

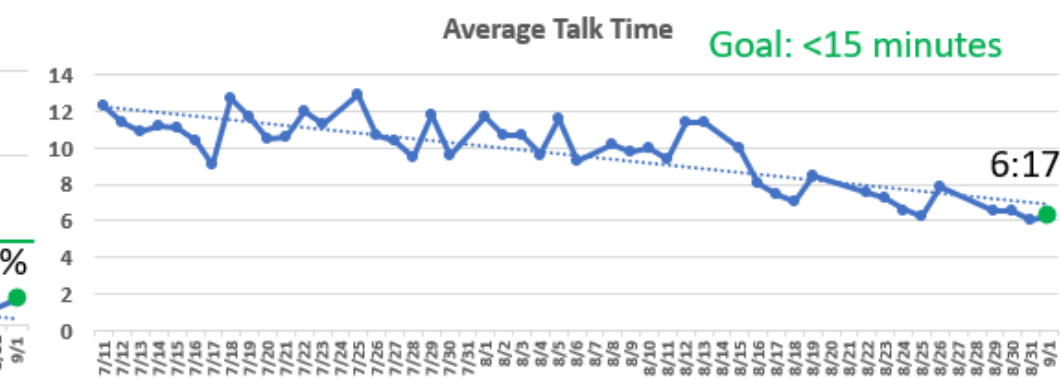
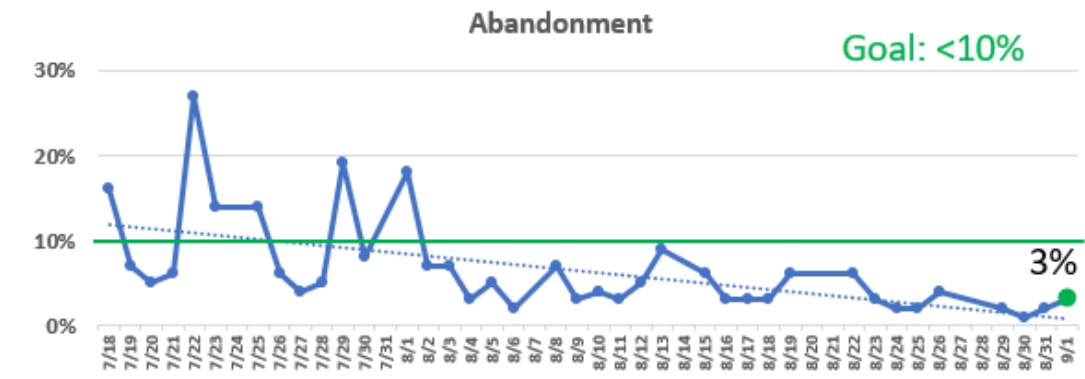
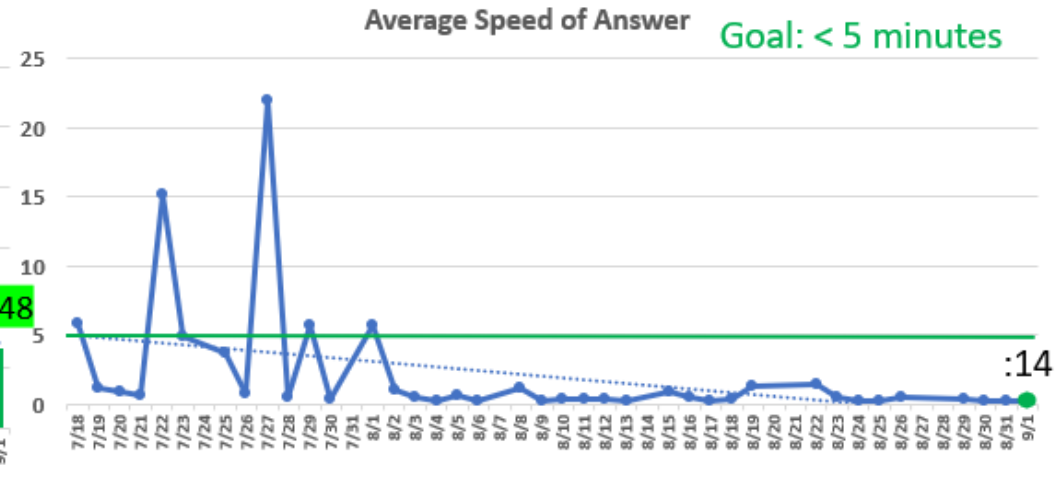
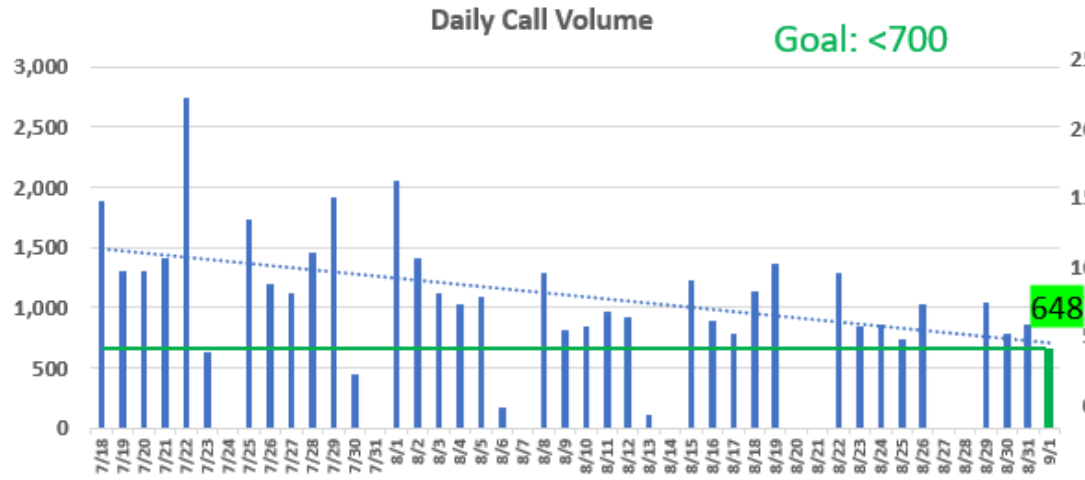
Transition Status



