

Financial Management Services Stakeholder Meeting August 5, 2022

Agenda

- OLTL Welcome
- Updates from the Community HealthChoices Managed Care Organizations (CHC-MCOs)
- Submit questions on FMS Transition to:
 - RA-PWOLTLFMSTrans@pa.gov
- Tempus Presentation
- Q & A

Transition Information



What Goes Into A Transition?

- Vendor Selection (January-March, 2021)
- Contracting (April-June, 2021)
- Weekly All-MCO, HHA, Tempus Meetings (ongoing)
- Weekly MCO,HHA, Tempus Meetings (ongoing)
- Weekly Workgroup Meetings (ongoing)
- Bi-Weekly OLTL, All-MCO, HHA, Tempus Meetings (ongoing)
- Establish and develop FMS policy and workflows (July-March)
- System configuration and development (July-March)
- MCO/SC training (February-June)
- Authorizations—thousands (February)

What has happened so far in Transition?

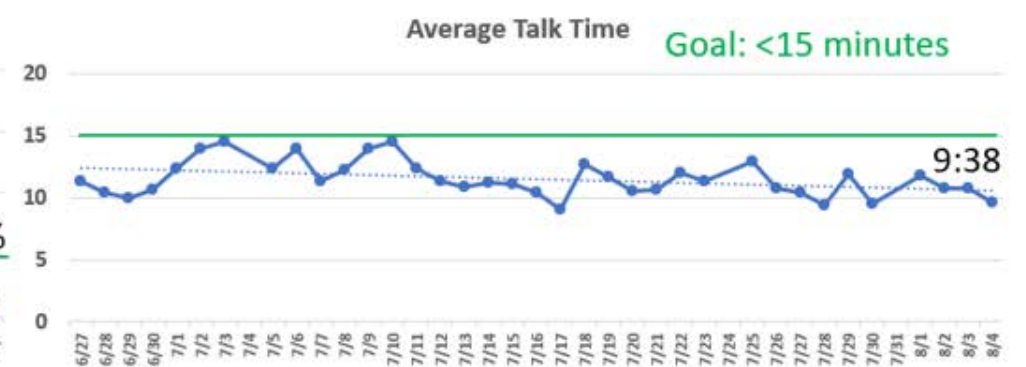
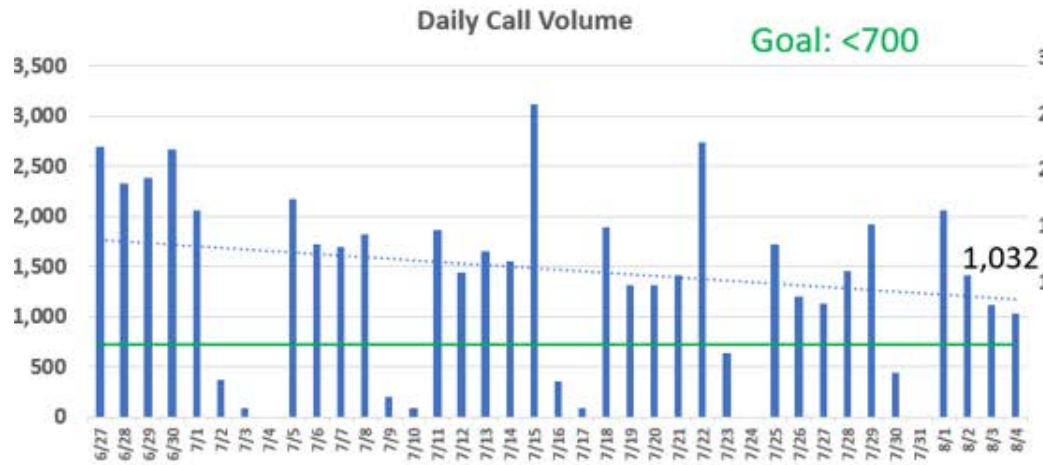
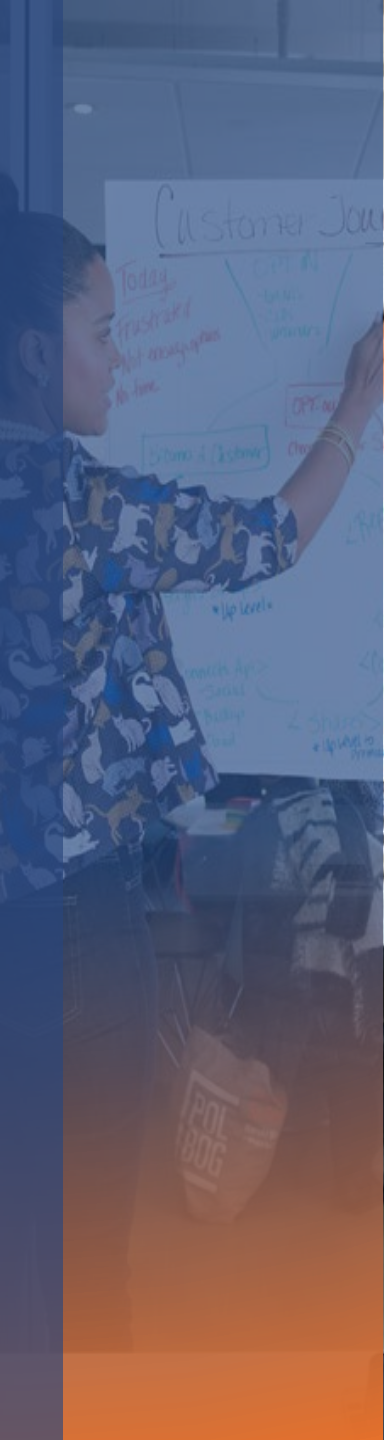


