

Financial Management Services (FMS) Stakeholder Meeting

FMS Vendor Transition for Self-Directed Services

Community HealthChoices

May 6, 2022

FMS Transition

Presented by your Community HealthChoices MCOs: AmeriHealth Caritas PA
CHC, Keystone First CHC, PA Health & Wellness, Inc., UPMC
AND Tempus Unlimited

- Transition Information
- EVV Training
- Tempus Call Center
- Questions

Transition Information



Tempus Transition Packets



- Transition Packet Statistics
 - 75% of CLE packets and 67% of DCW packets were returned
 - Transition packets were re-mailed to all individuals who have not returned their packet
 - Transition packets mailed to new CLEs and DCWs who recently became active
 - If you have not received a transition packet, contact Tempus Customer Service or request a packet on the Tempus website at <https://pa.tempusunlimited.org>
- Transition Packet Communication
 - Tempus communication to CLEs and DCWs:
 - Transition packet received and processed
 - Transition packet has not been received and was re-mailed
 - Transition packet mailed
 - Tempus is contacting CLEs with transition packets received and needing corrections

Tempus Transition Packets



- Alternate Languages
 - For transition packet language translation needs, please contact Tempus
 - Contact Tempus at: 1-844-983-6787 or email PAFMS@tempusunlimited.org
- If you have not received a packet or want to check if your packet has been received:
 - New feature added to the Tempus website to check the status of a packet
 - Contact Tempus at: 1-844-983-6787 or email PAFMS@tempusunlimited.org
 - Contact your Service Coordinator

Check the Status of Transition Packet



- Tempus created an online Look Up tool to check the status of a CLE or DCW transition packet
- Go to <https://pa.tempusunlimited.org> and click on link to check status:

[Click here to check the status of your CLE or DCW Transition Packet](#)



Home Forms Training Materials Portals About Us Careers Contact Us

English

Enter the information below to check the status of your CLE or DCW Transition Packet

CLE Look Up

CLE Number

Confirm: CLE Number

Status:

DCW Look Up

DCW Number

Confirm: DCW Number

CLE Number

Confirm: CLE Number

Status:

Payroll Timeline



Tempus will issue checks for June dates of service beginning July 1, 2022

Payroll schedules for participants will remain the same

- Participants on Schedule A with PPL
 - Services beginning with pay period **6/5–6/18/2022** will be submitted to Tempus
 - Payment date 7/1/2022
 - The payroll period of 6/19-7/2/2022 will be paid on 7/8/2022
 - Check dates will be every 2 weeks thereafter (7/22; 8/5; 8/19; etc.)
- Participants on Schedule B with PPL
 - Services beginning with pay period **6/12–6/25/2022** will be submitted to Tempus
 - Payment date 7/1/2022
 - Check dates will be every 2 weeks thereafter (7/15; 7/29; 8/12; etc.)

PPL to Tempus Important Transition Dates



Payroll	Date
Last date to submit time worked to PPL for pay period 5/22/22-6/4/22 (Payroll Schedule A)	Monday, 6/6/2022
Last date to submit time worked to PPL for pay period 5/29/22-6/11/22 (Payroll Schedule B)	Monday, 6/13,2022
Last date to submit and approve time worked for any prior (late) pay periods with PPL. (After this date, PPL will not be able to process and pay timesheet for MCO-CHC DCWs)	Friday, 6/24/2022
Last check date issued by PPL	Thursday, 6/30/2022

Enrollment	Date
Last date to enroll a new Participant/CLE with PPL	Friday, 5/6/2022
Last date to enroll a new DCW through PPL	Friday, 5/20/2022
Last date to submit Participant/CLE and DCW Enrollment & Program paperwork to PPL (Paperwork received after this date will not be processed by PPL)	Friday, 5/20/2022

