minor functionality problems
  - time consuming navigation and simple search issues.
- Allowing the “open” NOI period to be extended year round
- Giving providers more freedom to edit their information in the system.

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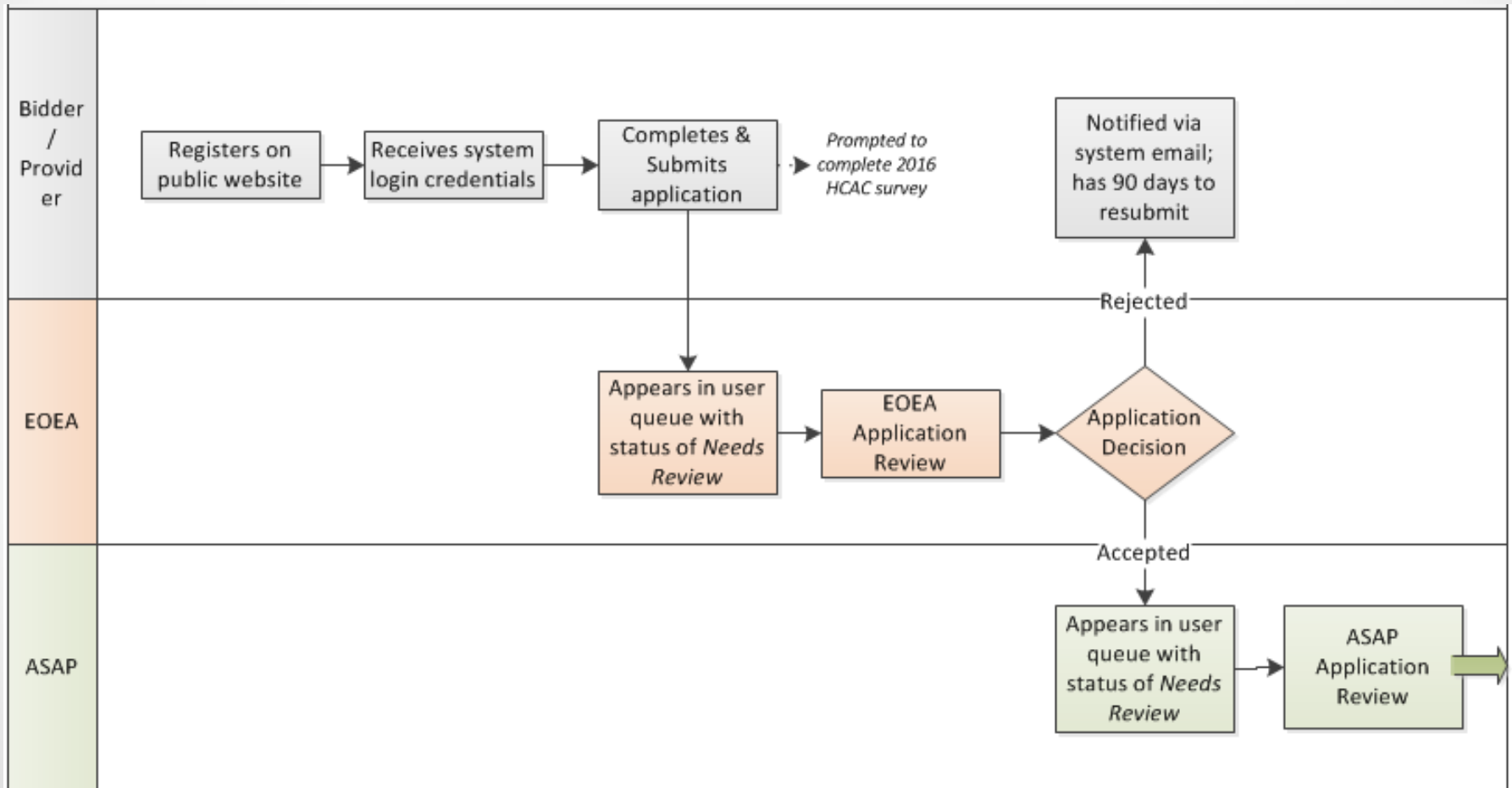
## “Phase 2” TBD: Non-HM services