- Two go-live delays: Jan 1 → Apr 1 → Jul 1
- 13 Stakeholder meetings since June, 2021
- 13 Letters mailed to CLEs since July 2021
- 105 broadcast messages – email, text, robo calls since Feb. 2022
- Multiple OLTL Listserv messages in May-June 2022
- 23 In-Person events (5 Jun, 11 May/June and 7 12/21)
- Daily Q&A. EVV Training, EVV Help Desk sessions since Nov. 2021
- Tempus outbound calling; packets, EVV support, VM return
- MCO/Union Q&A sessions: 15 sessions 2/25 - 6/10
- Service Coordinator outbound calling and in-person EVV and packet support

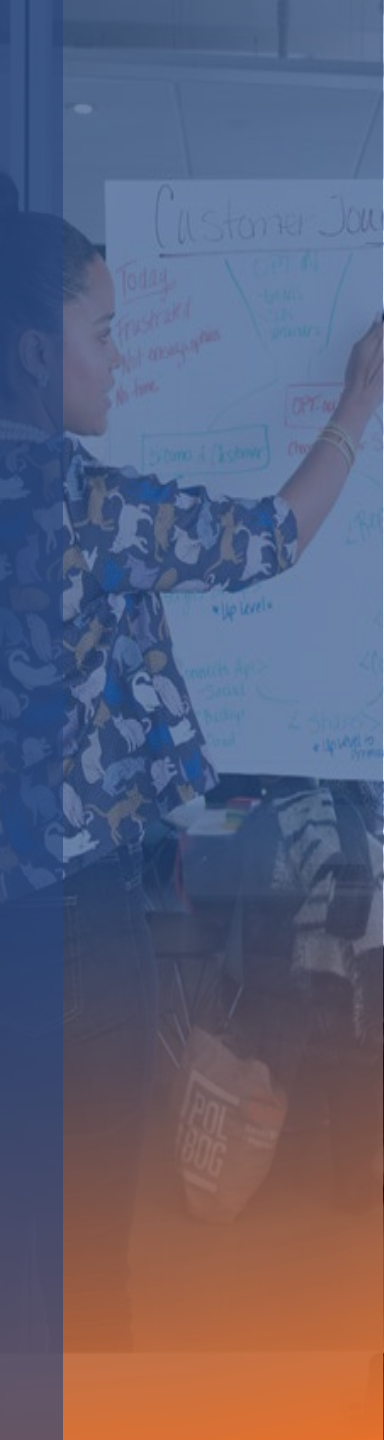
Transition Status

- More than 650,000 EVV shifts received!
 - 60.9% via Evvie App
 - 30.2% via Evvie Portal
 - 8.9% via Ivrie (IVR/TVV)
- 91% of DCWs submitting shifts
- 94% of CLEs with shifts submitted by DCW(s)

Call Center

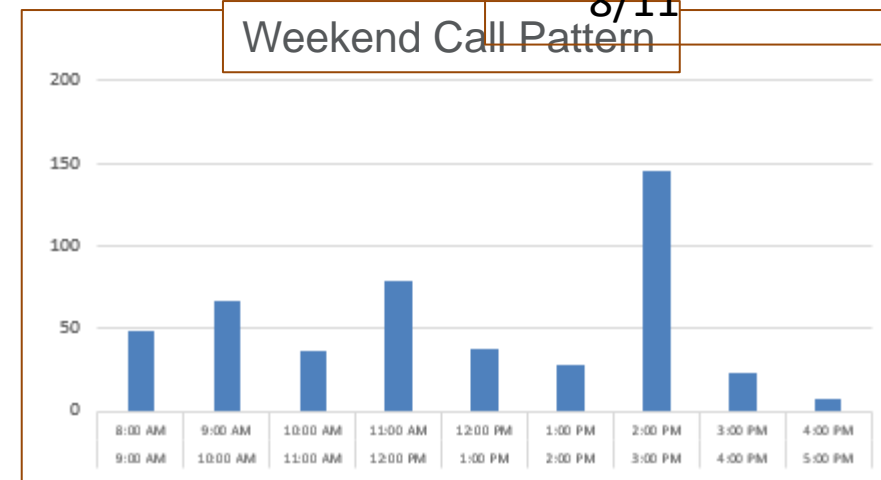
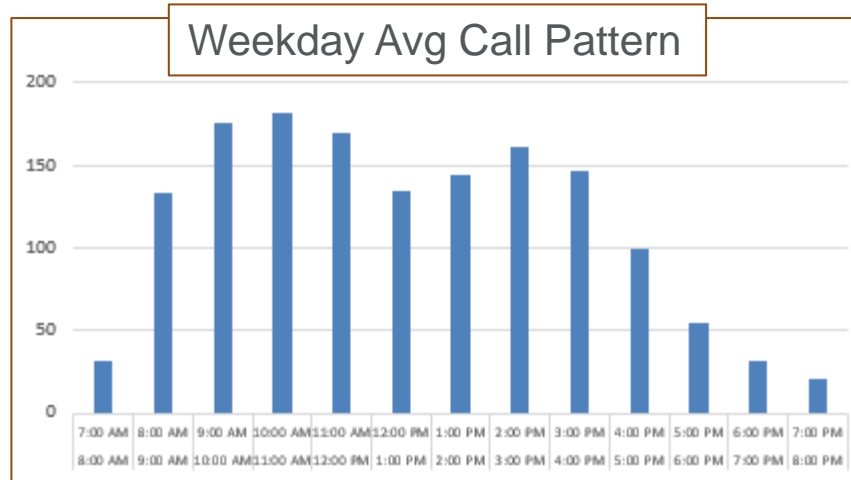