Tempus Important Transition Dates



Payroll	Date
First date of service for DCWs to submit their time worked to Tempus for Payroll Schedule A, pay period 6/5-6/18/22	Sunday, 6/5/2022
First date of service for DCWs to submit their time worked to Tempus for Payroll Schedule B, pay period 6/12-6/25/22	Sunday, 6/12/2022
First check date issued by Tempus	Friday, 7/1/2022
Enrollment	Date
First date to enroll a new Participant/CLE and their DCWs with Tempus	Saturday, 5/7/2022
First date to enroll a new DCW with Tempus	Saturday, 5/21/2022
Date all Participant/CLE and DCW Enrollment & Program Paperwork must be submitted to Tempus	Saturday, 5/21/2022

EVV Training



Timesheet Submission & Approval Process



- **Every CLE and DCW will need to use Electronic Visit Verification (EVV) to submit timesheets**
- **Tempus EVV process changes include:**
 - New app to clock in and clock out
 - New process for DCWs to review and submit time to CLE for approval
 - New approval process for CLEs—CLEs need separate EVV account
 - New phone system (“IVR”) option for DCWs and CLEs to record and approve time
- **Every Common Law Employer and Direct Care Worker will need to be trained on the EVV system!**

Timesheet Submission & Approval Process



- **Important information regarding Tempus user accounts:**
 - All CLEs & DCWs *must have a unique email address for the app or portal*
 - CLEs and DCWs must provide an email address
- **How to provide email address**
 - Visit <https://pa.tempusunlimited.org/> and click on the email survey link, fill in the fields, and submit the form
- **How to obtain an email address**
 - “How to” videos explaining how to get free email accounts with Google, Microsoft and Yahoo! on Tempus website
- **What happens if you don't have internet or unable to use email:**
 - You can use the phone system to clock time and approve time
 - The phone system is called “IVR”. IVR stands for Interactive Voice Response
 - CLEs can use IVR to approve time – this can be done from any phone
 - DCWs must use the Participant's land-line in order to use IVR for time entry
 - You will receive a document with information on how to use IVR

Timesheet Submission & Approval Process



- Tempus began to host multiple training sessions for CLEs and DCWs on January 10, 2022.
- Training is conducted through:
 - Online WebEx Sessions
 - In-person Sessions
 - Training Videos are posted on the Tempus website
 - Job Aids are posted on the Tempus website
- Training topics include:
 - How to obtain a user account to access the **Tempus EVV app** and **Tempus portal**
 - How to download and use the **Tempus EVV app** to clock in and clock out
 - How to use the **Tempus portal** to submit time worked, edit a shift and create a manual entry
 - How to use **Tempus phone system** to clock in and clock out
 - How to approve or reject a shift
 - How to use the **Tempus portal** to view timesheet and payment information

Timesheet Submission & Approval Process



- Tempus is hosting **60-minute Online WebEx sessions** through **7/16/2022** for CLEs and DCWs to learn how to submit and approve time worked.
 - Login Information included in the monthly communication to CLEs and posted to the Tempus website at <https://pa.tempusunlimited.org/>.

April 4, 2022 through July 16, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	Every Saturday
		CLE & DCW 10:00-11:00 AM	CLE & DCW 10:00-11:00 AM			CLE & DCW 10:00-11:00 AM
	CLE & DCW 2:00-3:00 PM			CLE & DCW 2:00-3:00 PM	CLE & DCW 2:00-3:00 PM	
		CLE & DCW 7:00-8:00 PM *	CLE & DCW 7:00-8:00 PM *			
*American Sign Language (ASL) Interpreter available						

Tempus EVV Help Desk



- Tempus is hosting an EVV Online Help Desk Session with “live” support Monday through Friday from 9 am to 5 pm
 - Attend by phone or online
 - Receive one-on-one assistance

March 28, 2022 through July 15, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	
	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	

