

# Financial Management Services (FMS) Stakeholder Meeting

## FMS Vendor Transition for Self-Directed Services

*Community HealthChoices*

*December 3, 2021*

## FMS Transition

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

- Transition of Financial Management Services
- What to Expect During the Transition
- Transition Information Sessions
- Payroll
- EVV Training
- Tempus Website
- Questions

# Transition of Financial Management Services



# Transition of Financial Management Services



- Participants who chose the Self-Directed Services Option work with a Financial Management Services (FMS) provider to serve as the Fiscal/Employer Agent (F/EA) to:
  - Enroll for self-directed services as the Common Law Employer (CLE) or their designated CLE
  - Process enrollments for Direct Care Workers (DCWs) they hire
  - Process payroll for DCWs
  - Manage tax related responsibilities
- FMS responsibility for the Community HealthChoices program is now with the Managed Care Organizations (CHC-MCOs) as an Administrative function
- CHC-MCOs selected HHAeXchange as the vendor with Tempus Unlimited as the Fiscal/Employer Agent
- FMS will transfer from Public Partnerships LLC to Tempus Unlimited for payments processed on or after April 1, 2022



# Transition of FMS - continued



- Tempus is a non-profit corporation headquartered in Massachusetts
  - 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
- Tempus 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
- Tempus will have three offices in Pennsylvania and remote staff located throughout Pennsylvania to assist Participants with self-directed services

# What to Expect during Transition



# What to Expect during Transition

- Regular communication from Tempus
- Transition Packets mailed to Participant/Common Law Employer
  - Common Law Employer (CLE) Transition Packet
  - Direct Care Worker (DCW) Transition Packet for each active DCW
- Tempus Transition Information Sessions and Training
  - Call-in/Online Webex
  - In-Person
- Tempus Training in 2022
  - Tempus EVV timesheet submission and approval process
  - Tempus Online Tools and Self-Service Portal
  - Tempus Enrollment Process

# Transition Packets for Common Law Employers and Direct Care Workers



Tempus mailed pre-populated Transition Packets with information received from Public Partnerships LLC.

- Packets mailed to the Common Law Employer's address on file.

Participant/Common Law Employer Transition Packets include:

- Cover Letter
- CLE Enrollment Checklist
- Common Law Employer Agreement \*
- IRS Form 2678 - Employer/Payer Appointment of Agent \*
- Tempus Notice of Privacy Practices

\* Sign and Return; Requires signature of the CLE

Direct Care Worker Transition Packet sent for EACH of your DCWs. Packets include:

- Cover Letter
- DCW Enrollment Checklist
- Direct Care Worker Agreement \*\*
- Direct Care Worker Information and Acknowledgement Form \*\*

\*\* Sign and Return; Requires signature of both the CLE and the DCW



# Transition Packet Mailing Schedule



- Transition packets mailed in phases based on CHC-MCO regions
  - Southwest Region – Mailed 11/2/2021
  - Southeast Region – Mailed 11/10/2021
  - Northwest/Northeast Region – Mailed 11/15/2021
  - Lehigh/Capital Region – Mailed 11/22/2021
- Participants should expect to receive transition packets, CLE and DCW, within two weeks of the mailing date. **If a transition packet is not received by Wednesday, 12/15/2021, email Tempus at [PAFMS@tempusunlimited.org](mailto:PAFMS@tempusunlimited.org).**
- CLEs and DCWs should plan to attend a Transition Information Session for questions.

# Transition Information Sessions



# Call-in and Online Information Sessions



- Tempus will host **one-hour Call-in and Online WebEx sessions** throughout the month of December to answer questions about transition and how to complete the transition paperwork.
  - Login Information included in transition packets and posted to the Tempus website at <https://pa.tempusunlimited.org/>.

December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 7:00 PM	2 2:00 PM	3 9:00 AM	4 10:00 AM
5	6 1:00 PM	7 11:00 AM	8 7:00 PM	9 2:00 PM	10 9:00 AM	11
12	13 1:00 PM 7:00 PM	14 11:00 AM	15 7:00 PM	16 2:00 PM	17 9:00 AM	18 10:00 AM
19	20 1:00 PM	21 11:00 AM	22 7:00 PM	23 2:00 PM	24 9:00 AM	25
26	27 1:00 PM 7:00 PM	28 11:00 AM	29 7:00 PM	30 2:00 PM	31 9:00 AM	