Call Center



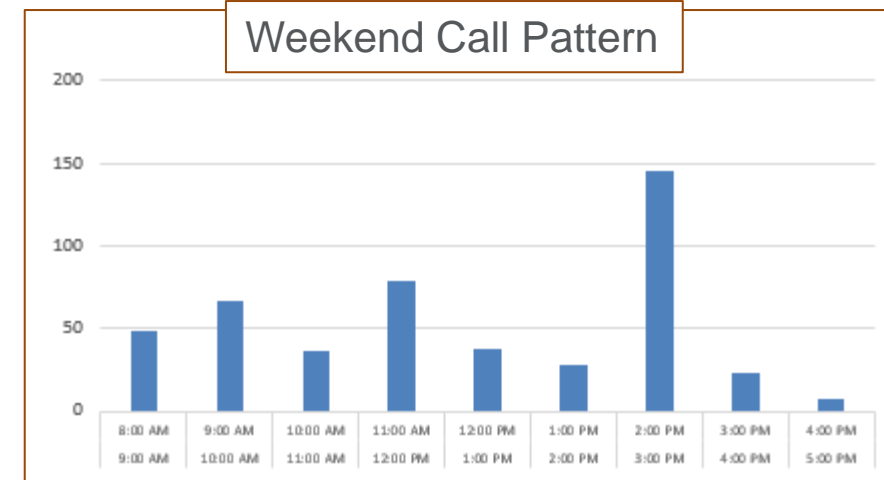
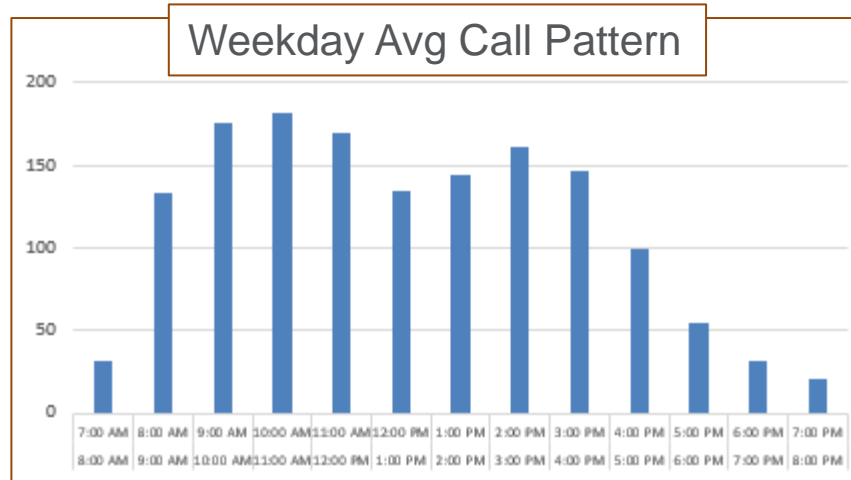
- Moving to standard hours 8:30am – 4:30pm M/T/W/F (8:30am-8pm Thursday)
 - Sunday Hours removed
 - M/T/W/F shifted to 7am-6pm (Th remains 7am-8pm)—Effective 8/3
 - Saturday Hours shifted to 9am-3pm—Effective 8/6
 - Saturday Hours eliminated—Effective 8/20
 - Shift to M-F, 8:30am-4:30pm—Effective 8/20
- Why the change?
 - Call volumes are dropping
 - Tempus supervisors/leads need relief—maintain high quality
 - Move resources to meet the ongoing demand during “business” hours

- Focus shifting to Call Quality
- Outreach: Repeat Callers
- Agent Performance Mgmt
- Multiple Payroll specific Uptrainings conducted
- Moving to real-time escalations (Tier 2) – 8/11



Call Center

- Why the change?
 - Call volumes are dropping
 - Tempus supervisors/leads need relief—maintain high quality
 - Move resources to meet the ongoing demand during “business” hours
- Focus shifting to Enhanced Call Quality
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Payroll Information



Payroll



- **Payroll processing every week**
 - 7 payrolls since 7/1
 - Four for Schedule A (including today—8/5)
 - Three for Schedule B
- Things to know
 - Shifts must be Approved by DCW and Approval Locked by CLE by Monday after end of pay period
 - 24-hour shifts are pended for review
 - 15-minutes of overlap is allowed—otherwise pended
 - Checking timesheets and shifts and correcting these before setting to Approved Locked will ensure prompt payment

Payroll Enhancements—Reminder



- Tempus processed payroll in one week after close of pay period, not two
 - Nobody was moved from one schedule to another
 - Payroll B was paid 6/24 AND 7/1
 - Payroll A was paid 7/1 AND 7/8
- Tempus runs payroll every day
 - Main payroll runs Monday night/Tues morning—Payment on Friday
 - Payroll process on Wed, Thurs, Fri catches late submissions
 - Result in delayed payments
- No Overtime Pends
 - Avoids pending days when OT units are not available
 - Overtime calculated and paid when needed/worked

Direct Deposit and Paychecks

- **89%** of DCWs have direct deposit accounts on file
 - Deposits are sent with Friday funding date
 - Some banks may make funds available earlier
- Paychecks are printed the same day payroll is run
 - Delivered to USPS that day using “pre-sorted, first-class w/ seamless acceptance”; the fastest service available for regular mail
 - Checks normally printed and delivered to USPS on Tuesdays
 - Checks printed Thurs and Friday will not arrive until the following week
- Debit Card payment option is available!
 - Avoid predatory check-cashing fees
 - Huge network of ATMs
 - Accepted at all banks displaying the Visa logo