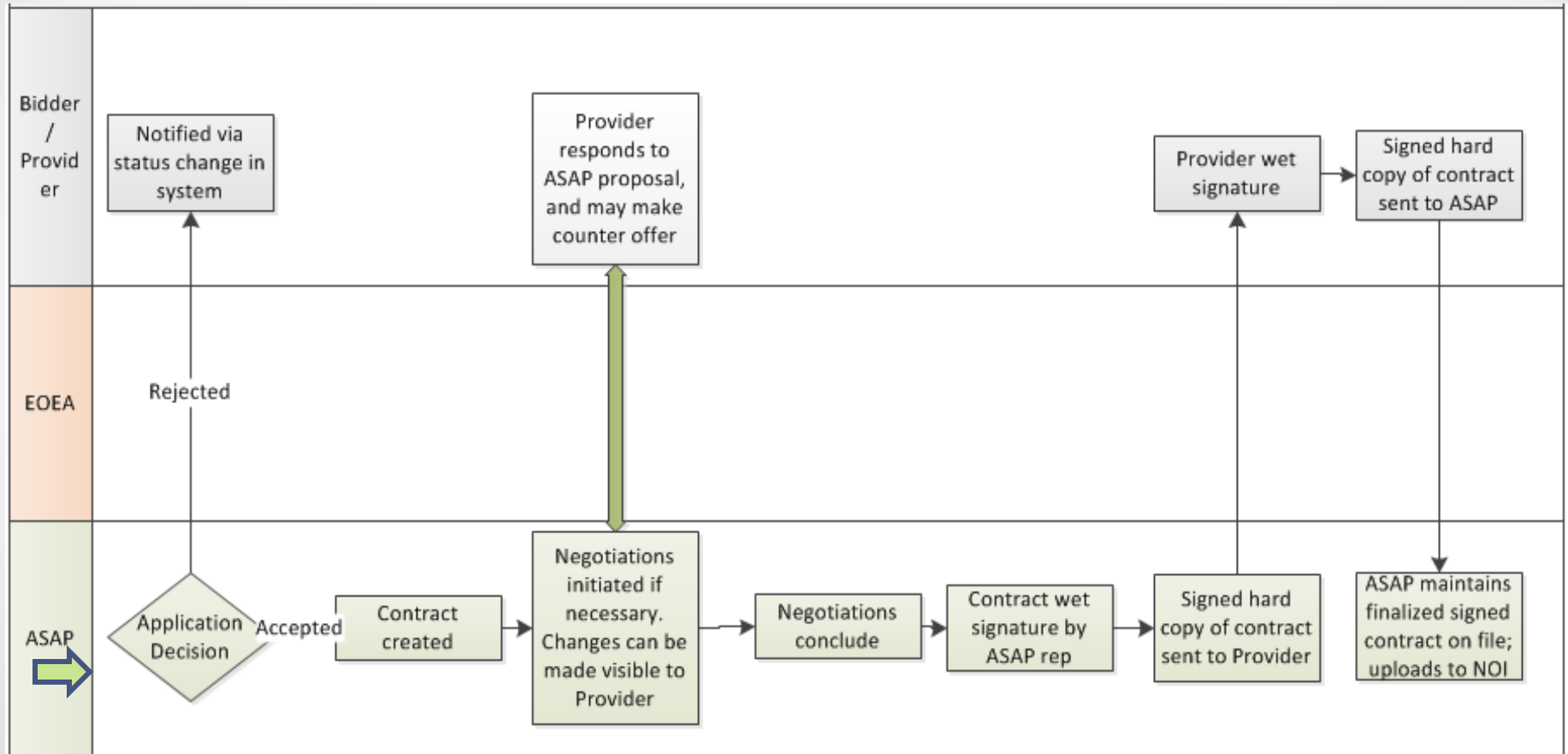
# Key Points

- Starting from Scratch
  - All providers will need to register and complete application
  - Previously approved providers will not be re-evaluated
  - Existing contracts can be uploaded to the new system
- Reduced email notifications
  - Only Provider Rejections by EOEAs are sent via email
  - NOI should be visited regularly by providers and ASAPs
- **\*\*Home Care Aide Council Survey**
  - Part of application process for all providers in 2016\*\*
  - Questions regarding survey- call or email the HCA Council
    - Call 617-744-6561
    - Email [info@hcacouncil.org](mailto:info@hcacouncil.org)

# New NOI Workflow (slide 1)



# New NOI Workflow (slide 2-continued)





# Step by Step Demo

1. Register on NOI website
  2. Confirm your registration by clicking email link
  3. Log in, complete & submit application
    - a) Application - Section by section overview
    - b) Save as you go!
  4. [Complete survey]
  5. Log in regularly to check application status
  6. When approved, log in to see ASAP contracting opportunities
  7. Finalize contract
- Update your information in the system

# 1. Register on NOI Website

- Go to <https://noi.800ageinfo.com/>
- Click *Register*



 **800ageinfo.com** | 1-800-243-4636

For Massachusetts Elders, Families & Individuals With Disabilities

Provider Contracting System   Home   Approved Provider List   About   Contact   **Register**   Log in

## Welcome to the Executive Office of Elder Affairs (EOEA) Notice of Intent (NOI) Contract Management System (CMS).

This site is designed to provide public access to important information about the NOI Application process and to facilitate the contracting process between Providers and ASAPs with oversight provided by the Executive Office of Elder Affairs.

