

FMS Vendor Transition for Self-Directed Services

Community HealthChoices
September 3, 2021

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Today: FMS Transition

**Presented by your CHC MCOs—AmeriHealth Caritas, Keystone First, PHW, & UPMC—
and Tempus Unlimited**

➤ Introducing your Tempus Team

➤ Tempus at-a-Glance

➤ Key Milestones

➤ Communication Plan

➤ What to expect during Transition

➤ Frequently asked Questions

Introducing your Tempus Team



Tempus Unlimited Team



LARRY SPENCER

CEO and FI Director

- 22+ years as Director of F/EA Services
- 20 years as Tempus Unlimited CFO
- 9 years as Tempus Unlimited CEO
- Applied Self-Direction Steering Committee Member
- Commitment to Self-Direction



LAURA FRATICELLI

Assistant FI Director

- 11+ years as management at Tempus Unlimited
- 19+ years F/EA work at Tempus Unlimited
- Applied Self-Direction Steering Committee Member



DAVID RIDDLE

VP of Operations/Assistant FI Director

- 8 years providing leadership and managing service delivery in FMS
- 20+ years prior experience in management and business relationship roles
- Oversees integration and delivery of FMS services



LINDA ANDRADE

Director of Community Services

- 24+ years experience directing community service programs
- 16+ years participating as a stakeholder, providing leadership and managing service delivery to community based MassHealth Long Term Services and Supports Services.

Tempus Unlimited Team



TERRI REESER

Manager, PA Program

- 14 years in management positions providing F/EA Services in PA OLTL and PA ODP programs
- 9 years as manager with Public Partnerships LLC in PA programs
- 20+ years of prior management experience



MARGARET BARRETT-HALL

Compliance and Quality Assurance Manager

- ASQ Certified Manager of Quality/Organizational Excellence
- CCB Certified in Health Care Compliance (CHC) & Certified in Health Care Privacy Compliance (CHPC)
- 9 years F/EA work at Tempus Unlimited
- 10 years prior work in Managed Care

Tempus At a Glance



MISSION

Tempus Unlimited exists to provide a continuum of community-based services that support the efforts of children and adults with disabilities to live as independently as possible in the least restrictive environment

Facts

- Non-profit organization
- One of the largest Fiscal/Employer Agents in the country
- Tempus board members and staff with disabilities bring lived experience to Tempus services
- 10+ years experience working in Managed Care
- Coming soon: three Pennsylvania offices
- Headquarters in Massachusetts



Tempus Approach



- S**et-up for Participants, common law employers (CLEs), and DCWs is quick and easy
- P**ay is on-time and accurate: daily processing of completed bi-weekly payrolls with reconciliations
- R**ead people on the phone that help in *real*-time – first call resolution
- I**ntegrated, Participant-focused service delivery
- N**avigation of software and tools is simple
- T**raining is proactive and flexible to meet the individual's need

Key Milestones



Key Milestones



- Transfer existing Participant, Common Law Employer and DCW data to Tempus
- Hold information sessions for all stakeholders
- Ensure Participants, common law employers and DCWs can easily access information and assistance from Tempus
- Train Participants, common law employers and DCWs on new application for EVV and Self-Service tools
 - EVV requirements do not change
- Collect and update required paperwork from Participants, common law employers and DCWs
- Test, test, test to ensure payments will be smooth, accurate and on-time