Transition Status

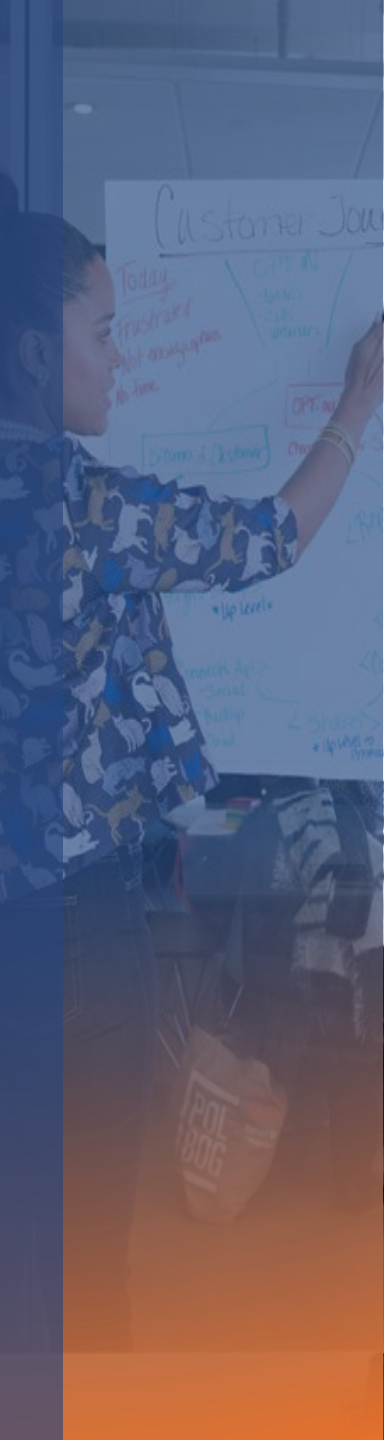
- More than 1 Million EVV shifts received!
 - 1,163,417 shifts through 8/29
 - 62.4% via Evvie App
 - 28.0% via Evvie Portal
 - 9.7% via Ivrie (IVR/TVV)

Call Center—Through Sept 2



Call Center—Staffing

- Tempus had permanent staff in place, and added many temp staff to handle very high call volumes through the transition
- Temp staff is slowly being reduced as call volume drops
- Tempus is hiring many of the temp staff that provide great service and that meet the training & performance requirements
- Tempus and HHA constantly (daily) monitor call volumes and quality metrics to ensure timely and accurate



