

Questions and Answers from Stakeholders Meeting June 3, 2022

1. For people having issues with location services because of lack of internet or cell service, the app is not loading. How will they be able to continue to clock in and out?

The app can be used in areas where there is no mobile signal or wi-fi available. It will store clock-ins/outs and will then upload those data when signal is available. The other option is to use the phone-based system (aka 'TVV' or 'IVR') to call in the start and end of shift times. In either case, the CLE can use the TVV system to approve a worker's time. Workers will need to use the portal to make manual entries if no check in/out was made on the date of service OR to make corrections to previous time entered.

2. Will there be hands on, in person assistance next week for CLEs and DCWs?

Unfortunately, no, but we are talking about getting more set up in the latter half of June.

3. A representative called to confirm the phone numbers we will be using for EVV but we are still waiting to receive instruction on utilizing the call in system.

If you haven't received the letter, please call in to the EVV Help Desk webex at 1-408-418-9388 and enter the WebEx Meeting ID 2632 028 8931 then # for attendee ID and ask them to give you your PIN and phone number. There are videos and PDF guides on Tempus' website.

4. The EVV help desk has not call back system.

Correct

5. What is the timeline once filled out form online to get response back whether you receive the package?

To check whether your package is received, just enter the information and the system will tell you immediately whether it has been processed.

6. What do you do when help desk hangs up after 30 minutes of holding?

We will look into this, for it is actually a Webex session so there should not be a disconnect. We verified that there is no function that is set to hang up on people after 30 minutes of waiting.

7. My participant hasn't received her welcome email and I can not get a hold of anyone?

Please search your email for a "Welcome to Tempus Unlimited" email from NoReply@annkissam.com. Please search your Inbox, Junk, Spam, and Trash folders by searching on "Tempus" or NoReply@annkissam.com. " We find most people actually have the email. You can call the EVV Help Desk at 1-408-418-9388 and enter the WebEx Meeting ID 2632 028 8931 then # for attendee ID to have someone verify your email address and resend the email to you.

8. Can DCWs access the IVR from any phone? Does the IVR track DCW's location?

Yes, they can. Clock Ins and outs from mobile numbers or land lines that are not registered by the PRT will be considered "non-compliant" but will be payable. We will put some focus on EVV compliance later this year.

9. Why is the EVV system more complicated than the Time4Care app?

The Evvie app is fully compliant with CMS requirements and is designed to drive higher compliance with CMS regulations.

10. I am a CLE and have been to the participant dashboard, and a lot of my caregivers are in pending statuses and there is wrong information listed for one of my DCW. How can I get this corrected?

The portal is undergoing some data scrubbing now to be ready for start of time entry on Monday, which should update the information.

11. I have contacted the help desk and they instructed me to call in and no one picks up.

Please be patient, there are a lot of people calling right now.

12. How does my DCW's last name be corrected?

If you corrected that information on the Transition Packet forms, it will be. Otherwise, you will need to call Tempus at 1-844-983-6787 to request that change.

13. For people having issues with location services because of lack of internet or cell service, the app is not loading. How will they be able to continue to clock in and out?

You can use the IVR system. However, you don't need to have an internet service connection to use the app – it will store data and then send it when there is an internet connection. The "loading ..." issue is usually due to something else. You should remove the app, click the link in the Welcome email and set up your FMS One account, THEN download the app and then sign in.

14. Should my E number from tempus work for Evvie?

Tempus is retaining the same employer and worker IDs, so you will keep your E or C number.

15. What is the best way to get hold of the help desk?

Call 1-408-418-9388 and enter the WebEx Meeting ID 2632 028 8931 then # for attendee ID.

16. Please hire staff that is multilingual and multicultural. Also, make certain you have a UDL (Universal Design for Learning) expert on staff that can simplify instructions, training etc.

Tempus has a tremendously diverse staff. There are several multi-lingual employees and at least one that speaks many languages.

17. Do you need a EVV app or is Evvie where you clock in?

Tempus uses a different EVV app called "Evvie". They also have the FMS One portal where the DCW can make manual entries for time worked in the past or to make changes to previous check ins/outs. The CLE can also use the portal to approve their Workers' time.

18. I do not clock in every day. I put in my hours at the end of the week. Is that okay?

You will have to do that in the portal. It is considered non-compliant, but we are not too concerned about compliance right now, but you will likely get letters later this year asking that you get into compliance.

19. My DCW's have crappy phones, will they be able to access the Evvie app on my phone?

Yes, you can have your DCWs use your phone, but they will each need to enter their credentials. You will use the IVR or the Portal to approve their time. You might suggest that they look into the Lifeline program to see if they are eligible for a free phone and service through that FCC program.

20. Where is the portal for the person I work for?

It is the FMS One portal which is located here: https://fms-one.bluebedrock.com/users/sign_in . You should have received a "Welcome to Tempus" email from NoReply@annkissam.com with a link to register for your account with a link to the portal.

21. What is the number for calling in your hours instead of using the app? Do you have to do it every day?

You may have a received a letter from Tempus Unlimited with that phone number and your PIN. If not, you will need to call in to the EVV Help Desk to request that, 1-408-9388 and enter the WebEx Meeting ID 2632 028 8931, then # for attendee ID.

22. Delia Maria Home Care Agency has not received any enrollment information, please advise.

This transition does NOT apply to agencies.

23. Can paper timesheets be downloaded on Tempus website?

Paper timesheets are not used with the CHC program.

24. What is the portal? And what is the app?

The app is "Evvie" published by Annkissam and the portal is FMS One. You should look for a "Welcome to Tempus Unlimited" email from NoReply@annkissam.com and follow the instructions to set up your account. Do that BEFORE downloading the app. Once your account is set up, download the app and sign in with your email address and the password you set up. The email has a link to the FMS one portal, also.

25. Will service coordinators make house visits?

Yes, call your Service Coordinator and they will schedule a visit with you.

26. What is the plan to get people paid who are having issues and cannot clock in?

Direct Care Workers should call into the EVV Help Desk 1-408-418-9388 and enter the WebEx Meeting ID 2632 028 8931 then # for attendee ID or the main Consumer Relations line 1-844-983-6787 to get their EVV set up so they can enter time.

27. Are our W-4s automatically completed?

This information is being transferred from PPL. Tempus will use the information from PPL unless you call and request changes.

28. United HomeCare Workers of PA help out a lot.

Yes, they do! We have been working closely with the union team throughout this transition.

29. Can a DCW clock out be at another location other than your home?

Yes, they can. The app will capture the location but PRTs can receive services at just about any location they want (there are exceptions). If you are using the IVR phone system, the Participant should call Tempus and register the land lines where they want to receive services (e.g., home, church, community center, etc.) so that the transaction will be considered compliant.

30. If I work for 2 different people, is that considered two different jobs on my tax papers?

Yes, it is. You have two separate employers. You will have W-2 tax forms for each of those employers

31. Does Evvie app have access to paystubs?

Yes, there will be a separate portal to access paystubs paid by Tempus. This will be in Tempus' portal via their payroll system called "CYMA".

32. How long will we have access to PPL to retrieve paystubs for our DCW's?

Paystubs from PPL will be available until 9/30/2022.

33. Did individuals used the opportunity to test the system last month? If so, was there anything identified in terms of bugs/unexpected problems that needed to be fixed before system goes live?

They did, but it was a very low percentage

34. Can someone repeat what are the Tempus Consumer Center/Help Desk hours and contact phone number(s) for this weekend?

35. 6/4 – 8:30 am – 4:30 pm,

6/5 through early July 7 am – 8 pm.