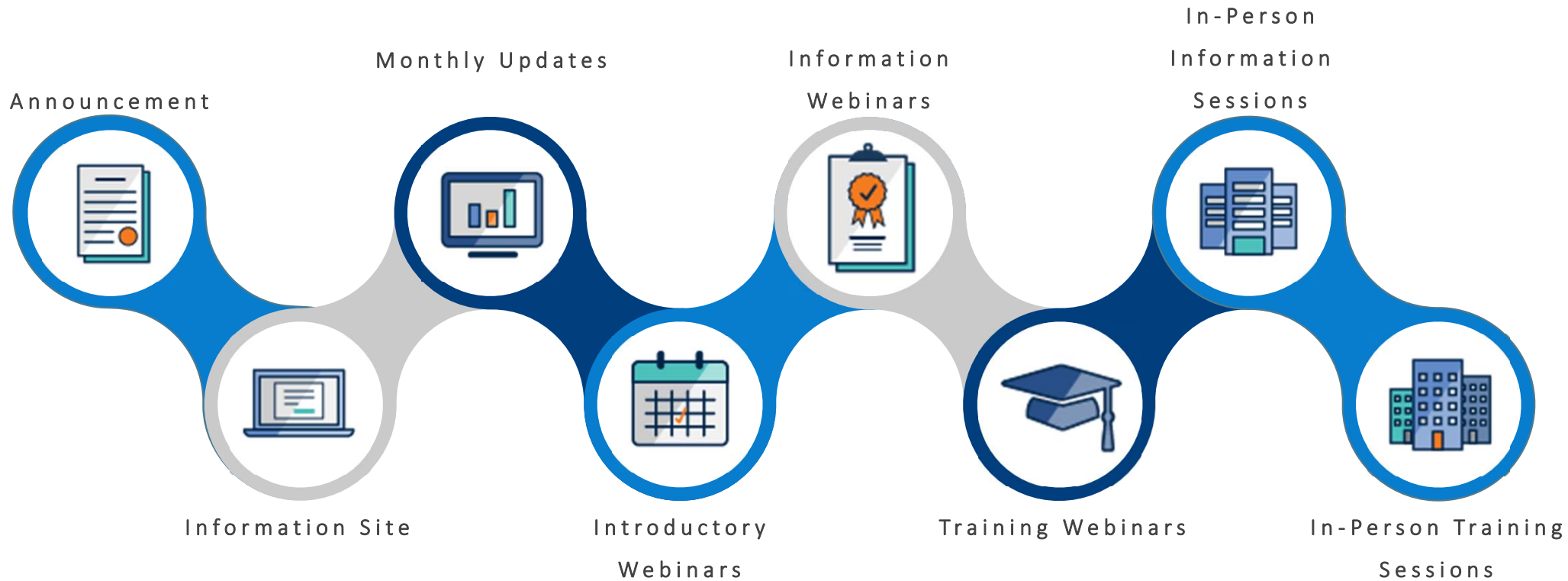
Key Milestones to Launch April 2022



Communication Plan



Communication Workflow



What to Expect during Transition



What to Expect during Transition



- Introductory emails and letters from Tempus
- Common Law Employers will receive pre-populated transition packets from Tempus late-October
 - Participant/Common Law Employer Transition Packet
 - Direct Care Worker Transition Packet
- Complete and return packets to Tempus within 2-weeks of receipt
- Attend Tempus Training Sessions
 - WebEx
 - In-Persons
- Introduction to Tempus EVV timesheet submission and approval process
- Introduction to Tempus Enrollment Process



NEW! Informational Website

- Website address: <https://pa.tempusunlimited.org> and this can be one of your primary sources of information
- Check Frequently: Information and updates from the MCOs and from Tempus will be posted to the Documentation section
- Webinars and In-person sessions: Soon we'll post the schedules for important webinars and in-person sessions to assist you with paperwork and to answer questions
- The FAQs will be updated as we provide more information to Participants, Common Law Employers, and Direct Care Workers

Frequently Asked Questions





Frequently Asked Questions

1. When does this change go into effect?

- Tempus Unlimited will become your F/EA effective April 1, 2022.

2. Is PPL no longer my F/EA?

- PPL is still your F/EA and will be until the transition to Tempus is completed April 1, 2022.
- After April 1, 2022, Tempus will be your F/EA

3. Will there be any interruptions to my services?

- You will continue to receive your services as authorized with no interruptions from this transition process.

4. Will my DCW(s) still get paid on time?

- There will be no changes to the current pay schedule with PPL and DCWs will experience no interruptions in their regularly scheduled payroll from this transition process.



Frequently Asked Questions

- 5. Will we still be submitting our time the same way using PPL's Time4Care mobile app?**
 - You will still submit your time using PPL's Time4Care mobile app until mid-March 2022.
 - Time submission will move to the new EVV system/app in March 2022. We will share more information on exact dates to stop using that tool.

- 6. What if I need to hire a new DCW between now and April 1, 2022?**
 - You will follow the same processes you have been with PPL. There will be no interruption to the DCW hiring process from this transition.

- 7. Are there any changes that are in effect now? How will I know what is changing and when those changes go into effect?**
 - Nothing in your service delivery has changed, and nothing will change in the services you receive except as the result of a reassessment.
 - In the upcoming weeks and months, additional information will be coming from OLTL, your MCO, and Tempus Unlimited about this transition.
 - No changes will take place before they have been communicated to you.



Frequently Asked Questions

8. What will change?

- Your services will remain the same. Those are not changing unless it's the result of a reassessment. What will change is that you will begin working with Tempus Unlimited in mid-March 2022 instead of PPL. They will support you as your F/EA and provide the same type of services you have been receiving from PPL.
- There will be some changes in terms of to whom you communicate about your service delivery and how you communicate with them such as different phone numbers, fax numbers, e-mails, and websites.
- The Portals and Web Apps you use for logging, submitting, reviewing, and editing time worked will be different, but payroll schedules will remain the same.
- The EVV app will be all new and easier to use for Direct Care Workers and Common-Law Employers

9. What should I expect from this transition?

- First and foremost, you should expect clear communication that occurs frequently. E-Mails, mailings, information site updates, as well as information sessions will all be regularly occurring during the transition.
- You should also expect an inclusive and collaborative approach to the transition plan, with easy accessibility to both staff and resources throughout the processes.



Frequently Asked Questions

10. What do I have to do to get ready for this transition?

- Today, there is nothing you need to do other than watch your email and stay in touch with your Service Coordinator to learn about upcoming activities
- In the future, CLEs and DCWs will need to complete new tax forms and participate in systems training

11. Who do I contact / where do I go if I have more questions?

- You can reach your MCO by contacting your Service Coordinator listed on your Service Plan
- You can reach OLTL at 1-800-932-0939
- You may also go to the Tempus Unlimited website for up-to-date information and resources at pa.tempusunlimited.org
 - *Check Frequently: Information and updates from the MCOs and from Tempus will be posted to the Documentation section*
 - *Webinars and In-person sessions: Soon we'll post the schedules for important webinars and in-person sessions to assist you with paperwork and to answer questions*
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Questions?