Payroll Stats



Count of Unique Emp ID (DCW)	Payroll Schedule				
	Check Dates	N/A	Schedule A	Schedule B	Grand Total
	07/01/2022	47	4891	4730	9668
	07/05/2022 - 07/08/2022	30	4992	542	5564
	07/11/2022 - 07/15/2022	18	377	5031	5426
	07/18/2022 - 07/22/2022	28	5099	798	5925
	07/25/2022 - 07/29/2022	6	720	4315	5041
	08/01/2022 - 08/05/2022	26	5172	2191	7389
	Grand Total	155	21251	17607	39013

Count of Unique Employers	Payroll Schedule				
	Check Dates	N/A	Schedule A	Schedule B	Grand Total
	07/01/2022	41	3994	3748	7783
	07/05/2022 - 07/08/2022	25	4067	480	4572
	07/11/2022 - 07/15/2022	17	347	3992	4356
	07/18/2022 - 07/22/2022	22	4164	726	4912
	07/25/2022 - 07/29/2022	6	680	3414	4100
	08/01/2022 - 08/05/2022	24	4244	1955	6223
	Grand Total	135	17496	14315	31946

Paystubs



- Paystubs are currently mailed to all payees
- Tempus' Payroll system has a payroll portal—ESS
 - Available to DCWs currently
 - Working to make available to CLEs
- Payroll Portal Information
 - <https://pa.tempusunlimited.org/ess-portal/>
 - Requires Google Authenticator to protect PII
 - Help sessions available to support enrollment
 - See information on the above page

Overtime Calculation



- Questions about OT payments on pay stubs
 - OT is paid at “time and a half”
 - Paystub shows:
 - 100% of time worked is paid at full time
 - OT hours are paid at 50% of rate
- EXAMPLE—52 hours worked in one week, \$10/hr
 - 52 hours paid at \$10--\$520
 - 12 hours paid at \$5--\$60
 - Total paid = \$580
 - Same as $40 \times \$10 + 12 \times \$15 = \$580$ (40 at regular time and 12 at “time-and-a-half”)

Timesheets



- A “paper” timesheet is available
 - Announced 6/21—additional messages 6/24, 27 & 28
 - ONLY for those DCWs who are not able to access Evvie app, Evvie portal or IVR
 - ONLY for shifts not recorded via Evvie or IVR—PLEASE do not submit duplicate entries!
 - Incomplete timesheets that are missing IDs or signatures CANNOT be processed
 - English and translated versions available here:
 - <https://pa.tempusunlimited.org/additional-forms/>
- 4,270 timesheets received through 7/30

Pended PPL shifts

- About outstanding shifts with PPL...
 - MCOs have a process to direct Tempus to make payroll payments
 - Shifts entered in the incorrect system during transition
 - Prior pended shifts—MCO review and approval
 - Expect resolution throughout August

Exceptions

- Two important policy exceptions are in place now:
 - Paper timesheets--Not allowed under EVV rules
 - Auto Lock—ALL shifts entered by the DCW will be paid whether or not the CLE locks them (including paper timesheets)
- Exceptions will end in late July
 - Schedule A—after pay period ending Aug 13
 - Schedule B—after pay period ending Aug 20
- Exceptions for timesheets will be granted on an individual basis as was done prior to this transition
- Messaging and SC outreach is being used to make everyone aware of these deadlines

Exceptions



- Why eliminate these exceptions?
 - Ensure faster payroll processing using well-honed processes
 - Ensure accurate payroll—eliminate handwritten shifts
 - Ensure CLEs manage budget and accurate shift entry to ensure timely payments
 - Reduce confusion with shift errors that require later correction
 - Compliance with DHS EVV requirements

Ongoing Activities



- **FOCUS ON EVV AND SHIFT ENTRY!**
- EVV System Details
 - DCWs – use app for time entry and portal for corrections OR TVV/IVR for time entry
 - CLEs – use portal or TVV/IVR to approve time
- Setup EVV
 - Welcome emails – check Inbox, Junk and Spam folder
 - “NoReply@Annkissam.com”
 - Register for app and portal access
 - Attend training session or review videos & guides on Tempus website
 - Read job aids and watch videos to learn how to use the TVV/IVR “Phone System”

How to get EVV support

- Go to the Tempus website and click Training Materials
 - Read the Job Aids
 - Watch the videos
 - FAQ document on Tempus PA home page
 - <https://pa.tempusunlimited.org/training-materials/>
- Call into Tempus' EVV Help Desk (more on this...)
- Contact your Service Coordinator—they can help with EVV registration and DCW enrollment

EVV Support—Tempus EVV Help Desk



- Tempus is hosting an EVV Online Help Desk Session with “live” support Monday through Friday from **9am to 5pm**
 - Attend by phone or online
 - Receive one-on-one assistance
- Process
 - Log in or call in to Webex session
 - Wait in “waiting room” until called on
 - Tempus EVV Support team will pull people into a “breakout room” for 1:1 support
 - **Please don't hang up! Traffic is light and wait times are 5-20 minutes**

EVV Support—Tempus EVV Help Desk (2)



- o <https://pa.tempusunlimited.org/evv-online-help-desk-schedule/>

March 28, 2022 through August 13, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	
	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	

- **How to join a call-in/online WebEx EVV Online Help Desk Session?**
 - **No pre-registration required**
 - **To join online**, go to <https://tempusunlimited.webex.com/> and enter the WebEx Meeting ID 2632 083 9985 and passcode EVV2022 or click on this link: <https://tempusunlimited.webex.com/tempusunlimited/j.php?MTID=mae224842e51e0b849ecf46065a049436>
 - **To learn how to join WebEx meeting** follow this link https://help.webex.com/en-us/article/nrbgeodb/Join-a-Webex-Meeting#id_134856
 - **To join by phone**, call 1-408-418-9388 and enter the WebEx Meeting ID 2633 836 6636 then # for attendee ID.
 - **To join by video system**, dial [26338366636@tempusunlimited.webex.com](https://tempusunlimited.webex.com) and enter passcode 3882022.

