

Questions and Answers from Stakeholders Meeting July 1, 2022

1. How do I review and approve shifts?

Please see the quick guide on how to review and approve shifts on Tempus Website.
[file:///C:/Users/cn142010/Downloads/evvie_approve_shifts%20\(2\).pdf](file:///C:/Users/cn142010/Downloads/evvie_approve_shifts%20(2).pdf).

2. Where do we see our paystubs from Tempus?

Currently, all paystubs are being mailed to the DCWs. Tempus is working on a payroll portal where paystubs can be accessed electronically with an option to print. If the DCW receives a paper check, the paystub will be included with the check.

3. What should I do if my rate or hours are incorrect?

Review your paystubs and check that the hours match the shifts that were entered and if you think there is still an issue please contact Tempus for assistance at 844-983-6787.

4. What should I do if I did not receive my check or my money was not in my direct deposit?

Please contact Tempus for assistance at 844-983-6787.

5. Can Consumers be provided a site that would indicate the numbers of regular and overtime hours available along with paystubs of our DCWs?

Consumers can see all shifts entered and approved by the caregiver in the Evvie portal. CLEs can see historical timesheets which indicate regular and OT hours in Participant Dashboard Portal, too. A

payroll portal will be available in the future to access paystubs electronically with an option to print. Currently paystubs are being mailed to all DCWs.

6. Are timesheets going to be translated into Spanish, Russian, or Chinese?

Timesheets will be available in the top 14 languages. We are expecting Spanish to be available and posted to Tempus website today.

7. What is the date range for payment for the schedule A payment which will be issued next week?

June 19th – July 2nd.

8. What is the difference between the Evvie Portal and the Evvie App?

Both the CLE and the DCW need the Evvie Portal. The Evvie Portal is where DCWs review time, manually enter time, edit time and approve shifts and where CLEs lock or deny shifts. It is a valuable tool. The Evvie App is only used by the DCW. It is a nice easy way to clock in and clock out for each shift. Shifts clocked in and out of in Evvie App immediately display to Evvie Portal and are already in “approved” status. <https://haxsupport.s3.amazonaws.com/SupportDocs/AK/evvie/Evvie-Portal-Users-Guide-2022.pdf> This is a very useful user guide for Evvie Portal and Evvie App with screen shots and helpful explanations.

9. I am on schedule B and got paid today. When will my next payment be received and what are the dates of service for that payment?

The second pay period for Schedule B is 6/26-7/9 with payment on 7/15

10. Can my employer sign me in and out?

The employer and DCW need to have separate email addresses. This system does not allow for one account for both DCW and CLE.

11. How can we access a time sheet?

The CLE can see it in the Participant Dashboard. DCWs can see their timesheets in Evvie Portal.

12. What if in the participant dashboard it says “pending”?

There are two places it can show this. If it's at the far left, ignore it. If it's in the middle of the page under timesheet, that indicates there is an issue preventing payment. Click the detail to open the timesheet detail. Do you see a pay rate there, or "N/A"? If N/A, we need to get your information so we can get the DCWs pay rate added.

13. If your timesheet says in process, what does it mean?

That means Tempus is processing that payroll.

14. How can Consumers see their allotted hours each month?

The CHC MCO service coordinator works with you to develop a service plan which contains the approved hours for each service type. For Participant-directed services, that information is in the Participant Dashboard (available to CLEs) under “Budgets”.

15. Why are our pay schedules changing?

Tempus pays DCWs 6 days after the end of the pay period. PPL paid 13 days after the end of the pay period.

16. How can I access the IVR?

Go to pa.tempusunlimited.org. Click on Training Materials at the top and the IVR job aids (one for DCW, one for CLE) are at the top. That has everything you need.

17. Are holidays paid double?

This program does not provide holiday premiums or vacation time.

18. If I missed a punch in or out, will by CLE be able to manually log it for me?

No, the DCW has to do that. Go to Training Materials page on pa.tempusunlimited.org and look for the job aid for adjusting shifts in Evvie portal.

19. If I accidentally clocked a time and it was over my budget, then couldn't edit because it was processed what would happen to the hours that are accidentally over?

Contact your Service Coordinator. You should have an authorization to cover the month so you as the employer can choose to reduce your services to come back into budget. Or, Tempus can void that shift and adjust your worker's pay accordingly.

20. What happens if I entered my time into PPL time clock?

If the DCW entered shifts into PPL's system when it should have been in Tempus' system, the MCOs have to go through a process to evaluate payments made by both PPL and Tempus to determine what was paid and what is outstanding. The MCOs will provide Tempus with payment instructions for those payable shifts. This process will likely carry through July and into August.