EVV Testing Capability



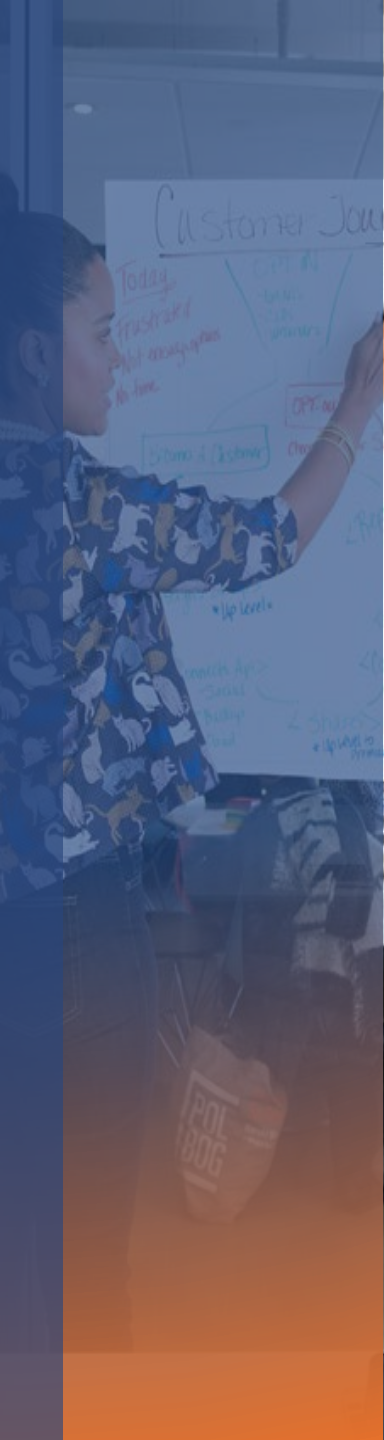
- **NEW!** CLEs and DCWs will have an opportunity to practice using the app and portal through 5/20/2022
- It is important that CLEs and DCWs test the system to make sure time can be submitted and approved correctly
- Test the system by using one of the following:
 - Tempus EVVIE app on smartphone
 - Tempus EVVIE portal
 - Link in email confirmation to user or access at:
 - https://fms-one.bluebedrock.com/users/sign_in
- Contact Tempus EVV Help Desk if help needed to download the app or use the portal or phone system (IVR)
 - Available Monday through Friday from 9 am to 5 pm
 - No registration needed
- Attend training online or in-person

In-Person Sessions for Participants & DCWs



- Starting May 10, 2022, Tempus and the CHC-Managed Care Organizations (MCOs) will be holding In-Person Drop-In Sessions to assist the CLEs and DCWs complete Transition Packets and provide training on how to use the EVV system.
 - Sessions scheduled in eight locations
 - Sessions are drop-in sessions between 10 am to 7 pm
 - No appointment is required.
 - It will take about an hour to complete the transition packet and take the training
- CLEs and DCWs will receive one-on-one assistance with transition packets, EVV app and portal
- Staff from Tempus and the CHC-MCOs will be on hand to answer questions.

In-Person Session Locations



In-Person Drop-In Sessions May 8, 2022 through June 2, 2022 10 am to 7 pm						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
MAY 8	9	10 York	11	12 Harrisburg	13	14
15	16 Williamsport	17	18 Philadelphia	19	20	21
22	23	24 Reading	25 Allentown	26	27	28
29	30	31	JUNE 1 Pittsburgh	2 Altoona	3	4

In-Person Session Locations



Date	Location	Address	Time
Tuesday, May 10	York	Hampton Inn 1550 Mt. Zion Road York, PA 17402	10 am – 7 pm
Thursday, May 12	Harrisburg	TEF Office 1500 N. 2nd Street Harrisburg, PA 17102	10 am – 7 pm
Monday, May 16	Williamsport	Genetti Hotel 200 West Fourth Street Williamsport, PA 17701	10 am – 7 pm
Wednesday, May 18	Philadelphia	Deliverance Church 2001 W. Lehigh Avenue Philadelphia, PA 19132	10 am – 7 pm

In-Person Session Locations



Date	Location	Address	Time
Tuesday, May 24	Reading	DoubleTree by Hilton 701 Penn Street Reading, PA 19601	10 am – 7 pm
Wednesday, May 25	Allentown	Renaissance Allentown 12 North 7th Street Allentown, PA 18101	10 am – 7 pm
Wednesday, June 1	Pittsburgh	UPMC Harbor Gardens 1650 Metropolitan Street Pittsburgh, PA 15233	10 am – 7 pm
Thursday, June 2	Altoona	Altoona Public Library 1600 5th Avenue Altoona, PA 16602	10 am – 7 pm

