



January 31, 2022

Dear Participant/Common Law Employer,

Tempus will soon be taking over your Fiscal/Employer Agent Services for Community HealthChoices (CHC) Participant-Directed Services. This is an update on the transition process. **Please review the following information 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.
 - As new DCWs enroll with Public Partnerships, LLC (PPL), the current Fiscal/Employer Agent, Tempus will mail a transition packet to the CLE when notified by PPL that the DCW is active.
- **IMPORTANT: Tempus cannot pay your DCW until the transition forms are completed and received by Tempus!** If you have not done so already, please return forms to Tempus immediately.

Important Dates in 2022:

Important Transition Dates	Date
Last Date to Enroll a DCW through PPL	2/17/22
Last Date to Submit Participant/Common Law Employer and Direct Care Worker Enrollment & Program Paperwork to PPL (Paperwork received after this date will not be processed by PPL)	2/18/22
Date all Participant/Common Law Employer and Direct Care Worker Enrollment & Program Paperwork must be submitted to Tempus	2/19/22

Important Transition Dates	Date
Last Date to submit shifts to PPL for Pay Period 2/20-3/5/22 (Payroll Schedule B)	3/7/22
Last Date to submit shifts to PPL for Pay Period 2/27-3/12/22 (Payroll Schedule A)	3/14/22
Last Date to submit and approve shifts for any prior pay periods with PPL. (After this date, PPL will not be able to process and pay timesheets for CHC-MCO Direct Care Workers)	3/25/22

- In March 2022, your DCW will start submitting timesheets to Tempus.
 - Payroll schedules for Participants/CLEs and their DCWs will remain the same

First Date to Submit Time Worked to Tempus	Date
Pay Period 3/6-3/19/22 (Payroll Schedule B)	3/6/22
Pay Period 3/13-3/26/22 (Payroll Schedule A)	3/13/22

- In April 2022, Tempus will start paying your DCW(s).

Electronic Visit Verification (EVV) Training:

- **All CLEs and DCWs must attend an EVV training on the timesheet submission and approval process. See details on page 3.**
- 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 phone system** 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 approve or reject a shift in the **Tempus portal**.
 - How to use the **Tempus portal** to view timesheet and payment information; and
 - How to obtain a user account to access the **Tempus EVV app** and **Tempus portal**.
- See table on page 3 for the phone and online session schedule. To join by phone, call 1-408-418-9388 and enter the WebEx Meeting ID found in the table on page 3. Enter # for attendee ID. To join online, go to <https://tempusunlimited.webex.com/> and enter the WebEx Meeting ID and Passcode found in the table on page 3.

Common Law Employer EVV Training Schedule				
Weekday	Time	Dates for Call-in/Online Sessions starting 1/10/22	WebEx Meeting ID	Passcode
Monday	3 pm - 4:30 pm	Every Monday through 3/28/22	2632 569 9825	FMS4u2022
Tuesday	10 am - 11:30 am	Every Tuesday through 3/29/22	2633 881 4904	FMS4u2022
Wednesday	12 pm - 1:30 pm	Every Wednesday through 3/30/22	2630 052 6655	FMS4u2022
Thursday	11 am - 12:30 pm	Every Thursday through 3/31/22	2632 352 9755	FMS4u2022
Thursday	7 pm – 8:30 pm	Every Thursday through 3/31/22	2630 172 5197	FMS4u2022
Friday	2 pm - 3:30 pm	Every Friday through 4/1/22	2632 996 2880	FMS4u2022
Saturday	10 am - 11:30 am	Every Saturday through 4/2/22	2632 897 3475	FMS4u2022

Direct Care Worker EVV Training Schedule				
Weekday	Time	Dates for Call-in/Online Sessions starting 1/10/22	WebEx Meeting ID	Passcode
Monday	12 pm – 1:30 pm	Every Monday through 3/28/22	2633 329 7343	FMS4u2022
Tuesday	2 pm - 3:30 pm	Every Tuesday through 3/29/22	2633 447 2639	FMS4u2022
Wednesday	9 am - 10:30 am	Every Wednesday through 3/30/22	2631 157 7023	FMS4u2022
Wednesday	7 pm – 8:30 pm	Every Wednesday through 3/30/22	2630 172 5197	FMS4u2022
Thursday	2 pm - 3:30 pm	Every Thursday through 3/31/22	2631 039 6508	FMS4u2022
Friday	10 am - 11:30 am	Every Friday through 4/1/22	2632 204 8442	FMS4u2022
Saturday	10 am - 11:30 am	Every Saturday through 4/2/22	2632 897 3475	FMS4u2022

- In-Person Sessions will be held across Pennsylvania for Participants/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 EVV app and Tempus portal.
- Each CLE and DCW will need to provide Tempus a **unique email address** in order to create a Tempus user account.
- 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.

General Questions

- Tempus is hosting one-hour Question and Answer Call-in/Online WebEx sessions through the transition. This is **NOT** EVV training.
- 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 found in the table below. Enter # for attendee ID. To join online, go to <https://tempusunlimited.webex.com/> and enter the WebEx Meeting ID and Passcode found in the table below.

General Question and Answer Session				
Weekday	Time	Dates for Call-in/Online General Q&A Hour	WebEx Meeting ID	Passcode
Monday and Thursday	10 am – 11 am	Every Monday and Thursday through 3/31/22	2631 100 1685	FMS4u2022
Tuesday and Friday	4 pm - 5 pm	Every Tuesday and Friday through 4/1/22	2630 218 8293	FMS4u2022

How to contact Tempus:

Phone: 1-844-9TEMPUS (1-844-983-6787) Fax: 1-833-5TEMPUS (1-833-583-6787)
 TTY: 1-833-888-0133 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).

लक्ष्य करून: यदि आपनि बांग्ला, कथा बलते पारैन, तहले निःशुल्क भाषा सहायता परिषेवा उपलब्ध आछे। फोन करून 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).