

GENERAL FAQs

Q: When will DCWs start submitting time worked to Tempus?

A: DCWs on Payroll Schedule A will start submitting time worked to Tempus beginning June 5. DCWs on Payroll Schedule B will start submitting time worked to Tempus beginning June 12. Beginning on these dates, time worked should no longer be submitted to PPL. Time worked prior to these dates should be submitted to PPL and approved no later than June 24.

Q: When will Tempus issue paychecks?

A: ALL DCWs who submit their time worked June 5th to June 25th to Tempus will be paid on July 1st.

- Payroll Schedule A: Next paycheck will be issued July 8th and every two weeks after that
- Payroll Schedule B: Next paycheck will be issued July 15th and every two weeks after that

Q: How will my DCW get paid by Tempus?

A: If they had direct deposit information on file with PPL, Tempus will pay them via direct deposit. If they did not, Tempus will mail them a paper check. There is also an option to receive payment via a debit card. There are NO COSTS for this debit card as long as withdrawals are made from in-network ATMs or from banks that honor a Visa card. To change the way that Tempus pays your DCW, they should call Tempus at 1-844-983-6787.

Q: How do I know which Payroll Schedule I'm on?

A: If you are on Payroll Schedule A, your DCW received a paycheck from PPL on May 20th. The last paycheck from PPL will be issued on June 17th for time worked May 22nd-June 4th.

If you are on Payroll Schedule B, your DCW received a paycheck from PPL on May 27th. The last paycheck from PPL will be issued on June 24th for time worked May 29th-June 11th.

There is a payroll schedule posted to the Tempus website <https://pa.tempusunlimited.org/forms/>

Q: Did Tempus receive my (or my DCW's) transition packet?

A: To check if Tempus received their packet:

Go to: [Look up - PA Tempus Unlimited](#)

- Input the data needed
 - Blue Box: For participants/CLEs.
 - ✓ PPL CLE number (this is their Employer ID. C followed by 6 numbers)
 - Green Box: For DCWs
 - ✓ PPL DCW number (This is their Employee ID. E followed by 6 numbers)
 - ✓ PPL CLE number (this is their Employer ID. C followed by 6 numbers)— [if the DCW works for more than one CLE, then check each CLE/DCW pair]
- If the packet was not received, direct them to Tempus at 1-844-983-6787 to request a packet be mailed. Alternatively, contact your Service Coordinator for assistance with packets

OPTIONS FOR CLEs TO APPROVE TIME WORKED BY THEIR DCW

Q: How do I approve the time my DCW worked?

A: There are 2 options for approving time worked

Option #1: Electronic Visit Verification (EVV) Portal (also called Evvie Portal)

- You may reference the job aid on the tempus website https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_approve-shifts.pdf
- Did you submit an email address to Tempus with your transition packet?

If you submitted an email address, then:

- Check your email (Inbox, Junk and Spam folders) for an email titled “Welcome to Tempus Unlimited” from NoReply@annkissam.com
- Click the link in that email to set up the FMS One/ Evvie portal
- If you submitted an email but did not receive the Welcome email, call your Service Coordinator who can request that the email be resent to you. Alternatively, call Tempus EVV Support by calling 1-844-983-6787

If you did not submit an email address, then:

- Call your Service Coordinator who can request that the email be resent to you within a day
- Submit an email address at <https://pa.tempusunlimited.org/form-contact/> using the blue box
 - Look for an email titled “Welcome to Tempus Unlimited” from NoReply@annkissam.com in about 1 week and follow instructions inside
- Call Tempus EVV Support by calling 1-844-983-6787

Option #2: Telephone Visit Verification System (TVV) also known as IVR or “Phone System” (if you do not have a computer or internet)

- There is documentation on Tempus’ website for using the TVV/IVR system. https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_approve-shifts.pdf

OPTIONS FOR DCWs TO SUBMIT TIME WORKED

Q: How does my DCW submit the time they worked?

