



«First_Name» «Last_Name»
«Address_1»
«Address_2»
«City», «State» «Zip»

«Date»

Dear Participant:

This is an update on the Fiscal/Employer Agent (F/EA) Transition Process. You are getting this letter because you hire your own direct care worker (DCW) through your UPMC Community HealthChoices (UPMC CHC) home- and community-based services benefits. **PLEASE READ IT CAREFULLY.**

The transition date for Tempus Unlimited (Tempus) to become the F/EA service provider has been moved from April 1 to July 1. This means that you and your DCWs will continue to work with the current F/EA, Public Partnerships LLC (PPL), for the next couple of months to enter time worked, hire new DCWs, etc.

Please review the FAQs below to be sure you and your DCW have completed all activities needed for the transition to Tempus.

Frequently Asked Questions (FAQs)

What are the next steps?

- If you have not already, you and your DCWs must immediately provide your email address and mobile phone number to Tempus. You can do this online at pa.tempusunlimited.org or by calling Tempus at **1-844-9TEMPUS (1-844-983-6787) [TTY 1-833-888-0133]**.
- If you have not already, you and your DCWs must immediately send your transition packets back to Tempus. Packets received by Tempus after June 3 may result in your DCW being paid late.
- In late March, Tempus will email you an invitation to register for the Tempus portal. 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.

- If your DCW is on Payroll Schedule A with PPL:
 - By June 4, you and your DCWs must attend a Tempus Electronic Visit Verification (EVV) training and sign up for the Tempus Portal. If you do not sign up for the portal or attend a training by June 4, your DCW may not be able to clock in and out to get their time approved.
 - 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.
- If your DCW is on Payroll Schedule B with PPL:
 - By June 11, you and your DCWs must attend a Tempus EVV training and sign up for the Tempus Portal. If you do not sign up for the portal or attend a training by June 11, your DCW may not be able to clock in and out to get their time approved.
 - On June 12, your DCWs must start using the Tempus system to clock in and out. You must use the Tempus system to approve timesheets.

How do I send completed transition packets to Tempus?

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

- Mail: Tempus Unlimited
600 Technology Center Drive
Stoughton, MA 02072
- Fax: **1-833-5TEMPUS (1-833-583-6787)**
- Email: **PAFMS@tempusunlimited.org**. Please note that email may be intercepted by bad actors. UPMC CHC asks that you consider this before including personal information in email.

How do I know if Tempus got my transition 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 Common Law Employer (CLE), did not get a transition packet in the mail from Tempus. What should I do?

- Fill out the request form on Tempus' website: pa.tempusunlimited.org/transition-packet-form/.
- Call your service coordinator.
- Call Tempus directly at **1-844-9TEMPUS (1-844-983-6787)** [TTY: **1-833-888-0133**].

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: pa.tempusunlimited.org/.

Can I attend more than one session?

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

I have been using the telephone EVV option with PPL. How will I use the Tempus system?

The EVV training sessions provide information about how to use the Tempus phone 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].
- Go to the Tempus website at pa.tempusunlimited.org/ to view training videos about EVV and how to obtain a free email address. More information is added regularly.

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

Yes. Tempus will send you a letter soon with more information about using the EVV system and next steps in the transition process.

Sincerely,

UPMC Community HealthChoices

UPMC Community HealthChoices 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.

UPMC Community HealthChoices 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.

UPMC Community HealthChoices 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)

UPMC Community HealthChoices 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 UPMC Community HealthChoices at 1-844-220-4785. (TTY: 711)

If you believe that UPMC Community HealthChoices 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:

UPMC Community HealthChoices
Complaints and Grievances
PO Box 2939
Pittsburgh, PA 15230-2939
Phone: 1-844-220-4785 (TTY: 711)
Fax (412) 454-7920
Email: HealthPlanCompliance@upmc.edu

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, UPMC Community HealthChoices 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: 1-844-220-4785 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-220-4785 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-844-220-4785 (телетайп: 711).

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 1-844-220-4785 (TTY：711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-220-4785 (TTY: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-220-4785 (رقم هاتف الصم والبكم: 711).

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-844-220-4785 (टिडिवाइ: 711) ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-844-220-4785 (TTY: 711) 번으로 전화해 주십시오.

សម្គាល់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ យើងមានផ្តល់សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ 1-844-220-4785 (TTY: 711)។

ATTENTION :Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-844-220-4785 (ATS: 711).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-844-220-4785 (TTY: 711) သို့ ခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-844-220-4785 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-220-4785 (TTY: 711).

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নি:খরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-844-220-4785 (TTY: 711)।

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-844-220-4785 (TTY: 711).

सुचना: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-844-220-4785 (TTY: 711).