



New Direct Care Worker (DCW) Enrollment Outline

- DCW starts the enrollment process with Tempus by completing the New DCW Application Request Form
- DCW completes the DCW enrollment packet
- Tempus completes required background checks
- DCW attends pre-service orientation and safety training from Frontline
- DCW creates a Keystone Key account and registers for a Unique ID
- Tempus notifies the DCW that the enrollment requirements have been met
- Tempus sends the DCW Welcome Email to sign up for an “FMS One” account
 - * “FMS One” allows the DCW access to the Evvie app and Evvie portal
- DCW signs up for an FMS One account and accesses Evvie app and Evvie portal
- DCW can start providing services as scheduled by the Common Law Employer (CLE) after authorization is provided by the Managed Care Organization (MCO)



Below is a brief outline of what to expect during the DCW enrollment process and what needs to be completed before the DCW can start providing services:

DCW Enrollment (steps to be completed by the DCW are underlined)

For enrollment to move as quickly as possible, it is important that the DCW does not delay in completing any steps. If needed, a virtual enrollment appointment or a face-to-face meeting at one of the Tempus satellite offices can be set up.

DCW starts the enrollment process with Tempus by completing the New DCW Application Request Form

- DCW downloads the New DCW Application Request Form from the Tempus website at <https://pa.tempusunlimited.org/forms/>
 - DCW completes the New DCW Application Request Form and emails the form to PAEnrollment@tempusunlimited.org

or...

- DCW calls Tempus at 1-844-983-6787 (and selects Enrollment) to complete the New DCW Application Request Form.
- After the DCW information is received, Tempus sends an email* to the DCW and CLE outlining the enrollment process and steps needed to complete.

*If the CLE and/or DCW does not have an email account, please contact Tempus. Tempus will assist with setting up a unique email account.

DCW completes the new DCW enrollment packet

- DCW follows the Paperworkr Instructions at the end of this document to complete the enrollment packet.
- Tempus is notified when the packet has been Esigned by the CLE and the DCW in Paperworkr.

Tempus completes required background checks

- Tempus completes the State Criminal Background Check.
- Additional background checks may be needed. Tempus contacts the DCW with instructions on how to complete.
 - If the DCW has not lived in PA for the past two years, an FBI background check* is also required.
 - If there is a child under the age of 18 in the home of the Participant that the DCW is providing services for, a child abuse background check* and an FBI background check* are also required.

*It can take up to 2 weeks for the FBI clearance to be returned after the DCW gets fingerprinted. It can take up to 2 weeks for the child abuse clearance to be returned after the DCW applies for the clearance.

DCW attends pre-service orientation and safety training from Frontline

- Frontline contacts the DCW to schedule training.
 - DCW schedules and attends 3.5 hours of pre-service orientation training as soon as possible. Training must be completed before the DCW can start providing services.
 - DCW schedules and attends 8 hours of safety training (4 hours virtual and 4 hours in-person) as soon as possible. Training must be completed within 4 months of the DCW start date to be compliant with this requirement.
- DCW can schedule the trainings with Frontline on their own. To schedule, call 1-833-241-5400 (TTY 711).

*If the DCW has already completed pre-service orientation or safety training in the past (due to working for another Participant), the DCW does not need to complete the training again. Each training only needs to be completed one time. If the DCW is unsure if they have completed the required trainings, call Frontline at 1-833-241-5400 (TTY 711).

DCW creates a Keystone Key account and registers for a Unique ID

- DCW creates a Keystone Key account and registers for a Unique ID at <https://www.humanservices.state.pa.us/dcw>
 - For help, see the DCW Self Registration Quick Reference Guide available on the Tempus website at <https://pa.tempusunlimited.org/forms/>
 - If there are additional questions after visiting the website, contact Tempus at 1-844-983-6787 (TTY 711).

*If the DCW has already registered for a Unique ID in the past (due to working for another participant), the DCW does not need to complete this step.

Tempus notifies the DCW that the enrollment requirements have been met

- Tempus notifies the DCW, CLE and Service Coordinator/MCO by phone and/or email that the enrollment requirements have been met.
- Service Coordinator/MCO provides authorization, if it does not already exist, and the DCW can begin providing services to the Participant. In order to be paid, the DCW must sign up for an FMS One account and correctly submit time worked through the Evvie app.

Tempus sends the DCW Welcome Email to sign up for an “FMS One” account

- When approved to start providing services, Tempus sends the DCW a Welcome Email from ‘noreply@annkissam.com’

DCW signs up for an FMS One account and accesses the Evvie app and Evvie portal

- DCW signs up for an FMS One account by following the instructions in the Welcome Email.
- DCW downloads the Evvie app using the link in the Welcome Email.



- After the DCW has signed up for an FMS One account, follow instructions on how to use the Evvie app or Evvie portal:
 - Visit <https://pa.tempusunlimited.org>
 - Click on the 'Training Materials' tab to find videos and job aids to assist the DCW with submitting hours worked.
 - If there are additional questions after visiting the website, contact Tempus at 1-844-983-6787 (TTY 711).

