



AgeSpan Service Procurement Process

08/22/24

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.

- Once daily, Monday through Friday, Service Procurement will send to Providers an Excel Spreadsheet listing all consumers seeking services, which will be filtered by town. This spreadsheet will be sent out no later than 11:00am.
- To request a case(s), the Provider must email servicereferrals@agespan.org directly with the Name and ID of the consumer. The information for the case(s) being requested should be copied and pasted into the email from the Excel Spreadsheet. Email Subject line should read: **Request Case**.
- Service Procurement will respond to emails no later than the next business day, informing the Provider that the case(s) have either been assigned to them or that the case(s) are no longer available.
- Once a referral has been assigned to a Provider, Service Procurement will give the Provider access to the record in Wellsky, including the consumer's demographic information and emergency contacts. Providers do not need to call Service Procurement for this information.
- Service Procurement will email the Provider the PC Care Plan or HHA Communication Form, if applicable.
- Providers must then submit the following information within **4 Business Days** to servicereferrals@agespan.org. Email Subject line should read: **Start Date**.
 - Service start date for each service being started
 - Service schedule for each service being started
 - Name of the aide(s) for each service being started
- The Provider must contact the consumer/family directly (as instructed by the CM/GSSC referenced on the spreadsheet) to inform them of the following:
 - That your Agency partners with AgeSpan
 - The service start date, service schedule, and the name of the aide who will be performing the requested service
- If the Provider is unable to reach the consumer/family after **three attempts** within the **4 business day window**, the Provider must inform Service Procurement immediately at servicereferrals@agespan.org. Email Subject line should read: **Unable to Reach**. Service Procurement will then notify the CM/GSSC to follow up.

- If the original start date needs to be changed for any reason, Service Procurement must be informed immediately at servicereferrals@agepsan.org. This includes, but is not limited to, if a consumer is hospitalized or in rehab at the time of the initial call. Email Subject line should read: **Start Date**.
- Even if the Provider directly informs the CM/GSSC of the start date, Service Procurement must still be informed as well at servicereferrals@agepsan.org. Email Subject line should read: **Start Date**.
- If the Provider is no longer able to provide services for a previously accepted case(s), the Provider must notify Service Procurement as soon as possible. Email Subject line should read: **Unable to Fill**. Service Procurement will ensure the case(s) are placed back on the Excel Spreadsheet and will remove Wellsky access.
- After the 4 Business Day window, if a start date or status update have not been provided, Service Procurement will return the case(s) to the Excel Spreadsheet. Service Procurement will notify the original Provider by email that the case(s) have been returned to the Excel Spreadsheet and will remove Wellsky access.
- Once the start date is received, the CM/GSSC will enter the authorization within 48 hours. At that time the Provider will be able to view the authorization in Wellsky. If the authorization cannot be viewed or does not match the original request, the Provider should contact the CM/GSSC directly.
 - The Service Procurement email is also used as a central contact to address missing or incorrect service authorizations. If the Provider does not see an authorization in Wellsky within one business day after contacting the CMs/GSSCs, they should email Service Procurement at servicereferrals@agepsan.org who will relay the request to the CM's/GSSC's Manager for follow up. Email Subject line should read: **Billing Issue**.
- Once the start date is secured and services have begun, the Service Procurement process is complete. All communication moving forward regarding the consumer and/or services, will occur directly between the Provider and the CM/GSSC, without including Service Procurement.
- **Standard Email Subject Lines:** In order to streamline communication, we request that you use the following standard email Subject lines:
 - **Request Case** – Request to have case(s) assigned to your agency
 - **Start Date** – Sending start date for previously assigned case
 - **Unable to Reach** – Unable to reach consumer to begin services
 - **Unable to Fill** – Unable to fill previously assigned case
 - **Billing Issue** – Missing authorization for assigned case per billing process
 - **Other** – Anything not specified above
- Multiple cases can be requested in a single email; however, separate emails should be sent for each type of Subject line.
 - For example, you can request multiple cases in one email with a Subject line of **Request Case**. But you would not include information about start dates for other cases in that email; you would send a separate email with Subject line **Start Date**.