Transition Call to Action

- **All Common Law Employers (CLE) and Direct Care Workers (DCW) must complete transition packets and attend Electronic Visit Verification (EVV) training.**
- Call to Action Checklist
 - Submit transition paperwork
 - Obtain a unique email address
 - Setup user account to access EVV system when receive welcome email with registration information
 - Download EVV app (DCWs)
 - Log in to app and portal
 - Practice submitting and approving time
 - Join an EVV training session
 - Join an in-person session

Tempus Call Center



Tempus Call Center

- Tempus call back feature is now live in the call center
- Tempus is continuing to hire and train staff
- Average time in queue is below 5 minutes
 - Goal is to maintain below 2-minute average queue time
 - Eventual goal is 85% of calls answered in 30 seconds or less
- **Phone lines will be very busy in June with extended wait times!**
 - Call *NOW* with any questions or needs regarding Transition Packets or EVV

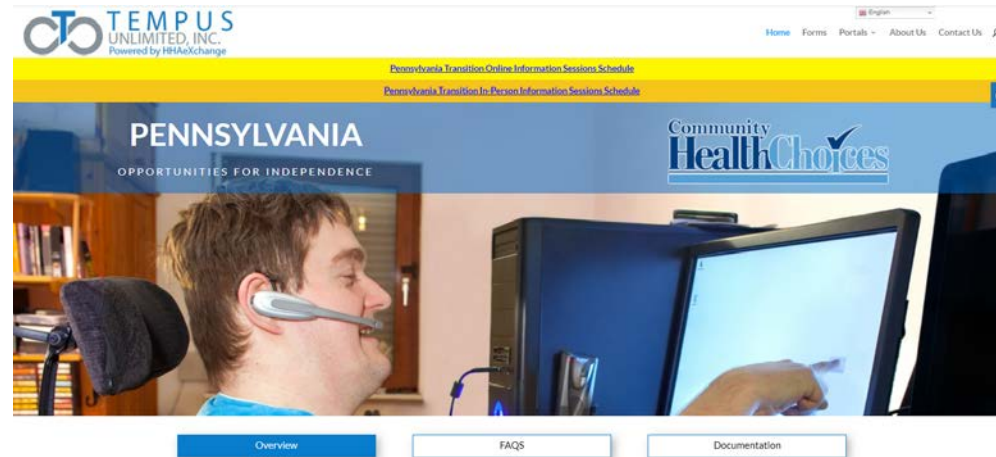
Tempus Website and Office Locations



Tempus Informational Website



- Website address: <https://pa.tempusunlimited.org>
 - This is your **best** source of information



- **Check Frequently:** Information and updates from the CHC-MCOs and from Tempus will be posted to the Documentation section
- Webinars and In-person sessions: Schedule posted with important webinars and in-person sessions to assist you with submitting and approving time worked
- The FAQs will be updated as we provide more information to Participants, Common Law Employers, and Direct Care Workers

Pennsylvania In-State Hiring Initiative



- Tempus is hiring remote and in-office staff for Pennsylvania
- Tempus is opening four offices in Pennsylvania
 - Pittsburgh
 - Erie
 - King of Prussia
 - Taylor (Lackawanna County)
- Individuals with lived experience or an understanding of self-direction would be valuable
- Please check the Tempus website frequently for job openings:
 - Website: <https://tempusunlimited.org/careers/>

Tempus Office Locations

- In May 2022, Tempus is opening four office locations in PA
 - 3410 West 12th Street, Erie, PA 16505
 - 1400 S. Braddock Avenue, Pittsburgh, PA 15218
 - 625 Clark Ave, #21B, King of Prussia, PA 19406
 - 6 Stauffer Industrial Park, Taylor, PA 18507

Questions?