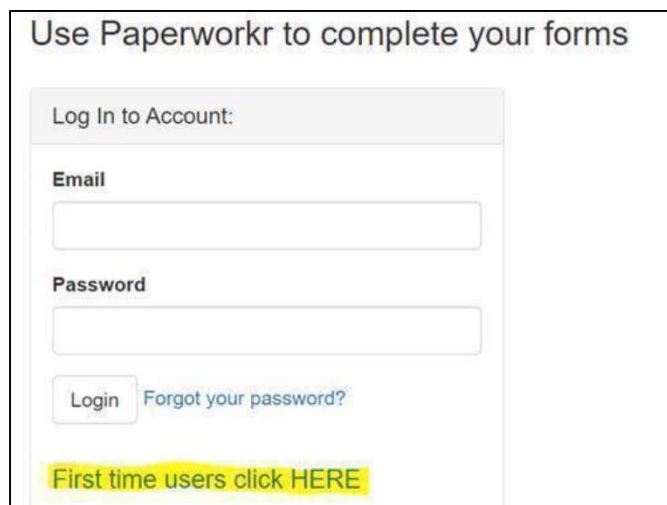
DCW can start providing services as scheduled by the Common Law Employer (CLE) after authorization is provided by the Managed Care Organization (MCO)

- CLE schedules the DCW to work.

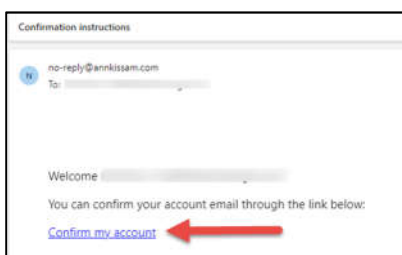
PLEASE NOTE: DCW cannot start providing services until Tempus has received an authorization from the MCO and the DCW is provided a start date from Tempus.

Direct Care Worker (DCW) Paperworkr Instructions

- DCW clicks on the following link.
 - <https://tempus-pa-paperworkr.annkissamprojects.com/>
 - A list of information that the DCW should be prepared to enter can be found at the end of this document.
- DCW clicks on 'First time users click HERE' and signs up for an account.

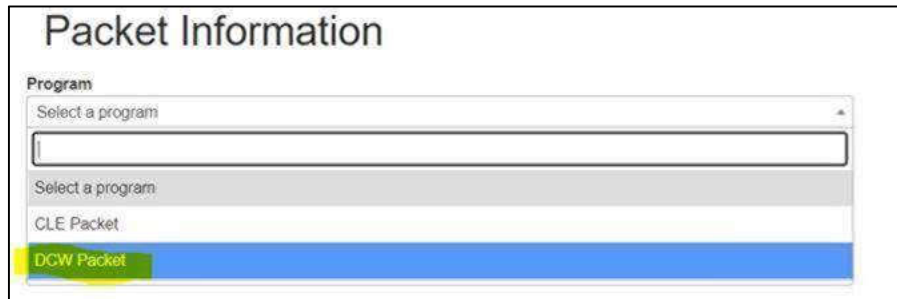


- After DCW signs up for an account, DCW receives a confirmation email from 'no-reply@annkissam.com'.
- DCW clicks the Confirm My Account link in the email.



- DCW logs into Paperworkr.

- DCW clicks on Select a program and chooses DCW Packet, then clicks Save and Continue.



Packet Information

Program

Select a program

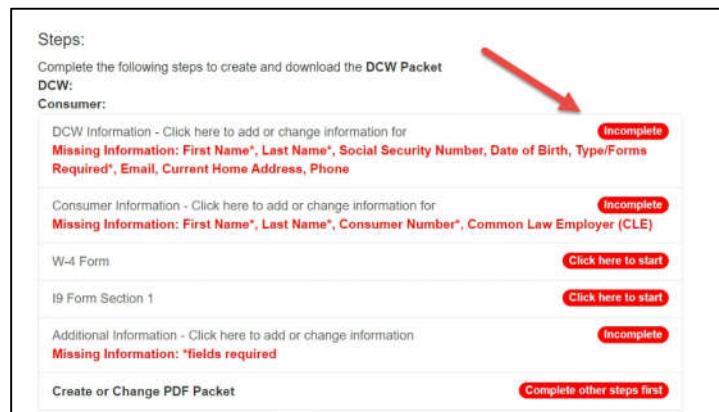
Select a program

CLE Packet

DCW Packet

*It is recommended that the DCW and Common Law Employer (CLE) work together to complete the packet to make sure the information is correct.

- DCW clicks on the red buttons on the far right of each section to complete the packet.



