



# Financial Management Services Stakeholder Meeting

March 4, 2022

## Agenda

- OLTL Welcome
- Updates from the Community HealthChoices Managed Care Organizations (CHC-MCOs)
- Submit questions on FMS Transition to:
  - [RA-PWOLTLFMSTrans@pa.gov](mailto:RA-PWOLTLFMSTrans@pa.gov)
- Tempus Presentation
- Q & A



# Financial Management Services (FMS) Stakeholder Meeting

## FMS Vendor Transition for Self-Directed Services

*Community HealthChoices*  
*March 4, 2022*

The content contained herein ("Confidential Information") are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

## 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



# Tempus Transition Packets

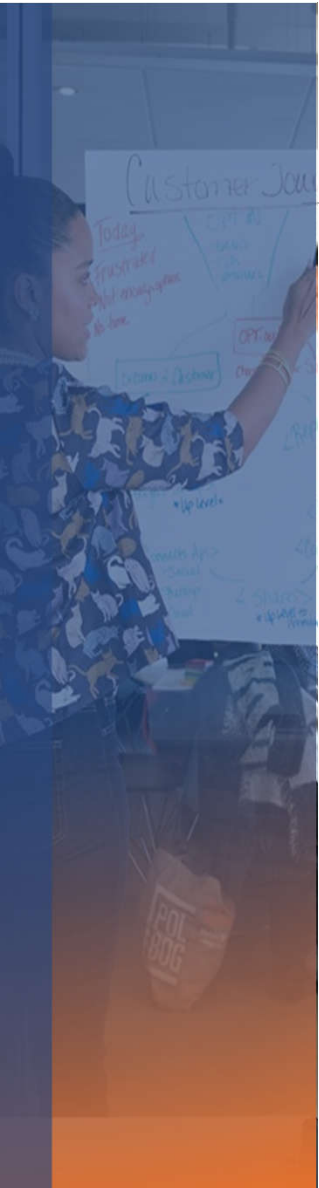


- Transition Packet Statistics
  - 56% of CLE packets and 50% of DCW packets were returned
  - Transition packets re-mailed to all individuals who have not returned their packet
  - Transition packets mailed to new CLEs and DCWs who recently became active
- Transition Packet Communication
  - Tempus communication to CLEs and DCWs:
    - 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 Transition Packets



- Alternate Languages
  - Transition packets are being translated into other languages
- If you have not received a packet or want to check if your packet has been received:
  - Contact Tempus at; 1-844-983-6787 or email [PAFMS@tempusunlimited.org](mailto:PAFMS@tempusunlimited.org)
  - Contact your Service Coordinator



# Tempus Transition Timeline Extension



- 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 is this extension being communicated to CLEs and DCWs?
  - Broadcast by email, text and voice message
  - Letters to CLEs will be sent
  - Notification on the PA website
  - MCOs will post on website
  - Service Coordinators are aware of extension and communicating to Participants



# 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 for submitting timesheet is not changing**
- **EVV process changes 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
- **Every Common Law Employer and Direct Care Worker will need to be trained on the EVV system!**

# Timesheet Submission & Approval Process



- **Important information regarding Tempus user accounts:**
  - All CLEs and DCWs *must have a unique email address*
  - CLEs and DCWs must provide an email address
  
- **How to provide email address**
  - Visit <https://pa.tempusunlimited.org/> and click on the email survey link, answer the questions, and submit the form
  
- **How to obtain an email address**
  - “How to” videos explaining how to get free email accounts with Google, Microsoft and Yahoo! on Tempus website
  
- **What happens if you don’t have internet or unable to use email:**
  - You can use the phone system to clock time and approve time
  - The phone system is called “IVR”
  - IVR stands for Interactive Voice Response

# 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?