A: There are 3 options to submit time worked

Option #1: Electronic Visit Verification (EVV) Portal (Evvie Portal)

- Follow same steps highlighted above in grey. ONLY DIFFERENCE: If submitting an email address for a DCW at <https://pa.tempusunlimited.org/form-contact/> use the Green box

Option #2: Evvie App

- Follow same steps highlighted above in grey.

- After they set up their Evvie Portal account (via FMS One),
- Look for an email titled a “Welcome to Evvie Portal” from NoReply@annkissam.com and click the link in this email
- Download the EVV app from Google Play or the Apple App Store (the app is called Evvie App, produced by Annkissam)
- Log in to the App using the same ID (email address) and password as the Evvie Portal

Option #3: Telephone Visit Verification System (TVV) also known as IVR or ‘Phone System’ (if they do not have a computer or internet)

- Tell them to call Tempus to request access to the TVV/IVR phone system

Q: What is the difference between the Tempus Unlimited Participant Dashboard portal, Evvie Portal, Evvie App and TVV/IVR phone system?

A:

Evvie Portal

--Can be used by CLEs to: Approve time submitted by DCWs, Review time authorized, Review time used, Review employee records and pay rates

--Can be used by DCWs to: Manually enter time worked and edit existing time entries

Tempus Unlimited Participant Dashboard Portal

--Can be used by CLEs to: Review Participant/CLE basic information, DCWs and their basic information, authorization information, and payment information.

--DCWs cannot use the Participant Dashboard.

TVV/IVR Phone System

--Can be used by CLEs to: Approve time submitted by DCWs

--Can be used by DCWs to: Check in and out of the participant’s home (time worked). DCWs cannot manually enter time or edit existing time

Evvie App

--Can be used by DCWs to: Manually enter time worked. DCWs cannot edit existing time entries

--CLEs cannot use the Evvie App at all

Q: Will my DCW be paid if they use the TTV/IVR Phone System to submit time (check in) from a phone number that is not registered with Tempus?

A: Yes but you should call Tempus and register the phone numbers your DCW will be using. Do this in late July.

Q: I signed up for the EVV portal (Evvie Portal). How do I access it?

A: [FMS One - Sign In \(bluebedrock.com\) https://fms-one.bluebedrock.com/users/sign_in](https://fms-one.bluebedrock.com/users/sign_in)

