



December 15, 2021

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 mailed transition packets for all active Participants/Common Law Employers (CLE) and Direct Care Workers (DCW) in November 2021.
 - Contact Tempus immediately if you did not receive a packet for yourself or for any current DCWs.
- You and your DCWs need to complete, sign, and return forms to Tempus immediately.
- **IMPORTANT:** Tempus cannot pay your DCW until the transition forms are completed and received by Tempus!

What to expect in 2022:

- **All CLEs and DCWs must attend an Electronic Visit Verification (EVV) training on the timesheet submission and approval process. See details on page 2.**
- In March 2022, your DCW will start submitting timesheets to Tempus.
- In April 2022, Tempus will start paying your DCW.
- Payroll Schedule A and Payroll Schedule B for 2022 are included with this letter
 - Payroll schedules for Participants and their DCWs will remain the same.

Training:

- Sessions will be available by phone, online or in-person. These sessions will teach you:
 - 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 the **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; and
 - How to obtain a user account to access the **Tempus app** and **Tempus portal**.
- See table below for the phone and online 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.

Common Law Employer Training Schedule				
Weekday	Time	Dates for Call-in/Online Sessions	WebEx Meeting ID	Passcode
Monday	3 pm - 4:30 pm	Every Monday 1/10/2022 through 3/28/2022	2632 569 9825	FMS4u2022
Tuesday	10 am - 11:30 am	Every Tuesday 1/11/2022 through 3/29/2022	2633 881 4904	FMS4u2022
Wednesday	12 pm - 1:30 pm	Every Wednesday 1/12/2022 through 3/30/2022	2630 052 6655	FMS4u2022
Thursday	11 am - 12:30 pm	Every Thursday 1/13/2022 through 3/31/2022	2632 352 9755	FMS4u2022
Thursday	7 pm – 8:30 pm	Every Thursday 1/13/2022 through 3/31/2022	2630 172 5197	FMS4u2022
Friday	2 pm - 3:30 pm	Every Friday 1/14/2022 through 4/1/2022	2632 996 2880	FMS4u2022
Saturday	10 am - 11:30 am	Every Saturday 1/15/2022 through 4/2/2022	2632 897 3475	FMS4u2022

Direct Care Worker Training Schedule				
Weekday	Time	Dates for Call-in/Online Sessions	WebEx Meeting ID	Passcode
Monday	12 pm – 1:30 pm	Every Monday 1/10/2021 through 3/28/2022	2633 329 7343	FMS4u2022
Tuesday	2 pm - 3:30 pm	Every Tuesday 1/11/2021 through 3/29/2022	2633 447 2639	FMS4u2022
Wednesday	9 am - 10:30 am	Every Wednesday 1/12/2022 through 3/30/2022	2631 157 7023	FMS4u2022
Wednesday	7 pm – 8:30 pm	Every Wednesday 1/12/2022 through 3/30/2022	2630 172 5197	FMS4u2022
Thursday	2 pm - 3:30 pm	Every Thursday 1/13/2022 through 3/31/2022	2631 039 6508	FMS4u2022
Friday	10 am - 11:30 am	Every Friday 1/14/2022 through 4/1/2022	2632 204 8442	FMS4u2022
Saturday	10 am - 11:30 am	Every Saturday 1/15/2022 through 4/2/2022	2632 897 3475	FMS4u2022

- In-Person Sessions will be held across Pennsylvania for CLEs and DCWs to receive one-on-one assistance on how to submit and approve time worked.
- Visit <https://pa.tempusunlimited.org/> for locations and dates for in-person sessions, as well as How-To Guides and Training Videos.

Important Information Regarding Tempus User Accounts

- All CLEs and DCWs must set up a Tempus user account to access the Tempus app and Tempus portal.
- Each CLE and DCW will need to provide Tempus a **unique email address**.
- To provide your email address to Tempus, visit <https://pa.tempusunlimited.org/>, click on the email survey link and answer the questions and submit the form.

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/>

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 تتوافر 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).

सुचना: 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).

TEMPUS UNLIMITED, INC.

PA CHC PROGRAM

600 TECHNOLOGY CENTER DRIVE

1-844-9TEMPUS (1-844-983-6787)

STOUGHTON, MA 02072

PAYMENT SCHEDULE #1 (SCHEDULE B)

Please remember to submit and approve time worked by the deadlines listed below.
Public Partnerships (PPL) is responsible for the highlighted pay periods