Steps:

Complete the following steps to create and download the DCW Packet

DCW:

Consumer:

DCW Information - Click here to add or change information for
Missing Information: First Name*, Last Name*, Social Security Number, Date of Birth, Type/Forms Required*, Email, Current Home Address, Phone **Incomplete**

Consumer Information - Click here to add or change information for
Missing Information: First Name*, Last Name*, Consumer Number*, Common Law Employer (CLE) **Incomplete**

W-4 Form **Click here to start**

I9 Form Section 1 **Click here to start**

Additional Information - Click here to add or change information
Missing Information: *fields required **Incomplete**

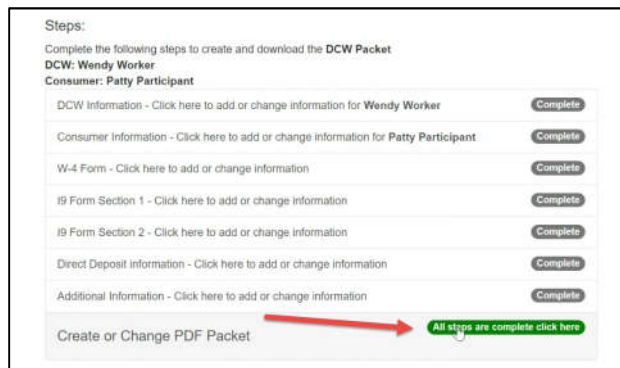
Create or Change PDF Packet **Complete other steps first**

- DCW fills out all of the missing (red) information requested on each page. As the information is completed, the red (missing information) will turn to green.
 - DCW Information section
 - Employee Type is 'New – requiring all forms'.
 - Phone numbers – If Home Phone and Mobile Phone are the same, enter same number in both fields.



- Addresses
 - Click to Add Mailing Address if it is different from the Current Home Address.
 - If DCW is unsure of Municipality and/or School District, leave blank.
- Consumer Information section
 - Is there an Employer that is NOT the Consumer?
 - Yes – The Employer and the Participant are NOT the same person. Employer information is required.
 - No – The Employer and the Participant ARE the same person. No additional employer information is required.
- W-4 Form Section
 - Only mark Exempt if BOTH conditions listed apply. Clicking Exempt means, you will have no federal taxes withheld from each paycheck.
 - All employees in PA have the same state withholding. DCW can mark 'State Withholding Needed' or leave it blank.
- I9 Form Section 1
 - Date of your first day of work is today's date.
- I9 Form Section 2
 - Select an item from List A OR select an item from BOTH List B AND List C. Complete the fields for each Document selected.
 - Upload a copy of the Documents used for the I9. Attachments can be uploaded later.
- Direct Deposit information Section (if Direct Deposit was chosen)
 - Upload a copy of a voided check or bank letter for direct deposit. Attachments can be uploaded later.
- Additional Information
 - Relationship Questionnaire – These questions are regarding the relationship to the employer, not the Participant (if different).

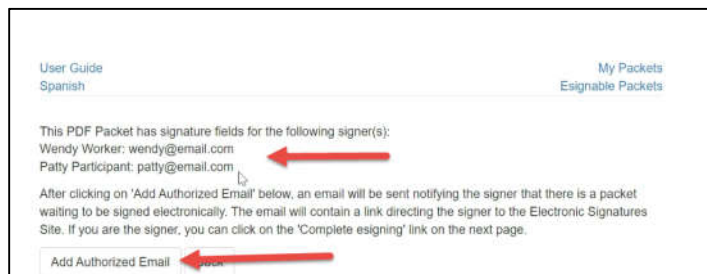
- Hourly Pay Rate, enter the pay rate negotiated with the CLE. Enter 'max' if the DCW will be making the maximum available rate, if known.
 - Enter zero (0) if the DCW will not be working that service. For example: if the DCW will be working Personal Assistance Services only, enter zero in Respite and Participant Directed Community Supports.
 - Once all steps are complete, DCW clicks on green 'All steps are complete click here'.



- DCW prepares the Esignable packet by clicking 'Add electronic signatures'.



- DCW sends Esignable packet by reviewing emails listed and clicking 'Add Authorized Email'.



- CLE and DCW receive an email notifying them to Esign the packet. Signer clicks on the link in the email notification or logs into Paperworkr and clicks ‘Esignable Packets’.
- DCW/CLE clicks Esignable packet link to complete the process to review and Esign.



Or...

- A list of Esignable packets appears. DCW/CLE clicks on Esign link.



- DCW/CLE follows the instructions on the screen to complete the Esign process.
- DCW should be prepared to enter the following:
 - DCW ID (begins with an E followed by 6 numbers)
 - This is provided in the email from Tempus.
 - IRS W-4 information
 - I-9 information including required identification documents
 - Direct deposit (copy of voided check or bank letter required)
 - Pay rate (please obtain this from your CLE)
 - Live-In Exemption Status based on residency test.
 - If you live with the Participant: Yes, DCW qualifies for the Live-In Exemption.
 - If you do not live with the Participant: No, DCW does not qualify for the Live-In Exemption.



- Difficulty of Care Federal Income Tax Exclusion
 - Optional for DCWs who live with their Participant.
- Participant/CLE information required for DCW packet:
 - Participant first and last name
 - Participant ID (begins with a C followed by six numbers)
 - This is provided in the email from Tempus.
 - Participant email
 - Participant physical address and the County and Township where located.
 - CLE first and last name, email, and address, if different than the Participant.