TVV/IVR “Phone System” Set Up



- Review job aids for IVR in Tempus website—Training Materials page
 - “How to Record Shifts”—for DCWs
 - https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employee-fillable-Tempus-English_revised.pdf
 - “How to Approve Shifts”—for CLEs
 - https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employer_approve-fillable-Tempus-English_revised.pdf
- Phone number & PIN are provided in the documents
- DCW will need their ID (last six of their E number—without the ‘E’) and the employer’s ID (last six of the C number—without the ‘C’)
- Watch IVR videos on the same page
- NOTE: IVR can be used from any phone, any number—for now

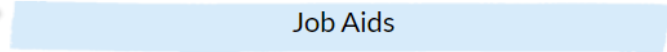
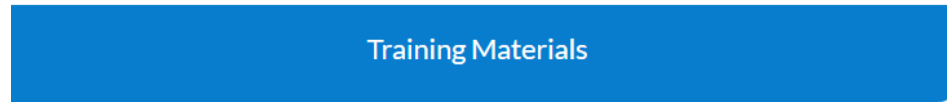
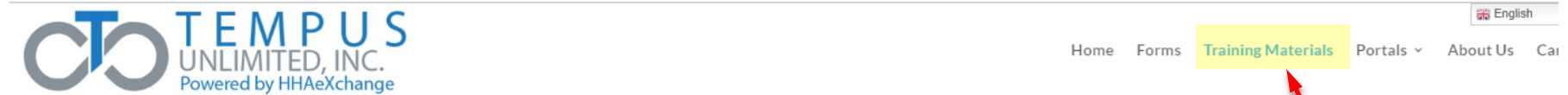
EVV Training



Training Materials—Great Resource!



- EVV Training Materials posted on Tempus website at:
- <https://pa.tempusunlimited.org/training-materials/>

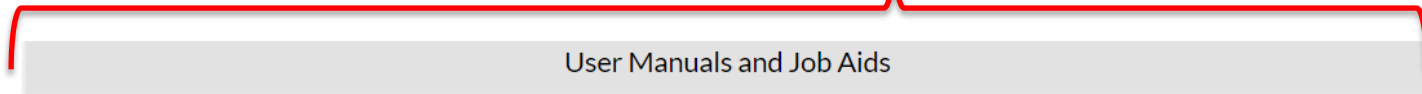


IVR JOB AIDS



- How to Use IVR to record shifts: [\(English\)](#)
- Employer How to Approve Shifts using IVR: [\(English\)](#)

JOB AIDS GALORE!



Links to One-page Guides

Document Name	English	Español (Spanish)	Русский (Russian)	Hmoob (Hmong)	Soomaali (Somali)
FMSOne Sign Up Guide	link	link	link	link	link
How to Download evvie Mobile App	link	link	link	link	link
Using the evvie Mobile App	link	link	link	link	link
How to Approve Shifts in evvie Portal	link	link	link	link	link
How to Adjust Shifts in evvie Portal	link	link	link	link	link
How to Create Manual Shifts in evvie Portal	link	link	link	link	link
How to Use IVR to Record Shifts (Workers Only)	link	link	link	link	link
How to Use IVR to Approve Shifts (Employers Only)	link	coming soon	coming soon	coming soon	coming soon

TRAINING VIDEOS



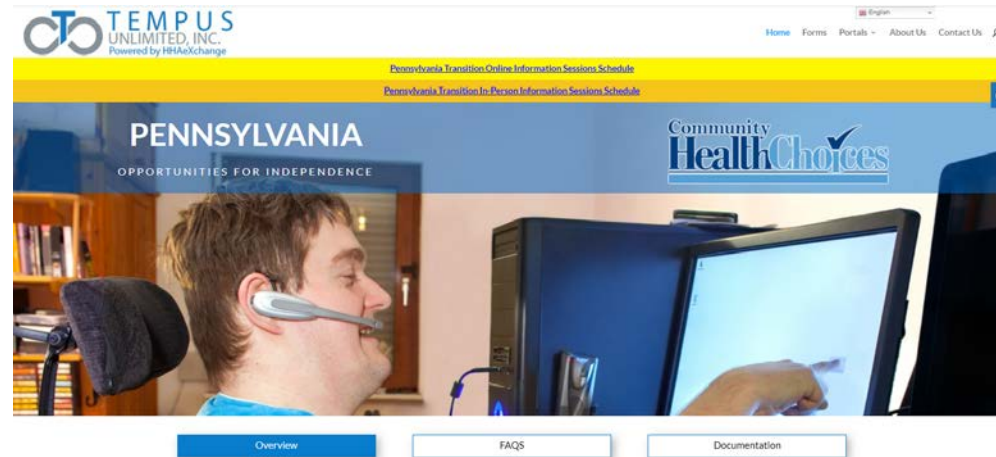
Tempus Website and Office Locations



Tempus Informational Website



- Website address: <https://pa.tempusunlimited.org>
 - This is your **best** source of information



