

Questions and Answers from Stakeholders Meeting Held on 3/4/22

1. How can I be sure Tempus has my accurate mailing address, phone numbers and email addresses so I receive my packet?

PPL is sending information that is in the portal over to Tempus. Contact PPL and go over this information with them and they will update the information and send it over to Tempus. Also you can fill out the form on Tempus website, call Tempus directly or talk with your Service Coordinator to get this information updated. Participants should also contact the MCOs with demographic updates as well. If a CLE changes their address, the CLE must change that address with the County Assistance Office, this assures mail is received from the County Assistance Office.

2. Why am I receiving an error message when setting up my SC account access to the Tempus portal? Please address with your CHC MCO leadership.
3. Will there be in person trainings? Yes, we are scheduling these in April. Please check the Tempus website for updates. (PAFMS@tempusunlimited.org)
4. A few of our consumers have attended the trainings and have commented that they are unclear. We have heard these concerns and the training team is growing and working to

improve the control and flow. Please suggest that your consumers attend another session. Also there are videos on the Tempus website available (PAFMS@tempusunlimited.org)

5. Are there plans to post a training recording with an ASL interpreter on the website? Tempus now have training sessions available with an ASL interpreter:
 - a. Wednesdays, 7-8:30pm for DCWs
 - b. Thursdays, 7-8:30pm for CLEs

6. Can I receive a copy of this powerpoint? These presentations are posted on the OLTL website and Tempus website.

7. Is this transition for providers in Pennsylvania or just in certain areas? This transition impacts ONLY Community Health Choices across all of Pennsylvania. Please call Tempus and contract your Service Coordinator to discuss any further questions.

8. Is PPL helping to message the new timeframes so people know to keep using the PPL system in April and May? Yes, PPL will assist with messaging updated information.

9. Who is PPL? Public Partnerships Limited, the Financial Services Vendor for the Community HealthChoices program (and others) in the Commonwealth of PA.

10. Do home care agencies receive CLEs or DCWs packages? **No, this change is only for Community HealthChoices Participants who are managing their own services.**
11. When will there be an updated directory of DCWs looking for more hours? **No answer at this time.**
12. Is anyone contact CLEs regarding their packets? **The MCO Service Coordinators are calling their Participants to discuss the packets. The return rate is getting better every week.**
13. How long will it take to hire and have a DCW to start working through Tempus? **We continue to look for ways to shorten this, but the governing items are tied to legal requirements that will take more time to work through.**
14. How are people using telephony going to be educated about the IVR system? **Please attend a training session. They are coving both the app and the IVR system for time entry. You can also watch the videos on the Tempus website. Tempus will post How-To guides for both the app and IVR in the future. (PAFMS@tempusunlimited.org)**