Call Center—Hours of Operation

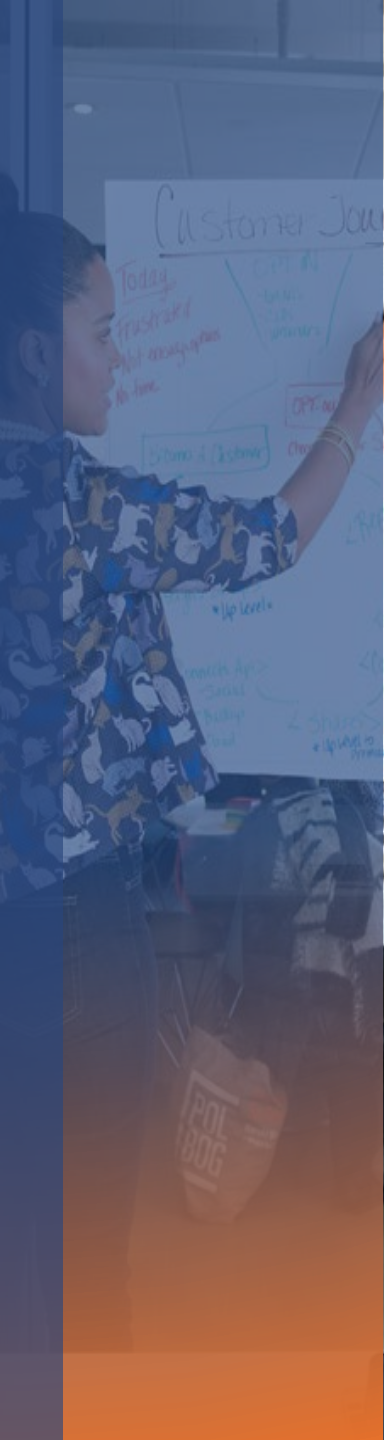
- Now at Standard Hours

- Monday-Tuesday, Thursday-Friday: 8:30am – 4:30pm

- Wednesday: 8:30am – 8:00pm

- Saturday & Sunday: **CLOSED**

- **TEMPUS** will be **CLOSED** on Monday, Sept 5 in observance of Labor Day



Payroll Information



Payroll



- Payroll processing every week
 - 11 payrolls since 7/1
 - Six for Schedule A (including today—9/2)
 - Five 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 (by PPL) AND 7/1 (by Tempus)
 - Payroll A was paid 7/1 AND 7/8 (by Tempus)
- 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
 - Overtime calculated and paid when needed/worked
 - Avoids pending days when OT units are not available

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



Check Dates	#N/A	Schedule A	Schedule B	Grand Total
07/01/2022	41	4895	4732	9668
07/05/2022 - 07/08/2022	25	4997	542	5564
07/11/2022 - 07/15/2022	17	377	5032	5426
07/18/2022 - 07/22/2022	25	5102	798	5925
07/25/2022 - 07/29/2022	6	720	4315	5041
08/01/2022 - 08/05/2022	24	5279	2282	7585
08/08/2022 - 08/12/2022	5	276	5177	5458
08/15/2022 - 08/19/2022	10	5134	317	5461
08/22/2022 - 08/26/2022	7	480	5207	5694
08/29/2022 - 09/02/2022	10	5193	604	5807
Grand Total	170	32453	29006	61629

Paystubs



- Paystubs are currently mailed to all payees
- Tempus' Payroll system has a payroll portal—ESS
 - Available to DCWs currently
 - Almost ready for CLEs—training video nearing completion and then RAVE messages will be sent to CLEs (expected week of 9/4)
- 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

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
 - Nearly complete with each MCO

End of Exceptions--Timesheets



- Tempus will no longer accept timesheets without an MCO exemption
 - Timesheets are not EVV compliant
 - Multiple messages throughout late July and August
 - Letter sent to CLEs
 - Tempus outreach to those who send in timesheets
- Each MCO has a review and exemption process
 - ONLY for those DCWs who are not able to access Evvie app, Evvie portal or IVR or other legitimate reasons for not using EVV
 - CLEs should contact Tempus for support with EVV
 - CLEs should contact Service Coordinator to discuss an exemption