- **Check Frequently:** Information and updates from the CHC-MCOs and from Tempus will be posted to the Documentation section
- Webinars and In-person sessions: Schedule posted with important webinars and in-person sessions to assist you with submitting and approving time worked
- The FAQs will be updated as we provide more information to Participants, Common Law Employers, and Direct Care Workers

Pennsylvania In-State Hiring Initiative



- Tempus is hiring remote and in-office staff for Pennsylvania
- Tempus is opening four offices in Pennsylvania
 - Pittsburgh
 - Erie
 - King of Prussia
 - Taylor (near Scranton, Lackawanna County)
- Individuals with lived experience or an understanding of self-direction would be valuable
- Please check the Tempus website frequently for job openings:
 - Website: <https://tempusunlimited.org/careers/>

Tempus Office Locations



- Tempus is opening four office locations in PA
 - 3410 West 12th Street, Erie, PA 16505
 - Staffed!
 - 1400 S. Braddock Avenue, Pittsburgh, PA 15218
 - Recruiting now for two Specialists
 - 625 Clark Ave, #21B, King of Prussia, PA 19406
 - One Specialist hired
 - Second Specialist starts 8/15
 - 6 Stauffer Industrial Park, Taylor, PA 18507
 - One Specialist hired
 - Second Specialist starts 8/15

Questions?



Appendix



Setting up your EVV Account

To correctly perform the Timesheet Submission process and download the Evvie Mobile App you must set up your EVV Account and sign in to the Evvie web portal.

- The **sign up** can start once you receive the **Welcome Email**
- Welcome Email sender is noreply@annkissam.com
- You need to have a **unique email** in order sign up. If you need to change your email on the account call [1-844-983-6787](tel:1-844-983-6787) or <https://pa.tempusunlimited.org/form-contact/>
- Once you receive the Welcome Email, if you need help setting up your account reach out to [EVV Help Desk Support](#)

Setting up your EVV Account

From: "noreply@annkissam.com" <noreply@annkissam.com>
Reply-To: "noreply@annkissam.com" <noreply@annkissam.com>
Date: Tuesday, January 4, 2022 at 1:05 PM
To: "Ursula User" <sample.person@test.com>
Subject: Welcome to Standalone Dignyfi

CAUTION: This email was originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Ursula User,

You have been signed up to access the Sample FMS software applications. There are a few steps left you must take in order to log in and access your account.

Our software uses FMS One to login and authenticate your account. Please click the link below to sign up for an FMS One account and link it with your account in the Sample FMS system. **After clicking the link below, click the *Sign-up* link on the login page to create your new FMS One account.**

[Click here to sign up](#)

If you already have an FMS One account linked with another HCBS provider, click the link below to access Sample FMS login page. To add Sample FMS to your current FMS One account, click on the Sign In with FMS One button and log in to your current account. You will just need to authorize Sample FMS after logging in.

[Sample FMS log in](#)

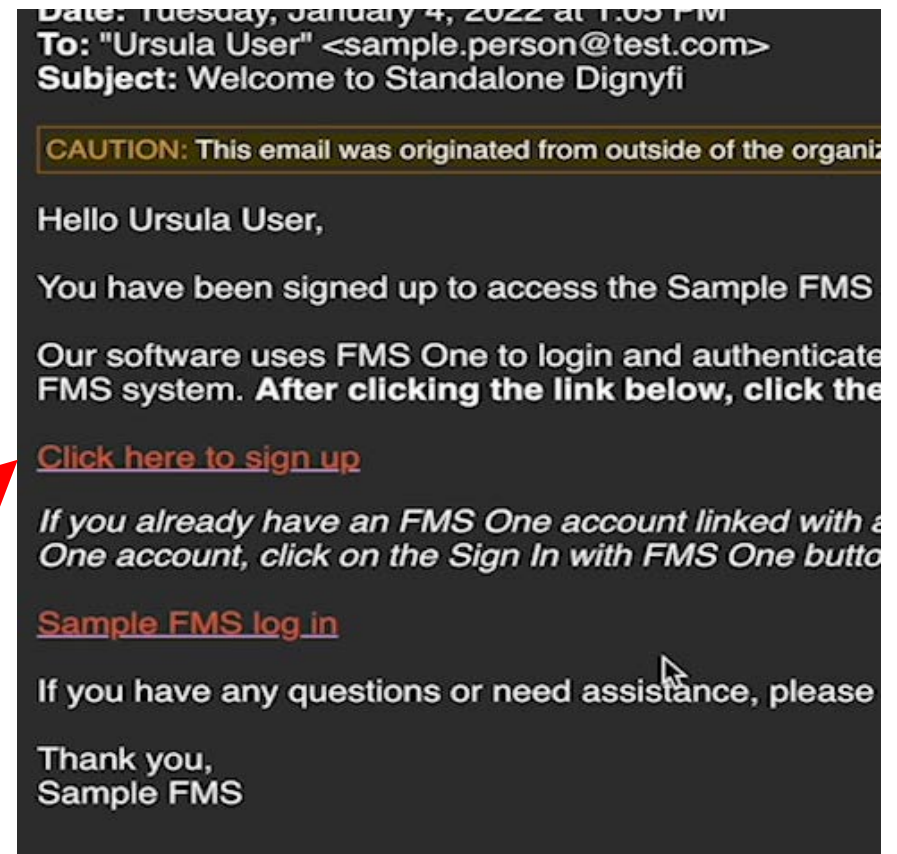
If you have any questions or need assistance, please reach out to Sample FMS at 1-234-567-8910 or sample.fms@test.com

Thank you,
Sample FMS

Signing up for the Evvie Portal

Step 1. Within the Welcome Email

click on [Click here to sign up.](#)



Signing up for the Evvie Portal

Step 2. Click **Sign up** for your account.

