

# Financial Management Services (FMS) Stakeholder Meeting

## FMS Vendor Transition for Self-Directed Services

*Community HealthChoices*

*January 7, 2022*

## 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 choose 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
  - 20+ years providing Financial Management Services
- 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 Information Sessions
  - Call-in/Online WebEx Transition Sessions held in November and December
  - In-Person Transition Sessions held in December
  - General Question & Answer Call-in/Online WebEx Sessions starting in January through transition
- 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



- Initial CLE and DCW transition packets mailed by end of November 2021
  - Packets mailed to “active” or “good to go” CLEs and DCWs based on information provided by PPL.
  - Packets returned to Tempus as undeliverable are being researched to make sure everyone gets a packet who should receive a packet.
  - Some packets were mailed to Participants who transferred to Agency Model and no longer using self-directed services.
    - Tempus and CHC-MCOs are going through the list to remove those not using self-directed services.
- As new Participants and DCWs complete the enrollment process with PPL, Tempus will mail transition packets when notified of an “active” or “good to go” status through regular updates provided by PPL.
- Participants who did not receive a transition packet for themselves or an active DCW, should email Tempus at [PAFMS@tempusunlimited.org](mailto:PAFMS@tempusunlimited.org) or call 1-844-9TEMPUS (1-844-983-6787).

# Transition Information Sessions



# Call-in and Online Information Sessions



- Tempus will host **one hour Question and Answer Call-in and Online WebEx sessions** through the transition to answer general questions from Participants, CLEs and DCWs.
  - Login Information included in the monthly communication and posted to the Tempus website at <https://pa.tempusunlimited.org/>.
  - Please note: These are **NOT** EVV training sessions.

January 10, 2022 through April 1, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<b>Every Monday</b>	<b>Every Tuesday</b>		<b>Every Thursday</b>	<b>Every Friday</b>	
	General Q&A Hour 10:00 AM	General Q&A Hour 4:00 PM		General Q&A Hour 10:00 AM	General Q&A Hour 4:00 PM	



# 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 process for DCWs to review and submit time to CLE for approval
  - New approval process for CLEs
  - New phone system option for DCWs and CLEs to record and approve time
- **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 January 10, 2022, Tempus will host multiple training sessions for CLEs and DCWs.
- Training will be conducted through:
  - 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**

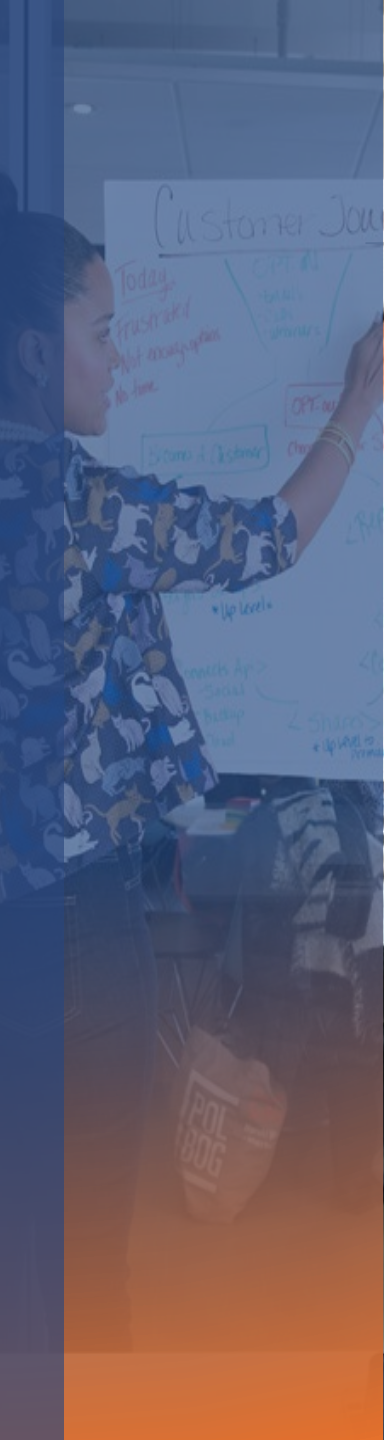


# Timesheet Submission & Approval Process



- Tempus will host **90 minute Online WebEx sessions** from **1/10/2022** through **4/2/2022** for CLEs and DCWs to learn how to submit and approve time worked.
  - Login Information included in the monthly communication to CLEs and posted to the Tempus website at <https://pa.tempusunlimited.org/>.

January 10, 2022 through April 2, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<b>Every Monday</b>	<b>Every Tuesday</b>	<b>Every Wednesday</b>	<b>Every Thursday</b>	<b>Every Friday</b>	<b>Every Saturday</b>
	<b>DCW</b> 12:00-1:30 PM	<b>CLE</b> 10:00-11:30 AM	<b>DCW</b> 9:00-10:30 AM	<b>CLE</b> 11:00-12:30 PM	<b>DCW</b> 10:00-11:30 AM	<b>CLE and DCW</b> 10:00-11:30 AM
	<b>CLE</b> 3:00-4:30 PM	<b>DCW</b> 2:00-3:30 PM	<b>CLE</b> 12:00-1:30 PM	<b>DCW</b> 2:00-3:30 PM	<b>CLE</b> 2:00-3:30 PM	
			<b>DCW</b> 7:00-8:30 PM	<b>CLE</b> 7:00-8:30 PM		



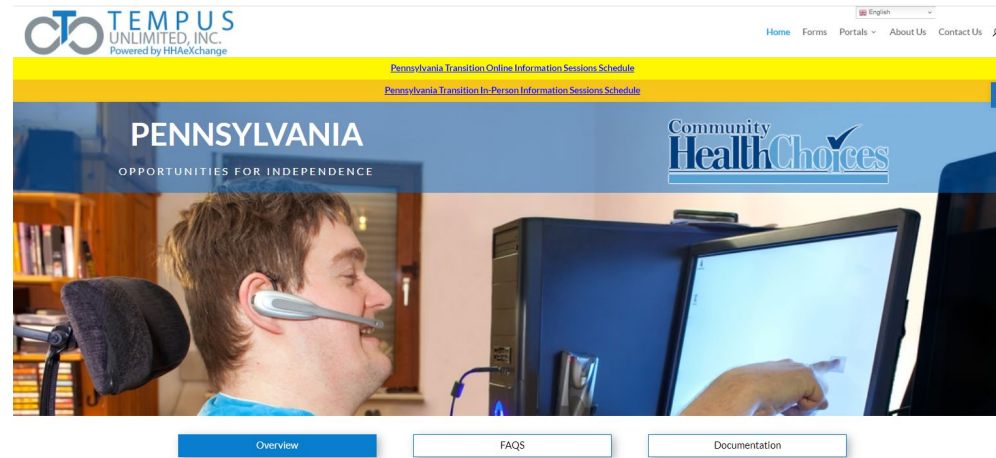
# Tempus Website



# 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 submitting and approving time worked
- 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 hiring remote and in-office staff for Pennsylvania
- Tempus is opening 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?