Exceptions—Auto Lock



- Tempus will no longer set “Approved” shifts to “Approval Locked”
 - Initially done to ensure DCWs were paid during the transition
 - We heard you! Many CLEs complained that incorrect shifts were paid that impacted their budgets
- CLEs are required to manage their budgets and so must review all shifts and set accurate shifts to Approval Locked
 - Evvie Portal
 - IVR
- Once shifts are set to Approval Locked, they will be processed for payment on that pay period’s pay date
 - Late approvals will result in late payments
 - DCWs should monitor shift status in Evvie Portal and review with their CLE

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

Enrollment & System Enhancements



Enrollment



- CLE Enrollment
 - SC submits PRT enrollment after assessment and selection of Self-Direction
 - CLE packet—Online or Paper
- DCW Enrollment
 - CLE submits DCW application form from website: <https://pa.tempusunlimited.org/forms/>
 - Activities to complete:
 - Unique ID—Keystone Key registration then Unique ID application
 - Background Check—fingerprints, etc.
 - Pre-Service Orientation--Frontline
 - Enrollment paperwork & signatures—Online w/ e-signature or Paper
 - EVV set up—Welcome email and enrollment
 - CLEs and DCWs need to look for emails and complete activities
 - Call Tempus for updates
- Tempus are documenting enrollment process to support CLEs
 - Available soon on website with enrollment form

Enrollment



- WebEx Training Available for CLEs and DCWs
 - Learn about the enrollment process and how to use Paperworkr to complete DCW enrollment packet online and eSign

New Direct Care Worker Enrollment Process Training September 6, 2022 through November 4, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	
	CLEs and DCWs 1:00-2:00 PM	CLEs and DCWs 6:00-7:00 PM	CLEs and DCWs 3:00-4:00 PM	CLEs and DCWs 9:00-10:00 AM	CLEs and DCWs 11:00-12:00 PM	

System Enhancements



- We heard you!
 - IVR
 - Speech speed is now slower
 - DCW IDs (for approval) now use the E number and not the internal version
 - Ongoing Enhancements
 - MCOs and HHA have established a Product Roadmap group
 - HHA established focus group with DCWs (CLEs to come)
 - Initial enhancements identified
 - Prioritization complete
 - HHA working to define initial efforts
 - Stay Tuned!
 - Software development takes time

