

**Q: What is Participant Self-Directed Personal Assistance Services (PAS) (self-direction, consumer-direction)?**

**A:** When it comes to managing your personal assistance services (PAS), we understand that every individual has their own needs and preferences. Participant Self-Directed PAS offers increased choice and authority by allowing you, the Participant, to manage your PAS and how they are delivered.

Participant Self-Directed PAS provide an alternative way of receiving help with activities like assistance with walking, dressing, and bathing. You have more control over who provides your care and how it is provided. Rather than choosing a PAS agency that controls selection, training, and scheduling of a Direct Care Worker (DCW)\*, you, your family member, friend, or guardian directs the care and performs many of the functions usually done by the agency.

Participant Self-Directed PAS let you choose and control the who, where, when, and how some services and supports are given.

Participants:

- Have more control over how Personal Assistance Services are delivered
- Select and employ DCWs who provide the services
- Hire DCWs that best match their needs and preferences
- Set the DCW's schedule
- Arrange for backup DCWs
- Train DCWs to support them
- Dismiss DCWs as needed

Participant Self-Directed PAS are available to those who are eligible for Home & Community Based Services under Community HealthChoices (CHC).

Participants work with Tempus (a Financial Management Service (FMS) Organization) to help them with:

- Processing payments (paying DCWs for time worked)
- Maintaining payroll tax records

To learn more about Participant Self-Directed PAS, you can speak with your Service Coordinator.

\*A DCW cannot be a legal guardian, spouse, representative payee, or power of attorney.

For more information on the enrollment process, review the "New Enrollment Process Outline" found here: <https://pa.tempusunlimited.org/forms/>

**COMMONLY USED TERMS RELATED TO SELF-DIRECTED PAS**

**Participant:** A person who is enrolled with the Community HealthChoices Managed Care Organization (CHC-MCO).

**Community HealthChoices Managed Care Organization (CHC-MCO):** Insurance providers that are responsible for the physical health care and Long-Term Services and Supports (LTSS) of Participants enrolled in their plan.

**Common Law Employer (CLE):** Person who is responsible for recruiting, hiring, firing, training, scheduling, supervising, and managing DCW(s). This could be the Participant, or a representative chosen by the Participant.

**Direct Care Worker (DCW):** Person hired and managed by the Participant/CLE to provide PAS to the Participant.

**Electronic Visit Verification (EVV):** A system used by DCWs and Participant/CLEs to electronically submit and approve time worked. DCWs and Participant/CLEs are required by CMS (Centers for Medicare and Medicaid Services) to use EVV.

**Financial Management Services (FMS):** Administrative functions provided by a company to assist the Participant/CLE by processing payroll and tax withholding for approved hours worked for DCWs hired by the Participant/CLE.

**Financial Management Services (FMS) Vendor:** Tempus is the FMS vendor for CHC Participants who choose self-direction. They process timesheets, make payments, and manage all required tax withholdings, including Federal Insurance Contributions Act (FICA) taxes, for personal assistance workers employed by Participants under a self-directed model.

**Service Coordinator:** Participant's point of contact for assessments to determine what services are needed and for questions about self-directed PAS.

## **PARTICIPANT/CLE ENROLLMENT**

**NOTE:** ALL questions related to the authorization and approval of self-directed PAS hours should be referred to the Service Coordinator.

**Q: I'm a Participant in the Community HealthChoices program and want to self-direct my own Personal Assistance Services (PAS). What do I do?**

**A:** Let your Service Coordinator know you are interested in self-directing your PAS. Your Service Coordinator will discuss the self-direction option with you. If you decide to self-direct, a referral will be sent to Tempus. Once Tempus receives the referral, a Tempus Enrollment Specialist will reach out to you to get the process started.

For more information on the enrollment process, review the "New Enrollment Process Outline" found here: <https://pa.tempusunlimited.org/forms/>

## **DCW ENROLLMENT & INFORMATION**

**Q: What is the first step in hiring a DCW?**

**A:** Complete and return the "New DCW Enrollment Application" found here: <https://pa.tempusunlimited.org/forms/> or contact Tempus at 1-844-983-6787 (TTY 711).

