

Questions from Stakeholder Meeting held on 4/1/22

1) What if a participant does not have a phone line, they may only have a cell phone?

If the Participant is the employer and they don't have a land line, they will need to use the Evvie portal to approve time. This requires an email address to login and communicate with Tempus. If there is no electronic device available to use the online portal, They can use the "phone system" (aka IVR) to approve time.

a. There are 2 things happening here. Submitting time and approving time.

i. The DCW must *submit* time via the app or IVR.

1. *Submitting* time via the app can be done on a cell phone or tablet. This requires an email address to login.

2. *Submitting* time via IVR requires a landline.

ii. The Participant can *approve* time through the portal or through IVR.

1. *Approving* time via the portal requires an email address to log in. The portal can be accessed by going to their browser on any web enabled device (computer, smartphone, tablet, etc)

2. *Approving* time via IVR does NOT require a landline. It can be done via a cell phone.

2) What percent of DCWs and CLEs, respectively have provided email addresses? Since an email is needed to use the EVV system and clock in and out, it is important that Tempus have all emails by the beginning of June.

61% of CLEs and 84% of DCWs have provided email addresses. IVR will allow time entry and approval without an email address.

3) Will there be in-person EVV trainings?

In-person EVV trainings will likely be scheduled in May and June.

4) Is there a new EVV system?

Yes, Tempus is the new Fiscal Intermediary and there is a new EVV app and portal.

5) My agency directed HHA can use a mobile phone to clock-In & out.

This transition only involves self-directed care, not agency care. If you employ a Direct Care Worker, they will use the EVV app to clock in and out.

6) Can CLE access portal from a mobile phone?

Yes, with a smart phone. You can access the portal by going to your browser from any web enabled device. This includes smartphones, tablets and computers.

7) Are Sc's doing outreach to CLE and DCW who have not returned transition packets?

Yes

8) How often are the numbers for the transition packets received being updated?

Packet statuses are updated every week

9) If you clock in at home on a tablet, can you clock out on a phone?

. Upon further research with the EVV development team, it was determined that clock in AND clock out must happen on the same device. If the battery runs out on that device, it can be plugged in to a charger when the clock out needs to happen. In extreme cases, the DCW can log into the portal and make a Manual Entry at a later date to add the clock out time for that day.

10) What will the communication strategy look like as we get closer to June?

There are communications going out every week now. Also, we are working with PPL to have communication sent out on their site.

11) What is the cut off date for new hires thru PPL?

PPL will accept CLE and DCW enrollments through May 6. After that, Tempus takes over the NEW enrollments.

12) Did you say agencies are not involved in this transition?

Correct, agencies will not be affected by the transition of the FMS services, this is for participant or self-directed services.

13) Welcome emails DO NOT ask us to login.

Emails are expected to go out this week containing the detail needed to establish an account for the Evvie app and portal. Users can log in to both, but there is nothing there to see at the moment.

Once you sign in, you should get an email allowing you to sign in.

Dear DCW,

Welcome to Tempus Unlimited! Tempus will soon be taking over your Fiscal/Employer Agent Services for Community HealthChoices (CHC) Participant-Directed Services. This email contains important information about this change. Please read it carefully and follow the steps below.

1. You will be receiving an email from noreply@annkissam.com with directions to log in to the Tempus portal. Once you receive the email, please log in to the portal right away to create an Electronic Visit Verification (EVV) account. This is where timesheets will be submitted and approved.
2. If you have not attended EVV training yet, please do this right away. This is how you will learn to submit and approve timesheets. Go to <https://pa.tempusunlimited.org/> to access the training schedule.

If you are on Payroll Schedule A: Complete training AND setup your EVV user account by June 5. On June 5, DCWs will submit timesheets to Tempus.

If you are on Payroll Schedule B: Complete training AND setup your EVV user account by June 12. On June 12, DCWs will submit timesheets to Tempus.

If you have any questions, please call Tempus at 1-844-983-6787 (TTY: 1-833-888-0133).
We look forward to working with you!

14) Have the MCOs/Tempus considered working with participants who have all their information to test the EVV software? Such individuals might be able to identify things that are challenging for people to adjust to during the transition to PPL which would be helpful to include in trainings on EVV

Yes, we have been working on this. It is not a simple task and may cause more confusion, but still actively looking at it.

15) Do DCWs that are on your account but maybe inactive affect the max pay rate for your active DCW's?

A worker's status has no bearing on any other DCWs' maximum available pay rates. Max pay rates are set by the Medicaid Fee Schedule and vary across four regions in PA. The CLE's individual SUI (State Unemployment Insurance) rate can affect the maximum available pay rate to your DCW as well.

16) Can employers use an app to approve time? I thought that the app was only for DCW to clock in and out only.

The CLE cannot use the app to make approvals, but they can access the portal via the app (or with any web-enabled device) to make those approvals. Employers can also approve time via the "phone system" (aka IVR)