



Formerly Elder Services of the Merrimack Valley and North Shore

AgeSpan Service Procurement Process

servicereferrals@agespan.org

Referrals are received internally from AgeSpan Staff (Care Manager “CM” or Geriatric Support Service Coordinator “GSSC”) for Homemaker, Personal Care, Home Health Aide, Supportive Home Care Aide, Companion, and Chore services.

- Service Procurement sends one spreadsheet once a day, that is filtered by town to Providers with the available cases requiring services.
- When a Provider requests a case(s), they must email servicereferrals@agespan.org directly with the ID of the consumer. This information can be copied and pasted in the email from the Excel Spreadsheet.
- Service Procurement will respond to emails acknowledging that the case(s) have been accepted by the Provider or if the case(s) are no longer available.
- Once a referral is accepted, Service Procurement will open the case in Provider Direct. The consumer’s record, demographic information, and emergency contacts will now be available for review.
- Service Procurement will email the Provider the PC Care Plan and HHA Communication Form, if applicable.
- The Provider will then contact the consumer/family directly to inform them of the following: (1.) such Agency partners with AgeSpan (formally ESMV) (2.) a start date, service schedule and (3.) the name of the aide who will be performing the requested service.
- Providers must then submit the following information within **72 hours** to servicereferrals@agespan.org: (1.) start dates, (2.) the name of the aide, (3.) the service(s) schedule and (4.) the breakdown of the service(s).
 - If the original start date is not completed due to a scheduling conflict and needs to be rescheduled, Service Procurement must be informed immediately at servicereferrals@agespan.org. This includes, but is not limited to, if a consumer is hospitalized or in rehab at the time of the initial call.
 - If the Provider speaks with the CM/GSSC directly regarding the start date, or any change in the schedule after the case has been accepted, Service Procurement must be informed immediately at servicereferrals@agespan.org.

- If the Provider is unable to reach the consumer/family after three attempts within the 72-hour window, the Provider must inform Service Procurement immediately via servicereferrals@agespan.org. Service Referrals will then notify the CM/GSSC.
- Once the start date is reported, the CM/GSSC will enter the authorization within 48 hours. At that time, the Provider will be able to view the authorization in Provider Direct. If the authorization cannot be viewed, the Provider should contact the CM/GSSC directly.
- Once the start date is secured and services have begun, the Service Procurement process is now complete. All communication moving forward regarding the consumer and/or services, will occur directly between the Provider and the CM/GSSC.