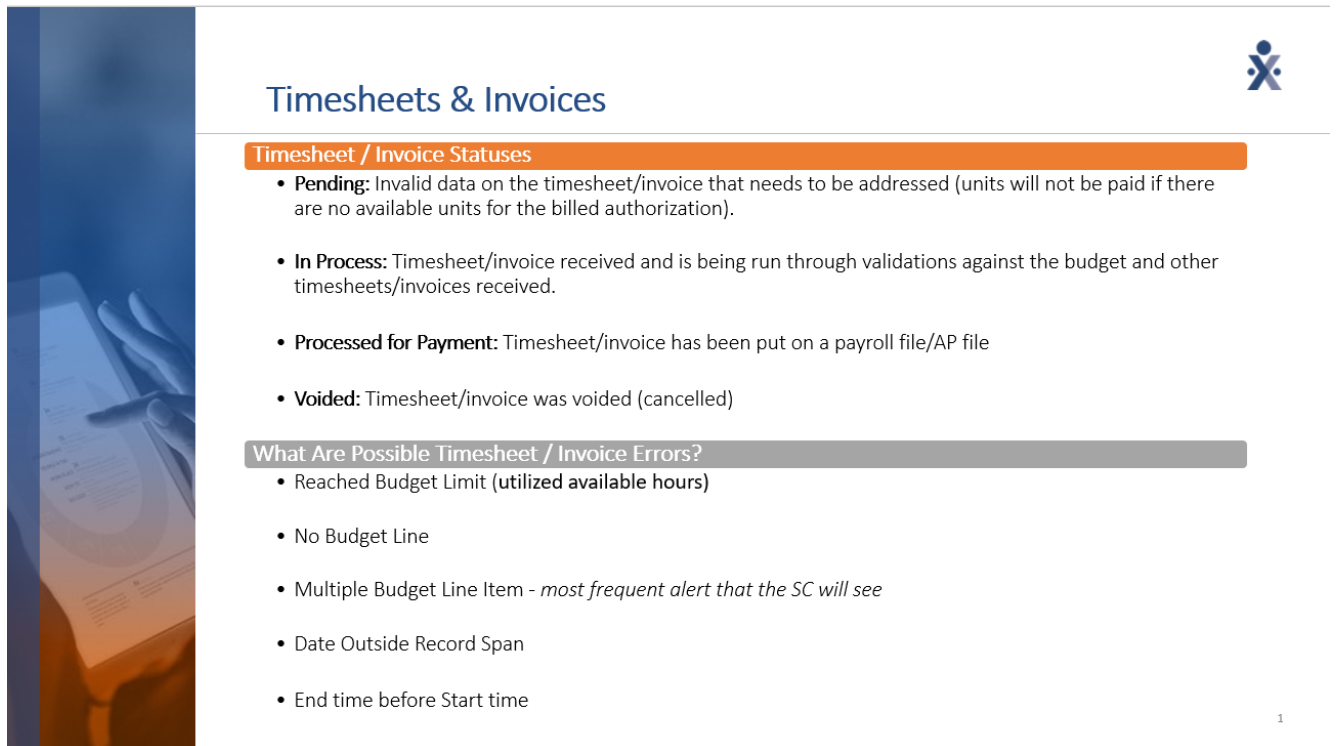
Q: Why does the Evvie app only have two stars?

A: Mostly because people don't like using Electronic Visit Verification in general. It is a good app and is easy to use. This is the only app that Community HealthChoices is using for self-directed services.

NOTE:

- ALL questions related to enrolling new Participants and their DCWs into the self-directed model should be referred to the Service Coordinator.

PARTICIPANT DASHBOARD TIMESHEET & INVOICE STATUS



The screenshot shows a mobile application interface titled "Timesheets & Invoices". On the left is a vertical image of a hand holding a pen over a document. On the right, there is a list of status categories and error messages. The status categories are: Pending, In Process, Processed for Payment, and Voided. The error messages are: Reached Budget Limit, No Budget Line, Multiple Budget Line Item, Date Outside Record Span, and End time before Start time.

Timesheets & Invoices

Timesheet / Invoice Statuses

- **Pending:** Invalid data on the timesheet/invoice that needs to be addressed (units will not be paid if there are no available units for the billed authorization).
- **In Process:** Timesheet/invoice received and is being run through validations against the budget and other timesheets/invoices received.
- **Processed for Payment:** Timesheet/invoice has been put on a payroll file/AP file
- **Voided:** Timesheet/invoice was voided (cancelled)

What Are Possible Timesheet / Invoice Errors?

- Reached Budget Limit (utilized available hours)
- No Budget Line
- Multiple Budget Line Item - *most frequent alert that the SC will see*
- Date Outside Record Span
- End time before Start time

DETAILS TRANSITION AND EVV SUPPORT QUESTIONS

1. **How can I get set-up without calling the call center?**
 - a Read the guides and watch the videos at <https://pa.tempusunlimited.org/training-materials/>
 - b Contact the Participant's Service Coordinator for assistance
 - c DCWs can contact the Service Employees International Union for support: 1-800-252-3894
 - d If you're a DCW make sure you have a Evvie Portal & Evvie App set up. If you do not, then check for the welcome email, follow the guides to sign up for the FMS One Account and the Evvie Portal. AFTER doing that download your Evvie App and log into that. Enter time for payroll A beginning 6/5 and for payroll B beginning 6/12.
2. **I'm a CLE and I have not received a welcome email and I heard I need one to set up my account. How do I get one and what do I do next?**
 - a Contact your (or the Participant's) Service Coordinator for assistance
 - b Call Tempus Unlimited at 844-983-6787
3. **I'm a DCW and I have not received a welcome email and I heard I need one to set up my**

account. How do I get one and what do I do next?