- Before completing an application, please review the related documents linked to here:  
<http://documentlibrary.800ageinfo.com/2014/02/home-care-.html#more>
- Home and Community Based Services (HCBS) waiver providers are now required to enroll in the MassHealth program with an assigned MassHealth Waiver Provider number. If a company provides services to individuals who are enrolled in the Frail Elder HCBS Waiver, providers must complete specific MassHealth enrollment forms. Interested ASAP providers should download and review the documents linked to below, starting with the Overview document. The contracting ASAP will provide specific instructions.  
<http://hnoi-announce.800ageinfo.com/masshealth-enrollment-documentation-frail-elder-waiver-.html>

# 1. Register on NOI Website (cont)

- Complete Entire Registration Form & Click *Register*

Register as a Provider.

Provider Information.

Provider Legal Business Name	<input type="text" value="My Business"/>
Provider doing business as (DBA)	<input type="text" value="My Busin"/> <span>x</span>
Organized / Incorporated on	<input type="text"/>
State where business organized/incorporated	<input type="text" value="Select State..."/>
Business Type	<input type="text" value="Select Business Type..."/>
FEIN	<input type="text" value="99-9999999"/>
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="Select State..."/>
ZIP	<input type="text"/>

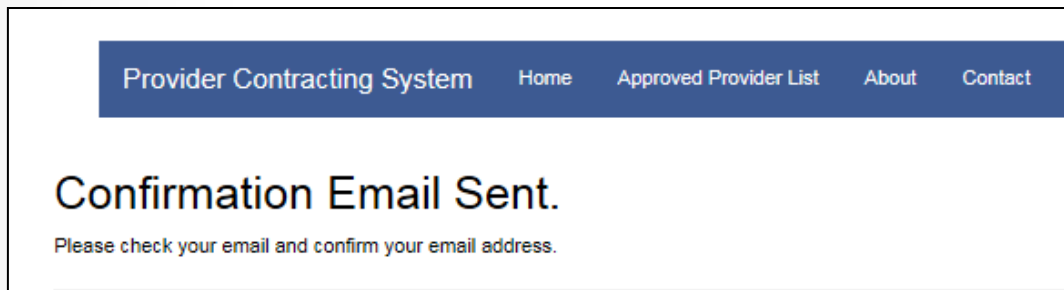


Register

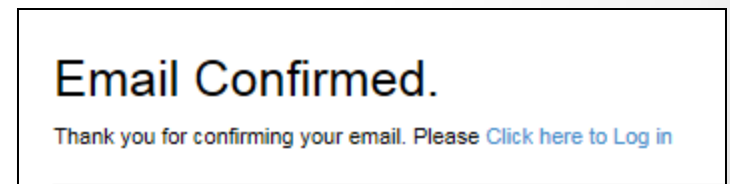
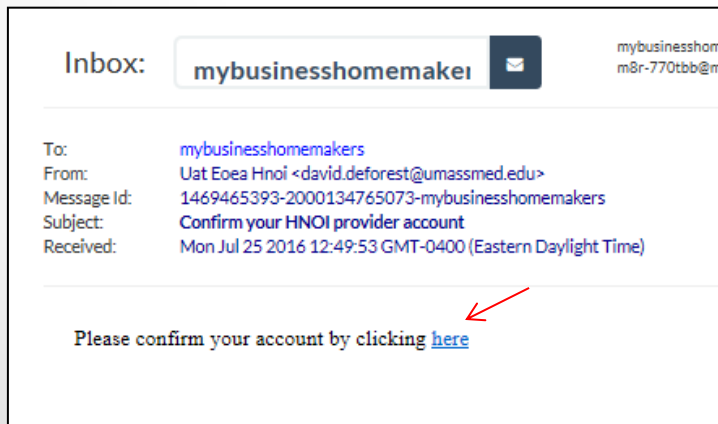
- ✓ Provider Information
- ✓ Primary Contact Information
- ✓ Account Information

# Confirm Registration with Email

- You will see the screen below after you click Register.



- You will then receive an email with a link to confirm your account – **click to confirm**



# Preparing for “Go Live” 8/1

## Suggestions:

- Print out copy of current application to save time with data entry
- Copy text responses from current NOI (available until 7/31) and paste into Word document
- Prep necessary documents for upload to the new system



# Go Live - Notes

- Action Required: Existing providers on EOEAs approved list must register and complete application by no later than August 31, 2016.
- New Bidders register and complete application anytime after September 1, 2016.
- Email support issues to:
  - [Homemaker.noi@MassMail.State.MA.US](mailto:Homemaker.noi@MassMail.State.MA.US)
  - Please include your full company name, and as much detail as possible!
  - Please refrain from contacting EOEAs or ASAPs regarding application status
- Latest version of Provider Instructions always available
  - <http://hnoi-announce.800ageinfo.com/>

# Questions