Review the "New Enrollment Process Outline" found here: <https://pa.tempusunlimited.org/forms/> for more information about what is needed to complete your DCW's enrollment.

**Q: I am in the process of hiring a new DCW. How do I find out what is still needed?**

**A:** Go to your Participant Dashboard. Find the DCW listed on the left side under “Employees”. If the status shows “Pending”, click on the word “Pending”. A box will pop up showing what items are still needed before the DCW can begin being paid to work. You can also contact Tempus at 1-844-983-6787 and ask for an Enrollment Specialist.

If the status shows “Active”, your DCW can begin being paid to work as of the Start Date shown.

You can find more information about the Participant Dashboard, including how to set up and log in by reviewing the “Participant Dashboard User’s Guide” found here:

<https://pa.tempusunlimited.org/training-materials/>

**PAYROLL & PAYMENTS**

**Q: How does the Participant/CLE see what the DCW’s current pay rate is?**

**A:** Go to your Participant Dashboard. Click on “View budget rate records” in the Budgets section. You will see a listing of your DCWs and their pay rates. You can find more information about the Participant Dashboard, including how to set up and log in by reviewing the “Participant Dashboard User’s Guide” found here: <https://pa.tempusunlimited.org/training-materials/>

**Q: How do I make a change to my DCW’s pay rate?**

**A:** Complete a “DCW Rate Change Form” found here: <https://pa.tempusunlimited.org/forms/> Review the “PA CHC Rate Calculator” for help in knowing how much you can pay your DCW.

**Q: What are the choices for my Direct Care Worker (DCW) to receive pay from Tempus?**

**A:** Tempus offers 3 choices for pay: direct deposit into a savings or checking account, debit card (Focus Card), or paper check.

**Q: How does my DCW sign up for direct deposit?**

**A:** To sign up for direct deposit or to change the account the direct deposit is going into, the DCW will need to complete the “DCW Direct Deposit Application” form and return it with a voided check or a bank letter to Tempus. The form can be found here: <https://pa.tempusunlimited.org/forms/>

**Q: How does my DCW sign up for the debit card (Focus Card)?**

**A:** To sign up for the debit card (Focus Card), the DCW will need to complete the “U.S. Bank Focus Card Enrollment Form”. The form can be found here: <https://pa.tempusunlimited.org/forms/>

There are NO COSTS for the debit card as long as withdrawals are made from in-network ATMs or from banks that honor a Visa card.

**Q: How does my DCW change from receiving their pay through direct deposit or debit card to receiving a paper check in the mail?**

**A:** To change from direct deposit or debit card to a paper check, the DCW must send a request in writing (email or letter) to Tempus. For more information, call Tempus at 1-844-983-6787.

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

**A:** Contact Tempus at 1-844-983-6787.

Payment schedules are posted on the Tempus website at: <https://pa.tempusunlimited.org/forms/>

**Q: How do I see my/my DCW's pay stub?**

**A:** Both Participant/CLEs and DCWs can see pay stubs.

To view pay stubs, you must register in the Employee Self Service Portal. Review the "ESS Portal Instructions" found here: <https://pa.tempusunlimited.org/ess-portal/>

Review the training video "ESS Portal login training" found here: <https://pa.tempusunlimited.org/ess-portal/>

**Q: How does my DCW let Tempus know that they want to receive their pay stub electronically instead of in the mail?**

**A:** The DCW will need to complete the "DCW Opt Out Pay Stub Request Form" and return it to Tempus. The form can be found here: <https://pa.tempusunlimited.org/forms/>

**OPTIONS FOR PARTICIPANT/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)

- Review "How to Approve Shifts in evvie Portal" found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

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

- Review the job aid "How to Use IVR to Approve Shifts (Employers Only)" found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>
- Review the training video "How to use IVR" found on the Tempus website: <https://pa.tempusunlimited.org/training-materials/>