- a Contact your (or the Participant's) Service Coordinator for assistance
 - b Call Tempus Unlimited at 844-983-6787
 - c DCWs can contact the Service Employees International Union for support: 1-800-252-3894
- 4. I'm a CLE, I got a welcome email and I downloaded the Evvie App but it is stuck in loading or it will not load properly. How do I get this resolved?**
- a CLEs do not use the Evvie app. Use your account login to access the Evvie Portal: https://fms-one.bluebedrock.com/users/sign_in
- 5. I'm a DCW, I got a welcome email and I downloaded the Evvie App but it is stuck in loading or it will not load properly. How do I get this resolved?**
- a Remove the Evvie app
 - b Search for the "Welcome to Tempus Unlimited" email—check the Inbox, Junk, Spam and Trash folders to find it
 - c Follow the process [here](#)
- 6. I'm a DCW and I just learned about this transition what do I need to do?**
- a Contact your CLE and ask them to set up a meeting with your Service Coordinator to complete a Transition packet
 - b Ask the Service Coordinator to request an EVV Welcome email
 - c Search for an email with the subject "Welcome to Tempus Unlimited" and follow the instructions in that message

- 7. I'm a DCW and I have not received a packet. I've requested one multiple times and I'm very frustrated. How am I going to get paid on time?**
 - a Contact your CLE and ask them to set up a meeting with your Service Coordinator to complete a Transition Packet
 - b Ask the Service Coordinator to request an EVV Welcome email
 - c Search for an email with the subject "Welcome to Tempus Unlimited" and follow the instructions in that message
- 8. I'm a CLE and I have not received a packet. I've requested one multiple times and I'm very frustrated. How are my caregivers going to get paid on time?**
 - a Contact your Service Coordinator to complete a Transition Packet
 - b Ask the Service Coordinator to request an EVV Welcome email
 - c Search for an email with the subject "Welcome to Tempus Unlimited" and follow the instructions in that message
- 9. I have a new DCW that is in process or needs set up, what do we need to do to make sure they are smoothly transitioned to the new FMS vendor?**
 - a If your DCW was enrolled with PPL, Tempus will complete the enrollment and contact you when they are ready to serve. Use the Tempus Unlimited Participant Dashboard portal to track progress
 - b If you need to enroll a new DCW, complete the DCW Enrollment form on the Tempus Unlimited website and send it to the email address listed on the form:
https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/New-DCW-Enrollment-Application_Rev.2022-05_fill-in.pdf
- 10. I'm a CLE and I don't have access to a computer or internet, how do I approve time?**
 - a You can use the Telephonic Visit Verification system—also called "IVR" or "Phone System"
 - b Read this guide to get started: https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employer_approve-fillable-Tempus-English.pdf
 - c View the "Employer Shift Review and Approval" video on the Tempus Unlimited Website: <https://vimeo.com/688048354/ff539a0150>
- 11. I'm a DCW and I don't have access to a computer or internet, how do I approve time?**
 - a You can use the Telephonic Visit Verification system—also called "IVR" or "Phone System"
 - b Read this guide to get started: https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employee-fillable-Tempus-English.pdf
 - c View the "How to use IVR to Record Shifts" video on the Tempus Unlimited website: https://haxsupport.s3.amazonaws.com/SupportDocs/AK/evvie/ivr_calls_no-adl.mp4
- 12. I'm a DCW and I don't want to use the App for entering time (for whatever reason) how am I going to get paid for my hours worked?**
 - a You are required to use EVV to provide services to Community HealthChoices participants
 - b You can use the Evvie app to submit EVV-compliant shifts
 - c You can use the Telephonic Visit Verification system—also called "IVR" or "Phone System"—refer to question 11, above
- 13. I'm a DCW and I heard or saw in a video that I have to approve the shift and approve the timesheet at the end of the pay period? Is that true and if so why do I have to approve twice?**
 - a The Evvie system has been updated so that when you submit your shift, it is automatically approved!