PAY PERIOD BEGIN DATE		PAY PERIOD END DATE	TIME WORKED MUST BE APPROVED BY 11:59 PM ON	CHECKS & D.D. STUBS MAILED ON	CHECKS AND DIRECT DEPOSITS DATED FOR
SUNDAY		SATURDAY	MONDAY	WEDNESDAY	FRIDAY
12/26/2021	-	1/8/2022	PPL	PPL	PPL-01/21/2022
1/9/2022	-	1/22/2022	PPL	PPL	PPL-02/04/2022
1/23/2022	-	2/5/2022	PPL	PPL	PPL-02/18/2022
2/6/2022	-	2/19/2022	PPL	PPL	PPL-03/04/2022
2/20/2022	-	3/5/2022	PPL	PPL	PPL-03/18/2022
3/6/2022	-	3/19/2022	3/21/2022	3/23/2022	4/1/2022
3/20/2022	-	4/2/2022	4/4/2022	4/6/2022	4/8/2022
4/3/2022	-	4/16/2022	4/18/2022	4/20/2022	4/22/2022
4/17/2022	-	4/30/2022	5/2/2022	5/4/2022	5/6/2022
5/1/2022	-	5/14/2022	5/16/2022	5/18/2022	5/20/2022
5/15/2022	-	5/28/2022	5/30/2022	6/1/2022	6/3/2022
5/29/2022	-	6/11/2022	6/13/2022	6/15/2022	6/17/2022
6/12/2022	-	6/25/2022	6/27/2022	6/29/2022	7/1/2022
6/26/2022	-	7/9/2022	7/11/2022	7/13/2022	7/15/2022
7/10/2022	-	7/23/2022	7/25/2022	7/27/2022	7/29/2022
7/24/2022	-	8/6/2022	8/8/2022	8/10/2022	8/12/2022
8/7/2022	-	8/20/2022	8/22/2022	8/24/2022	8/26/2022
8/21/2022	-	9/3/2022	9/5/2022	9/7/2022	9/9/2022
9/4/2022	-	9/17/2022	9/19/2022	9/21/2022	9/23/2022
9/18/2022	-	10/1/2022	10/3/2022	10/5/2022	10/7/2022
10/2/2022	-	10/15/2022	10/17/2022	10/19/2022	10/21/2022
10/16/2022	-	10/29/2022	10/31/2022	11/2/2022	11/4/2022
10/30/2022	-	11/12/2022	11/14/2022	11/16/2022	11/18/2022
11/13/2022	-	11/26/2022	11/28/2022	11/30/2022	12/2/2022
11/27/2022	-	12/10/2022	12/12/2022	12/14/2022	12/16/2022
12/11/2022	-	12/24/2022	12/26/2022	12/28/2022	12/30/2022
12/25/2022	-	1/7/2023	1/9/2023	1/11/2023	1/13/2023

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600 TECHNOLOGY CENTER DRIVE

1-844-9TEMPUS (1-844-983-6787)

STOUGHTON, MA 02072

PAYMENT SCHEDULE #2 (SCHEDULE A)

Please remember to submit and approve time worked by the deadlines listed below.
 Public Partnerships (PPL) is responsible for the highlighted pay periods

PAY PERIOD BEGIN DATE		PAY PERIOD END DATE	TIME WORKED MUST BE APPROVED BY 11:59 PM ON	CHECKS & D.D. STUBS MAILED ON	CHECKS AND DIRECT DEPOSITS DATED FOR
SUNDAY		SATURDAY	MONDAY	WEDNESDAY	FRIDAY
12/19/2021	-	1/1/2022	PPL	PPL	PPL-01/14/2022
1/2/2022	-	1/15/2022	PPL	PPL	PPL-01/28/2022
1/16/2022	-	1/29/2022	PPL	PPL	PPL-02/11/2022
1/30/2022	-	2/12/2022	PPL	PPL	PPL-02/25/2022
2/13/2022	-	2/26/2022	PPL	PPL	PPL-03/11/2022
2/27/2022	-	3/12/2022	PPL	PPL	PPL-03/25/2022
3/13/2022	-	3/26/2022	3/28/2022	3/30/2022	4/1/2022
3/27/2022	-	4/9/2022	4/11/2022	4/13/2022	4/15/2022
4/10/2022	-	4/23/2022	4/25/2022	4/27/2022	4/29/2022
4/24/2022	-	5/7/2022	5/9/2022	5/11/2022	5/13/2022
5/8/2022	-	5/21/2022	5/23/2022	5/25/2022	5/27/2022
5/22/2022	-	6/4/2022	6/6/2022	6/8/2022	6/10/2022
6/5/2022	-	6/18/2022	6/20/2022	6/22/2022	6/24/2022
6/19/2022	-	7/2/2022	7/4/2022	7/6/2022	7/8/2022
7/3/2022	-	7/16/2022	7/18/2022	7/20/2022	7/22/2022
7/17/2022	-	7/30/2022	8/1/2022	8/3/2022	8/5/2022
7/31/2022	-	8/13/2022	8/15/2022	8/17/2022	8/19/2022
8/14/2022	-	8/27/2022	8/29/2022	8/31/2022	9/2/2022
8/28/2022	-	9/10/2022	9/12/2022	9/14/2022	9/16/2022
9/11/2022	-	9/24/2022	9/26/2022	9/28/2022	9/30/2022
9/25/2022	-	10/8/2022	10/10/2022	10/12/2022	10/14/2022
10/9/2022	-	10/22/2022	10/24/2022	10/26/2022	10/28/2022
10/23/2022	-	11/5/2022	11/7/2022	11/9/2022	11/10/2022
11/6/2022	-	11/19/2022	11/21/2022	11/23/2022	11/25/2022
11/20/2022	-	12/3/2022	12/5/2022	12/7/2022	12/9/2022
12/4/2022	-	12/17/2022	12/19/2022	12/21/2022	12/22/2022
12/18/2022	-	12/31/2022	1/2/2023	1/4/2023	1/6/2023