

Dear PHW Participant:

THIS IS AN UPDATE ON THE F/EA TRANSITION PROCESS. PLEASE READ IT CAREFULLY.

You are getting this letter because you are a PHW Participant who hires your own direct care worker (DCW) to assist you with your participant directed personal assistant services.

We wanted to let you know that the transition timeline for the Fiscal/Employer Agent (F/EA) services currently performed for the Community HealthChoices program by Public Partnerships LLC (PPL) and being taken over by Tempus Unlimited (Tempus) **has been extended from April 1, 2022 to July 1, 2022.**

Is there information I need to complete with Tempus before the transition?

Yes. Transition packets were mailed out to the Common Law Employer (CLE) who is the person serving as the employer of your direct care worker. This may be you or it may be a person you designated. The transition packets contain necessary employment forms for you or your CLE to fill out AND for each of your direct care worker(s) to fill out.

How do I send back completed packets to Tempus?

You can send back completed packets by mail, fax, or email.

- MAIL to: Tempus Unlimited
600 Technology Center Drive
Stoughton, MA 02072
- FAX to: **1-833-5TEMPUS (1-833-583-6787)**
- EMAIL: Personal information is contained on these forms in the packet. **Send a SECURE email to PAFMS@tempusunlimited.org.**

How do I know if Tempus got my packet?

- Call your Service Coordinator and ask them to check the Tempus Packet list
- Call Tempus directly at **1-844-9TEMPUS (1-844-983-6787) [TTY: 1-833-888-0133]**

I (or my CLE) did not get a transition packet in the mail from Tempus. What should I do?

- Fill out the request form on Tempus' website here:
<https://pa.tempusunlimited.org>
- Call your Service Coordinator
- Call Tempus directly at **1-844-9TEMPUS (1-844-983-6787) [TTY: 1-833-888-0133]**

Will I be getting more information from Tempus about the transition?

Tempus will soon be sending you a letter with information needed to use the EVV system and other information about what to expect next in the transition.

WHAT ARE NEXT STEPS?

1. As soon as you get this letter, you and your DCWs' must provide your email address and mobile phone to Tempus, if you have not already done so. You can do this online at <https://pa.tempusunlimited.org> or by calling Tempus at **1-844-9TEMPUS (1-844-983-6787) [TTY 1-833-888-0133]**.
2. **Look for an email from Tempus. This email will have an invitation to register for a username and password for the Tempus portal** for. You will not be able to register in Tempus' system without this email. Make sure to check your spam and junk folders for the email.
3. **If your DCW is on Payroll Schedule A with PPL:**
 - **Between now and June 4**, you and your DCWs need to **attend a Tempus EVV training**. If you attend a training after this date, your DCW may have trouble clocking in and out and getting their time approved. The EVV training schedules can be found on the Tempus website at <https://pa.tempusunlimited.org/>.
 - **Between now and June 4**, you and your DCWs must **sign up for a username and password for the Tempus portal**. If you sign up later, your DCW may not be able to clock in and out and may not be paid on time.
 - **On June 5**, your DCWs must **start using the Tempus system** to clock in and out. You must use the Tempus system to approve timesheets.
4. **If your DCW is on Payroll Schedule B with PPL:**
 - **By June 11**, you and your DCWs need to **attend a Tempus EVV training**. If you attend a training after this date, your DCW may have trouble clocking in and out and getting their time approved. The EVV training schedules can be found on the Tempus website at <https://pa.tempusunlimited.org/>.
 - **By June 11**, you and your DCWs must **sign up for the Tempus portal**. If you sign up later, your DCW may not be able to clock in and out and may not be paid on time.
 - **On June 12**, your DCWs must **start using the Tempus system** to clock in and out. You and your DCWs must use the Tempus system to approve timesheets.
5. **DCW transition packets must be returned as soon as possible.** Packets received by Tempus after June 3 may result in your DCW being paid late.

IMPORTANT TRAINING INFORMATION

Will I, my CLE, or my DCW(s) need to attend any trainings?

Yes. You (or your CLE), and all of your DCWs **MUST** attend a Tempus EVV training session. **This training is required for all CLEs and DCWs.**

When are Tempus EVV training sessions?

Tempus has daily training sessions (including Saturdays) throughout the day to fit your schedule. You can find the schedule and session logon information on Tempus' website at <https://pa.tempusunlimited.org/>. A copy of this document is also attached.

Can I attend more than 1 session?

Yes. You can attend as many training sessions as you need to make sure you know how to use the system.

Who can I contact if I still have questions or need more information?

- Call your Service Coordinator.
- Call Tempus directly at **1-844-9TEMPUS (1-844-983-6787) [TTY 1-833-888-0133]**.

More information on the transition is added regularly: <https://pa.tempusunlimited.org/>. Currently there are EVV training videos online and How-To Guides in the Training section will be there very soon.

If you have any questions, including those about the F/EA transition, please contact PHW Member Services at 1-844-626-6813 & Toll-free TTY/PA RELAY 1-844-349-8916.

Sincerely,

PA Health & Wellness