# In-person Information Sessions



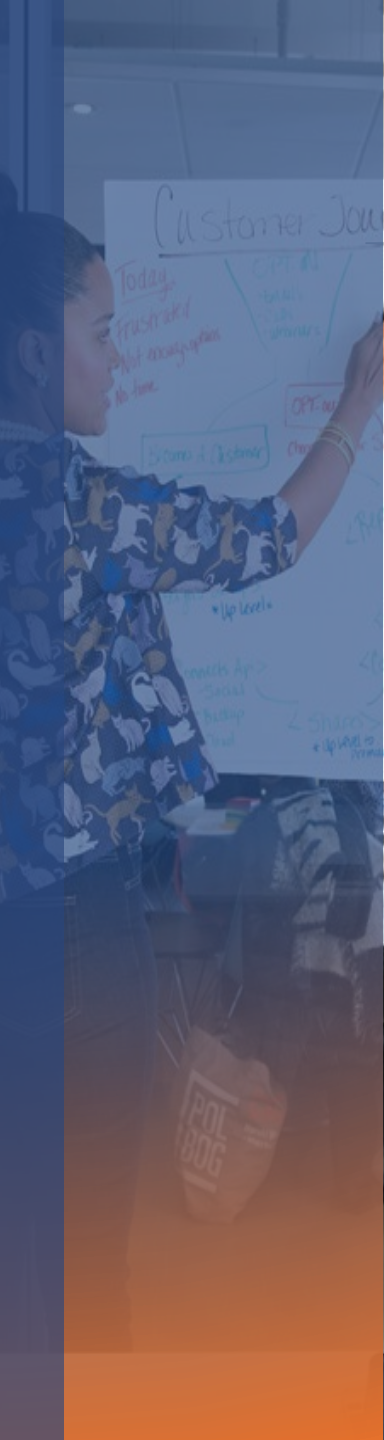
- In-person Information Sessions for Common Law Employers and Direct Care Workers will be held in each region across the Commonwealth beginning in December. Sessions are drop-in sessions for CLEs and DCWs.
  - Schedule of dates and times has been posted on the Tempus website

- ★ Southwest – Pittsburgh
- ★ Southeast – Philadelphia
- ★ Northwest – Erie
- ★ Northeast – Clarks Summit
- ★ Lehigh/Capital – Lancaster





# In-Person Information Sessions



December 2021						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 In-Person 9am-6pm Pittsburgh	2 In-Person 9am-6pm Pittsburgh	3	4
5	6	7	8 In-Person 9am-5pm Philadelphia	9 In-Person 9am-5pm Philadelphia	10	11
12	13 In-Person 9am-6pm Erie	14	15 In-Person 9am-6pm Clarks Summit	16 In-Person 9am-6pm Lancaster	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

# Payroll



# Payroll Timeline

- Tempus will issue checks on or after April 1, 2022
- Payroll schedules for Participants will remain the same
  - **Participants on Schedule B with PPL**
    - Services beginning with pay period **3/6–3/19/2022** will be submitted to Tempus
    - Payment date 4/1/2022
    - The payroll period of 3/20-4/2/2022 will be paid on 4/8/2022
    - Check dates will be every 2 weeks thereafter (4/22; 5/6; 5/20; etc.)
  - **Participants on Schedule A with PPL**
    - Services beginning with pay period **3/13–3/26/2022** will be submitted to Tempus
    - Payment date 4/1/2022
    - Check dates will be every 2 weeks thereafter (4/15; 4/29; 5/13; etc.)



# EVV Timesheet Submission and Approval Process Training





# Timesheet Submission & Approval Process



- **Electronic Visit Verification (EVV) requirements do not change. Changes to process include:**
  - New app to clock in and clock out
  - New approval process for CLEs
- Important information regarding Tempus user accounts:
  - All CLEs and DCWs must have a unique email address
  - CLEs and DCWs will need to provide Tempus their email address
  - To provide email address to Tempus, visit <https://pa.tempusunlimited.org/> and click on the email survey link, answer the questions, and submit the form
- **Every Common Law Employer and Direct Care Worker will need to be trained.**

# Timesheet Submission & Approval Process



- Beginning in 2022, Tempus will host multiple training sessions for CLEs and DCWs.
- Training will be conducted through:
  - Call-in/Online WebEx Sessions
  - In-person Sessions
  - How-to Guides and Training Videos posted to the Tempus website
- Training topics include:
  - 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
  - How to obtain a user account to access the **Tempus EVV app** and **Tempus portal**

# Tempus Website

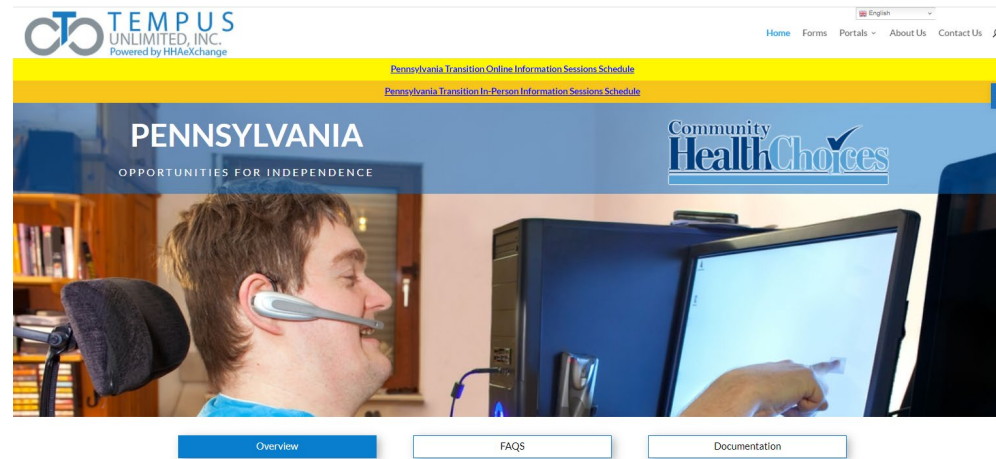




# Tempus Informational Website



- 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 paperwork and to answer questions
- 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 looking to hire remote and in-office staff for Pennsylvania
- Tempus is planning to open three offices in Pennsylvania
  - Pittsburgh Area
  - Central Pennsylvania
  - Philadelphia area
- 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>

Questions?

