

Questions and Answers from Stakeholders Meeting October 7, 2022

1. What is the email and phone numbers for Tempus?

Contact info is found at <https://pa.tempusunlimited.org> . Email address is paFMS@tempusunlimited.org and phone number is 844-983-6787.

2. We provide non-medical transportation, who do we talk to?

Kimberly Barge at kibarge@pa.gov

3. The authorizations are over three months, so does this mean that someone can work 10 hours one week and 50 the next as long as they stay under the authorization for three months?

Theoretically, yes, but you should discuss this with your Service Coordinator to understand that company's policies.

4. We have heard reports that Tempus is not doing background checks for new DCWs because of a problem with their system, is this correct?

Background checks are being performed there are no system issues.

5. What is the status of the Consumer Participant Advisory Committee and why has not it met yet?

Tempus is planning to convene the Consumer Participant Advisory Committee soon, likely in November

6. What happens in regard to overlap between Agency and Common law Employer clock-ins and clock-outs? Some attendants are having to edit their shifts to correct for slow EVVIE clock-outs which then invalidates the EVV.

The EVV rules still apply in this case, only one caregiver can bill at a time without special exceptions. The two systems are not (yet) linked so the MCO's encounter may be rejected by DHS. If that happens, a recoupment may be processed against the agency or CLE.