Log in

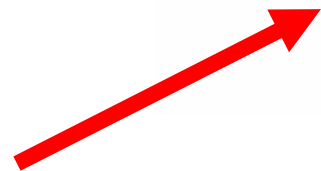
Email

Password

[Log in](#)

[Forgot your password?](#)
[Didn't receive confirmation instructions?](#)
[Didn't receive unlock instructions?](#)

[Sign up](#)



Signing up for the Evvie Portal

Step 3. The account will already have your name and email. You need to create a password and click on **Sign up** button.

Helpful tip: Password is case sensitive and requires at least a minimum of 8 characters.

- 1 capital letter
- 1 lowercase letter
- 1 number
- 1 special character (?,!,\$,#)

Current Users

If you received a request to sign up for an FMS One account, but are already using FMS One for another HCBS organizations software system, you do not need to sign up again. Please click the log in button to the right and authorize your account. [Log in](#)

Sign up

Name

Email (Email used by your HCBS provider)

Password
(6 characters minimum)

Password confirmation



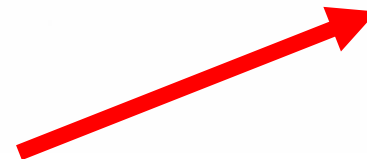
Signing up for the Evvie Portal

Step 4. Click on the **Return to Sign up page** button to sign up for your account

If you signed up using an email from your HCBS provider, your account is automatically authorized. You can now sign in to their site by clicking the link below. You should receive a welcome email from your provider shortly with instructions on how to access their applications.

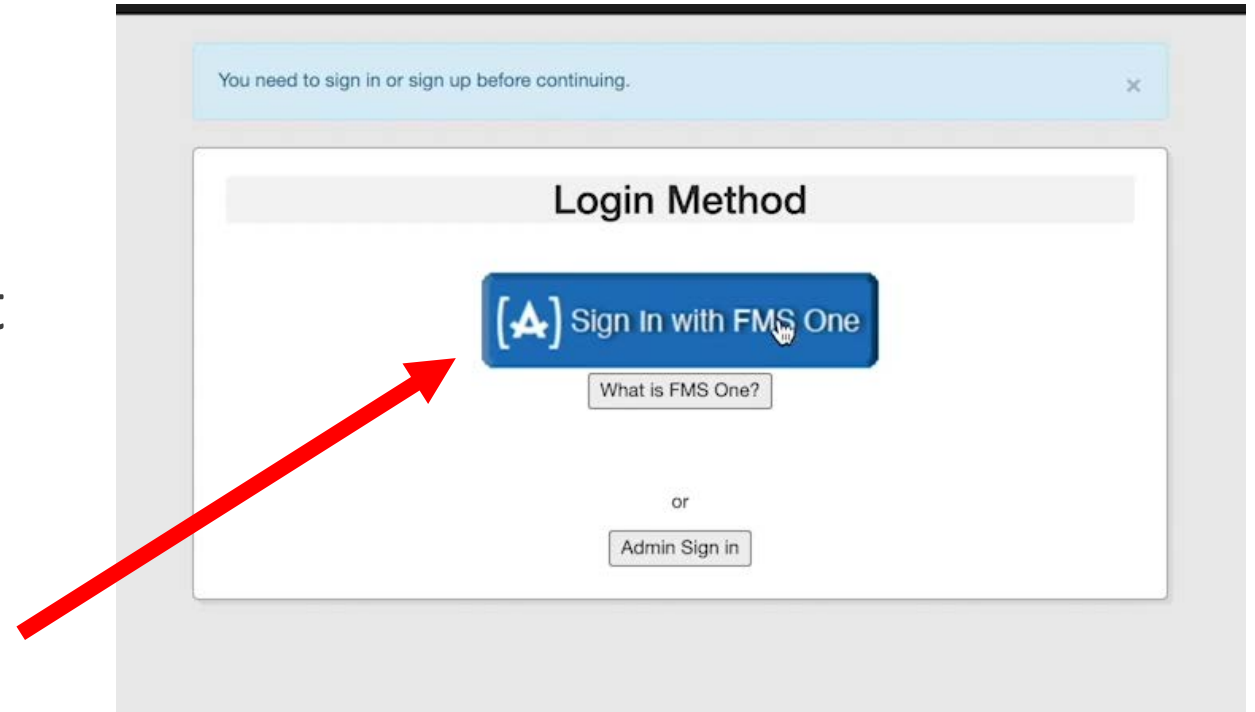
If you did not sign up from an email link, please contact your HCBS provider for further instructions.

