



## Financial Management Service (FMS) Provider Procedure for submitting Complaints and Grievances

Tempus Unlimited, Inc. processes payrolls and related tax filings as the Financial Management Service (FMS) provider for Participants in the PA Participant Directed Program. Tempus Unlimited, Inc. is obligated to provide these services in a professional, courteous and timely manner. Participants, Common Law Employer (CLE), or Direct Care Worker (DCW) should feel free to voice their concerns whenever they believe these standards are not being met.

**COMPLAINTS: Examples of Complaints are: poor service attitude, perceived failure of staff members to treat Participant/CLE/DCW with respect and/or lack of accessibility and timeliness of Tempus as the FMS Provider.**

**GRIEVANCES: Grievances are when a Participant/CLE/DCW feels they were wrongly denied services he/she is eligible for. Grievances are only filed AFTER addressing the Complaint with Tempus has been unsuccessful.**

**Complaints and Grievances may be reported using the form below**

**[PA Tempus Complaints and Grievances Request Form is located on the PA Tempus Website  
https://pa.tempusunlimited.org/](https://pa.tempusunlimited.org/)**

If a participant, CLE or DCW has a complaint with the service, or with a representative of the FI, they can call (toll-free at 1-844-983-6787), fax, (1-833-953-6787), email to: [PAFMS@tempusunlimited.org](mailto:PAFMS@tempusunlimited.org), or mail the Tempus Complaint and Grievance form to Tempus Unlimited, Inc., 600 Technology Center Drive, Stoughton, MA 02072, ATTN: Consumer Relations Supervisor. The Consumer Relations Supervisor will review the circumstances regarding the complaint and attempt to resolve the issue within 72 hours of receiving the request.

If a they are not satisfied with the action taken by the Consumer Relations Supervisor, and they feel strongly that their complaint is the result of a violation of law, or regulation, or egregious error or service, they can send the Complaint and Grievance form to: [PAgrievance@tempusunlimited.org](mailto:PAgrievance@tempusunlimited.org), or mail to Tempus Unlimited, Inc., 600 Technology Center Drive, Stoughton, MA. 02072, ATTN: Compliance Department. The Compliance Office will review the circumstances regarding the grievance and will attempt to resolve the issue within 72 hours of receiving the request.

If they are not satisfied with the action taken by the Compliance Department, the grievance will be forwarded to the Chief Executive Officer (CEO) via email and/or participant should submit their grievance by US Mail to Tempus Unlimited, Inc., 600 Technology Center, Stoughton, MA 02072, ATTN: CEO. The CEO will investigate the circumstances through telephone interviews, personal interviews and/or reviews of written or printed documents relating to the issues.

Within ten days of receiving the written grievance, the CEO will issue a decision in writing to the participant using the same method as the complainant (email or mail).

If they are not satisfied with the action taken by the CEO, and they feel strongly that their complaint is the result of a violation of law, or regulation, or egregious error or service, they can Contact CHC-MCO Member Services Lines (AmeriHealth Caritas -1-855-235-5115. Keystone First 1-855-332-0729, PA Health and Wellness – 1-844-626-6813 or UPMC 1-844-833-0523). CHC-MCO Member Services will review the circumstances regarding the grievance and will attempt to resolve the issue within 72 hours of receiving the request.