**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: evvie App

- Review the job aid "Using the evvie Mobile App" found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>
- After setting up the evvie Portal account (via FMS One),

- Look for an email titled “Welcome to evvie Portal” from [NoReply@annkissam.com](mailto:NoReply@annkissam.com) and click the link in this email
- Download the evvie App from Google Play or the Apple App Store (the app is called evvie App, produced by Annkissam)
- Log in to the evvie App using your same ID (email address) and password as the evvie Portal

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

- Review the job aid “How to Use IVR to Record Shifts (Workers Only)” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>
- View the “How to use IVR” video found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

The Participant/CLE must contact Tempus to request access to the TVV/IVR phone system for submitting time worked.

Option #3: Electronic Visit Verification (EVV) Portal (also called evvie Portal)

- Review the job aid “How to Create Manual Shifts in the evvie Portal” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: How do I submit time if I don’t have access to a computer or internet?**

**A:** You can use the Telephone Visit Verification system – also called “IVR”, “Phone System” or “TVV/IVR”.

Review the job aid “How to Use IVR to Record Shifts (Workers Only)” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

View the “How to use IVR” video found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: The Participant I work for doesn’t have internet service in their area. Can I still use the evvie App to submit my time?**

**A:** Yes, the evvie App has what is called “offline capability”. You will need to log into the app while you have service. Clock in and clock out at the beginning and end of your shift. Once you are back in service, the shift(s) will automatically send to the evvie Portal for your Participant/CLE to Lock as Approved.

Please see “Offline Shift Submission” found on page 9 of the “evvie and evvie Portal User’s Guide” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

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

**A:**

Participant Dashboard Portal

--Can be used by Participant/CLEs to: Review Participant/CLE basic information, DCWs' basic information and pay rates, Authorization information, and Payment information.

--DCWs cannot use the Participant Dashboard Portal.

evvie Portal

--Can be used by Participant/CLE to: Approve time submitted by DCWs, Review time authorized, Review time used, Manually enter time worked, and Edit existing time entries.

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

evvie App

--Can be used by DCWs to: Clock in and out (time worked). DCWs cannot manually enter past time or edit existing time entries.

--Participant/CLEs cannot use the evvie App.

TVV/IVR Phone System

(Only used if the Participant or DCW does not have computer or internet access)

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

--Can be used by DCWs to: Clock in and out of the Participant's home (time worked). DCWs cannot manually enter past time or edit existing time.

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

**A:** No, the Participant/CLE must call Tempus and register the phone number your DCW will be using.

**PARTICIPANT DASHBOARD TIMESHEET STATUS INFORMATION**

**Q: What do each of the timesheet statuses mean?**

**A:** Pending: Invalid data on the timesheet that needs to be addressed (units will not be paid if there are no available units for the billed authorization).

In Process: Timesheet received and is being run through validations against the budget and other timesheets received.

Processed for Payment: Timesheet has been put on a payroll file.

Voided: Timesheet was voided (cancelled).

**Q: What are possible timesheet errors?**

**A:** Reached Budget Limit – all hours in the authorization have been used

No Budget Line – No authorization has been provided for the time period

### **GETTING SET UP WITH THE EVVIE PORTAL AND EVVIE APP**

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

**A:** [https://fms-one.bluebedrock.com/users/sign\\_in](https://fms-one.bluebedrock.com/users/sign_in)

**Q: How can I get set up with the evvie Portal without calling Tempus?**

**A:** Read the guides and watch the videos at: <https://pa.tempusunlimited.org/training-materials/>

**Q: I have not received a welcome email. I heard I need one to set up my account. How do I get one?**

**A:** Contact Tempus Unlimited at 1-844-983-6787.

**Q: 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:** If you are a Participant/CLE, you do not use the evvie App. Use your account login to access the evvie Portal: [https://fms-one.bluebedrock.com/users/sign\\_in](https://fms-one.bluebedrock.com/users/sign_in)

If you are a DCW, remove the evvie App.