[Return to Sign in page](#)



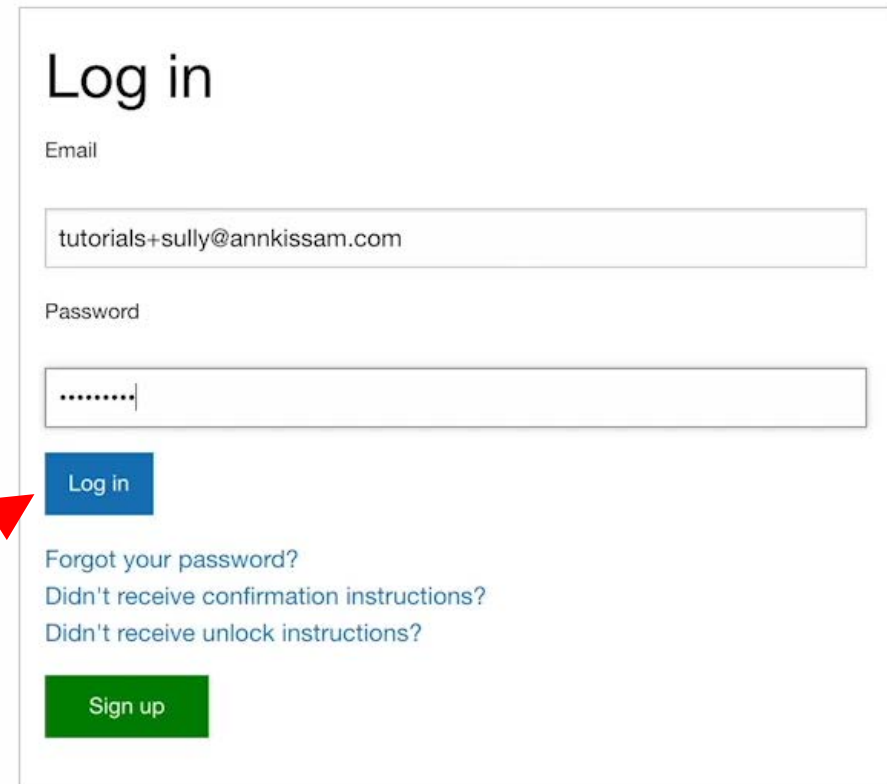
Signing up for the Evvie Portal

Step 5. Click on the blue button to log in to your Evvie account



Signing for the Evvie Portal

Step 6. Fill in your email and password to log in to your Evvie account



Log in

Email

tutorials+sully@annkissam.com

Password

.....

Log in


[Forgot your password?](#)

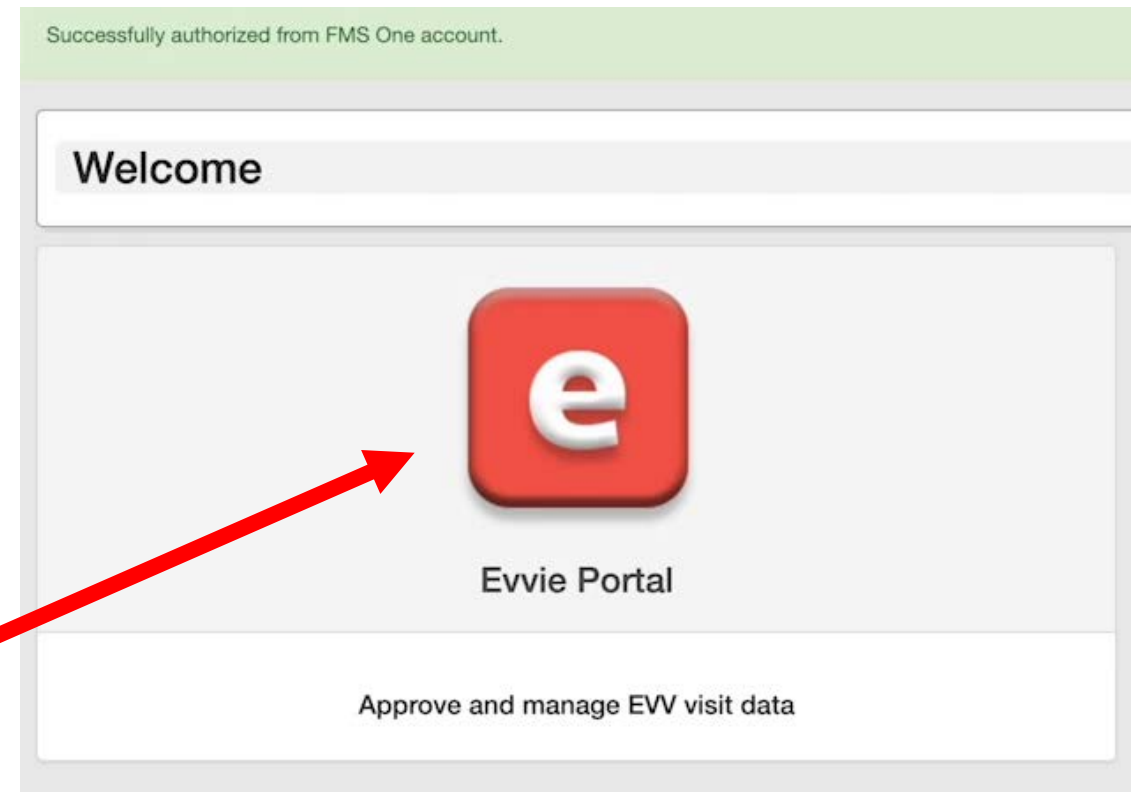
[Didn't receive confirmation instructions?](#)

[Didn't receive unlock instructions?](#)

Sign up

Signing up for the Evvie Portal

Step 7. Click on the  button to enter your Evvie portal



You are now logged into the Evvie Portal

Successfully authenticated from FMS One account. ×

Hello, tutorials+sully@annkissam.com!

Welcome back to Evvie Portal

What is Evvie Portal?

This system, along with the Evvie mobile application, allows shifts to be submitted, approved/denied for payment, or adjusted as necessary.

No shifts present for this week.

[View All Shifts](#)

[View My Weekly Timesheet](#)