- b If you make a manual shift entry in the Evvie Portal, you will need to set that shift to “Approved”. Instructions for manual entries are found here:
https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_manual-shifts.pdf
 - c Your employer will still need to check your timesheet and “lock as approved” each shift in order for it to be payable
- 14. I’m a DCW and I heard or saw in a video that I have to approve the shift and then lock the shift as a approved, that seems confusing and unnecessary. Why are there duplicative steps?**
- a See question 13
- 15. I’m a DCW, do I have to approve the shifts worked in the Evvie App and the Evvie Portal? Or just one or the other? I’m confused.**
- a No. Once you submit a shift in the Evvie app or the Evvie Portal, it will be in Approved status and ready for your employer to Lock as Approved so it can be paid
- 16. I’m a CLE, does my DCW have to approve the shifts worked in the Evvie App and the Evvie Portal? Or just one or the other? We’re both confused.**
- a No. Once your employee submits a shift in the Evvie app, it will be in Approved status and ready for you to Lock as Approved so it can be paid
 - b If your DCW made a manual shift entry in the Evvie Portal, they need to set that shift to “Approved”, refer to Question 13, above.
- 17. I’m a DCW or a CLE, how does the DCW manually edit time if they forgot to punch out?**
- a The DCW can edit shifts in the Evvie Portal before the employer Locks them as Approved. Refer to this Job Aid for details: https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_adjust_shifts.pdf
 - b The employer will Lock as Approved each shift once they are adjusted
- 18. I’m a DCW or a CLE, how does the DCW manually enter time if they forgot to punch in?**
- a The DCW can manually enter past shifts in the Evvie Portal. Refer to Question 17, above.
- 19. I’m a DCW or a CLE, how does the DCW delete a shift if it was entered in error? See manual shift entry/edit.**
- https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_manual-shifts.pdf
- 20. I’m a DCW or a CLE, how does the DCW enter shifts for earlier in the pay period since I just got my app set up? Refer to this Job Aid for details: https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_manual-shifts.pdf**
- 21. How do I get training for time entry, time edits or time approval?**
- a Log in or call in to the Tempus EVV Help Desk daily sessions. Refer to this document for details on the schedule and how to log in or call in: https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/PA_EVV_Online_Help_Desk_Schedule_20220328.pdf
 - b Log in to one of the Frontline Training Fund’s daily training sessions for CLEs and DCWs. The schedule is:
 - i. Monday 6/13 -- 10 AM + 3PM
 - ii. Tuesday 6/14 -- 10 AM + 3PM
 - iii. Wednesday 6/15 -- 10 AM + 3PM
 - iv. Thursday 6/16 -- 10 AM + 3PM
 - v. Friday 6/17 -- 10 AM
 - vi. Sat 6/18 -- 10 AM
 - c Log in to the sessions using these links:
 - i. **Link for 10AM Training Sessions (6/13, 6/14, 6/15, 6/16, 6/17, 6/18):**
<https://us06web.zoom.us/meeting/register/tZwvdeCvqDkuEtwmWaR1EKx4C2Nkzi1lodLy>

- ii. **Link for 3PM Training Sessions (6/13, 6/14, 6/15, 6/16):**
<https://us06web.zoom.us/meeting/register/tZwpdOQtzguGtQpCHs-xSouAIEiLmcU8KQ9>

22. I don't have an email account, what are my options?

- a There are many ways to set up a free email account. Refer to the Tempus Unlimited website for videos showing how to set up Gmail, Yahoo! or Outlook emails:
<https://pa.tempusunlimited.org/training-materials/> (scroll down to find the email videos)
- b You can use the Telephonic Visit Verification system—also called “IVR” or “Phone System”. Refer to Question 11 (CLEs) or 15 (DCWs) for details