Search your email (Inbox, Junk and Spam folders) for an email titled “Welcome to Tempus Unlimited” from [NoReply@annkissam.com](mailto:NoReply@annkissam.com)

Click the link in that email to set up the FMS One/evvie Portal.

Once you set up the account, download the evvie App from Google Play or the Apple App store (the app is called evvie App, produced by Annkissam). Log into the evvie App using your same ID (email address) and password as the evvie Portal. Review “How to download the evvie Mobile App” found at: <https://pa.tempusunlimited.org/training-materials/> Also review “Using the evvie Mobile App” for help with using the app.

If you submitted an email address but did not receive the “Welcome to Tempus Unlimited” email, call Tempus at 1-844-983-6787.

**Q: My DCW doesn't want to use the evvie App for submitting their time worked. How will they get paid for hours worked?**

**A:** The DCW is required to use EVV when providing PAS to Community HealthChoices Participants.

There are 2 options to submit time through EVV:

- evvie App or
- Telephone Visit Verification System (TVV) – also called “IVR”, “Phone System”, or “TVV/IVR” (if they do not have a computer or internet)

If a manual shift entry is made in the evvie Portal, that shift needs to be set to “Approved”. Instructions for manual entries are found in the job aid “How to Create Manual Shifts in evvie Portal” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: Do I have to approve the shifts worked in the evvie App *and* in the evvie Portal?**

**A:** No. If the DCW submits a shift in the evvie App or through TVV/IVR, it will be in Approved status and ready for the Participant/CLE to Lock as Approved so it can be paid.

If the DCW submits a shift in the evvie Portal, they need to set that shift to “Approved”. Instructions for manual entries are found in the job aid “How to Create Manual Shifts in evvie Portal” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

The Participant/CLE will need to check the timesheet and “Lock as Approved” each shift in order for it to be payable.

**Q: How does the DCW manually edit time if they forgot to clock out?**

**A:** The DCW can edit shifts in the evvie Portal before the Participant/CLE Locks them as Approved. Refer to the job aid “How to Submit Time Worked When the DCW Forgets or is Unable to Clock Out” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

The Participant/CLE will “Lock as Approved” each shift after they are adjusted by the DCW.

**Q: How does the DCW manually submit time if they forgot to clock in?**

**A:** The DCW can manually enter past shifts in the evvie Portal. Refer to the job aid “How to Create Manual Shifts in evvie Portal” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: How does the DCW delete a shift if it was entered by mistake?**

**A:** Shifts cannot be deleted. The DCW must “deny” the shift.

See pages 14-16 “Denying a Visit” of the “evvie & evvie Portal User’s Guide” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: How does the DCW submit time worked before they got the app?**

**A:** The DCW can manually enter past shifts in the evvie Portal. Refer to the job aid “How to Create Manual Shifts in evvie Portal” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: How does the DCW submit time worked when the evvie App, evvie Portal, or both are temporarily not working?**

**A:** Refer to the job aid “How to Submit Time Worked When the evvie App, evvie Portal, or Both are Temporarily Not Working” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: How do I log out of the evvie App?**

**A:** Refer to the job aid “How to Log Out of the evvie Mobile App” found on the Tempus website at: <https://pa.tempusunlimited.org/training-materials/>

**Q: How do I get training for time entry, time edits or time approval?**

**A:** Contact Tempus EVV Support by calling 1-844-983-6787.

Join an EVV Training Session. Refer to this webpage for details on the schedule and how to log in or call in: <https://pa.tempusunlimited.org/evv-online-training-schedule-english-asl/>

**Q: I don't have an email account. What are the options for submitting and approving time worked?**

**A:** There are many ways to set up a free email account. Refer to the Tempus 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)

After you set up an email account, the evvie App and evvie Portal can be used.

If you do not have a computer or internet access, you can use the Telephone Visit Verification system (TVV) – also called “IVR”, “Phone System” or “TVV/IVR”.