

November 17, 2021

«AddressBlock»

Dear Participant/Common Law Employer,

You should have received information about Tempus taking over your Fiscal/Employer Agent Services for Community HealthChoices (CHC) Participant-Directed Services. This is an update on the transition process. Please read it carefully.

Transition Packets:

- Tempus will be mailing Participant/Common Law Employer (CLE) and Direct Care Worker (DCW) Transition packets very soon.
- The CLE and DCW need to:
 - If you are the Participant/Common Law Employer, distribute the packets to your DCWs or call Tempus to request packets to be mailed directly to your DCWs.
 - Each DCW must complete their own packet.
 - **Complete, sign, and return forms to Tempus within 2 weeks of receiving the transition packet.**
 - If information is not correct, cross it off, write in the correct information and put your initials next to the change.
 - Contact Tempus if you don't receive a packet for yourself or for any current DCWs by **12/15/2021**.
- Timeline for transition packet mailing

CHC Region	Tempus Mails Packets By
Southwest Region	Beginning of November
Southeast Region	Beginning of November
Northwest/Northeast Region	Mid-November
Lehigh/Capital Region	End of November

Training:

- **The CLE and DCW should attend a Tempus Information Session**
 - Information Sessions are available by phone, online or in-person.
 - These sessions will answer questions about the transition and help you to complete your paperwork. Visit <https://pa.tempusunlimited.org/> for session updates and in-person information session dates. See table below for the session schedule.
 - To join by phone, call 1-408-418-9388 and enter the WebEx Meeting ID. To join online, go to <https://tempusunlimited.webex.com/> and enter the WebEx Meeting ID and passcode found in the table below.

Weekday	Time	Dates for Call-in/Online Sessions	WebEx Meeting ID	Passcode
Monday	1:00 PM	Every Monday through 12/27/2021	2631 626 6561	FMS4u2022
Monday	7:00 PM	Every other Monday 11/1/2021 through 12/27/2021	2633 300 6742	FMS4u2022
Tuesday	11:00 AM	Every Tuesday through 12/28/2021	2631 398 4815	FMS4u2022
Wednesday	7:00 PM	Every Wednesday through 12/29/2021	2634 605 0793	FMS4u2022
Thursday	2:00 PM	Every Thursday through 12/30/2021; No meeting 11/25/2021	2631 900 9484	FMS4u2022
Friday	9:00 AM	Every Friday through 12/31/2021	2630 653 9545	FMS4u2022
Saturday	10:00 AM	Every other Saturday 11/6/2021 through 12/18/2021	2632 646 8515	FMS4u2022

Tempus will mail or email more training information to you soon.

What to expect in 2022:

- **In early 2022, you and your DCW will be required to attend an Electronic Visit Verification (EVV) training on the timesheet submission and approval process.**
- In March 2022, your DCW will start submitting timesheets to Tempus.
- In April 2022, Tempus will start paying your DCW. Remember, Tempus cannot pay your DCW until the transition paperwork is complete and received by Tempus

How to contact Tempus:

Phone: 1-844-9TEMPUS (1-844-983-6787)
TTY: 1-833-888-0133

Fax: 1-833-5TEMPUS (1-833-583-6787)
Email: PAFMS@tempusunlimited.org
Website: <https://pa.tempusunlimited.org/>

Tempus is accepting applications for a Fiscal/Employer Agent Participant Advisory Group (PAG). If you would like to be considered for the group membership, please go to <https://pa.tempusunlimited.org/> for an application.

We look forward to working with you!

Sincerely,

Tempus Unlimited

Tempus Unlimited, Inc. complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Tempus Unlimited, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Tempus Unlimited, Inc. provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Tempus Unlimited, Inc. provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Tempus Unlimited, Inc. at 1-844-983-6787 (TTY: 1-833-888-0133).

If you believe that Tempus Unlimited, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, physical or mental disability, health status, pre-existing condition, anticipated need for health care, income status, MA category status, program participation, grievance status, creed, religious affiliation, ancestry, marital status, sex, gender, gender identity or expression, or sexual orientation, you can file a complaint with your CHC MCO or with the Bureau of Equal Opportunity:

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
PO Box 2675
Harrisburg, PA 17105-2675
Phone: (717) 787-1127, TTY/PA Relay 711
Fax: (717) 772-4366
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, your Community HealthChoices Managed Care Organization (MCO), your Service Coordinator and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue S.W.
Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-844-983-6787 (TTY: 1-833-888-0133).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-983-6787 (TTY: 1-833-888-0133).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-983-6787 (телетайп: 1-833-888-0133).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-844-983-6787 (TTY：1-833-888-0133)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-983-6787 (TTY: 1-833-888-0133).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوافر لك بالمجان. اتصل برقم 1-844-983-6787 (رقم هاتف الصم والبكم: 1-833-888-0133).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-844-983-6787 (टिटिवाइ: 1-833-888-0133) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-983-6787 (TTY: 1-833-888-0133) 번으로 전화해 주십시오.

សម្គាល់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ យើងមានផ្តល់សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 1-844-983-6787 (TTY: 1-833-888-0133)។

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-844-983-6787 (ATS: 1-833-888-0133).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-844-983-6787 (TTY: 1-833-888-0133) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-983-6787 (TTY: 1-833-888-0133).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-983-6787 (TTY: 1-833-888-0133).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-844-983-6787 (TTY: 1-833-888-0133)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-983-6787 (TTY: 1-833-888-0133).

সূচনা: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-983-6787 (TTY: 1-833-888-0133).