



# Financial Management Services (FMS) Stakeholder Meeting

## FMS Vendor Transition for Self-Directed Services

*Community HealthChoices  
February 18, 2022*

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# FMS Transition Update from OLTL

Stakeholder Meeting  
February 18, 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 Information
- Tempus Call Center
- EVV Training
- Questions

# Transition Information



# Transition Packets



- Transition Packet Statistics
  - 52% of CLE packets and 46% of DCW packets were returned
  - Tempus re-mailed transition packets to all individuals who have not returned their packet
  - Tempus mailed transition packets to new CLEs and DCWs who recently became active
  - Tempus sent email, phone and text messages to CLEs and DCWs to advise:
    - Transition packet received and processed
    - Transition packet has not been received and was re-mailed
    - Transition packet mailed
  - Transition packets received and needing corrections will be addressed in the near future
  - Tempus is working on translating transition packets in other languages

# Transition Timeline



- Tempus will send the EVV enrollment (“Welcome!”) emails at the end of March 2022.
- New Enrollments with Tempus will begin around May 20, 2022
- Time Entry
  - First day for Payroll Schedule A to submit time to Tempus is June 5
  - First day for Payroll Schedule B to submit time to Tempus is June 12
- Payroll: First payroll from Tempus for BOTH A and B schedules will be July 1
- How will this extension be communicated to CLEs and DCWs?
  - Broadcast by email, text and voice message
  - Tempus communication letter to CLEs
  - Tempus will post notification on the PA website

# Tempus Call Center



# Tempus Call Center



- Tempus call back feature is now live in the call center
- Tempus is continuing to hire and train staff
- Average time in queue is below 5 minutes
  - Goal is to get below 2 minute average queue time in 2-3 weeks
  - Eventual goal is 85% of calls answered in 30 seconds or less



# EVV 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 (“IVR”) 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
  - “How to” videos explaining how to get free email accounts with Google, Microsoft and Yahoo! on Tempus website
  
- **Every Common Law Employer and Direct Care Worker will need to be trained on the EVV system!**

# Timesheet Submission & Approval Process



- Tempus began to host multiple training sessions for CLEs and DCWs on January 10, 2022.
- Training is conducted through:
  - Online WebEx Sessions
  - In-person Sessions will be scheduled closer to the new “go live”
  - NEW! Training Videos are now posted on the Tempus website
  - NEW! How-to Guides will be posted soon to the Tempus website
- Training topics include:
  - How to obtain a user account to access the **Tempus EVV app** and **Tempus portal**
  - 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

# Timesheet Submission & Approval Process



- Tempus is hosting **90-minute Online WebEx sessions** through **4/2/2022** for CLEs and DCWs to learn how to submit and approve time worked. Tempus will post an updated schedule in March for additional sessions.
  - Login Information included in the monthly communication to CLEs and posted to the Tempus website at <https://pa.tempusunlimited.org/>.

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		

Questions?