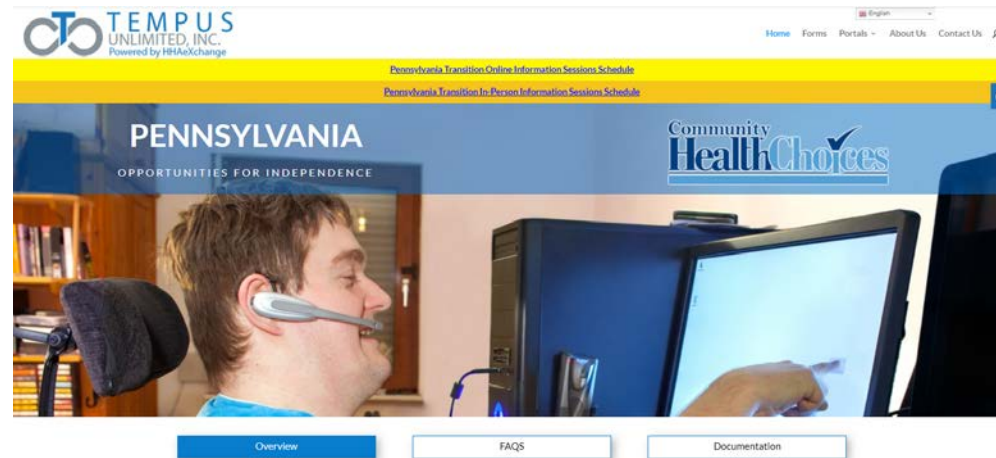
Tempus Website and Office Locations



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

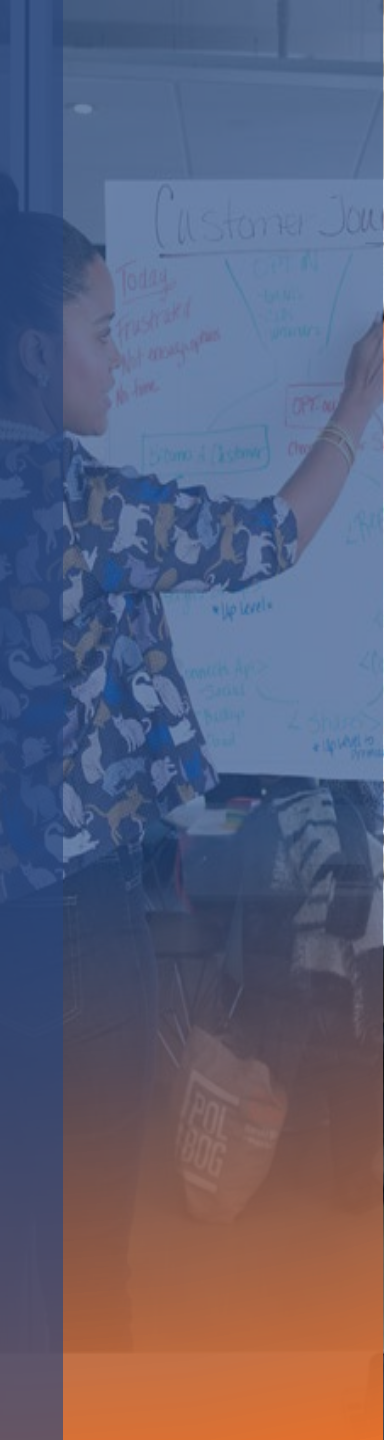
Tempus Office Locations

- Tempus has 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
 - Staffed!
 - 6 Stauffer Industrial Park, Taylor, PA 18507
 - Staffed!
- Tempus staff available to assist Participants/CLEs and DCWs
 - Appointment required
 - Call Tempus at 1-844-9TEMPUS to schedule
- Please check the Tempus website frequently for job openings:
 - Website: <https://tempusunlimited.org/careers/>

FMS Advisory Group



- Advisory Group is coming!
- Application to join the Advisory Group is on Tempus' website on the Forms page:
 - https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/PA-FMS-PAG-Membership-Application_Jan2022_fillin.pdf



Questions?



APPENDIX



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”)

- **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”

Training Materials—Great Resource!



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



Training Materials

“Training Materials”

IVR JOB AIDS

Job Aids

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

JOB AIDS GALORE!

User Manuals and Job Aids

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



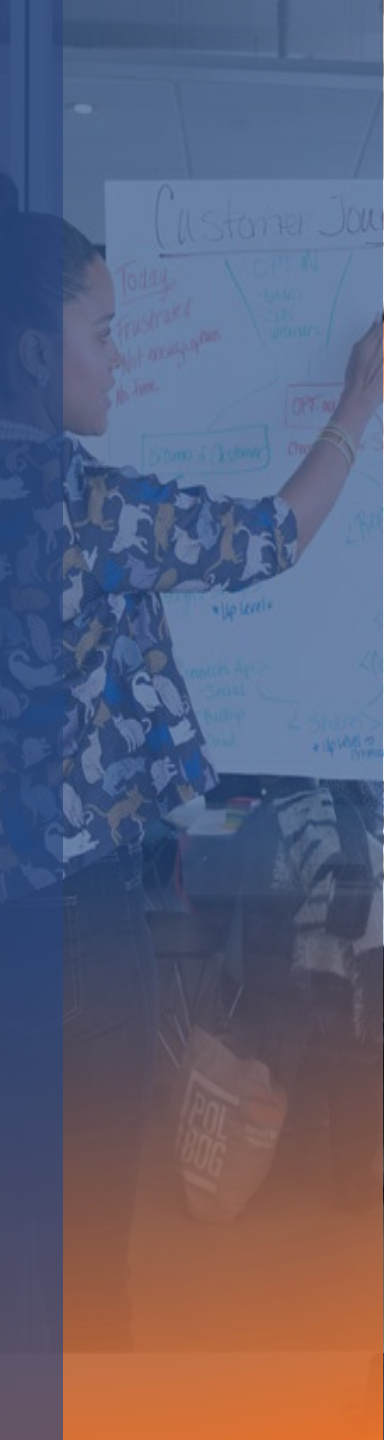
How to get EVV support

- 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 has ENDED the Help Desk support Webex Session
- 1:1 EVV support is available by calling Tempus' call center
 - 844-983-6787, Dial '1'



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

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](#)

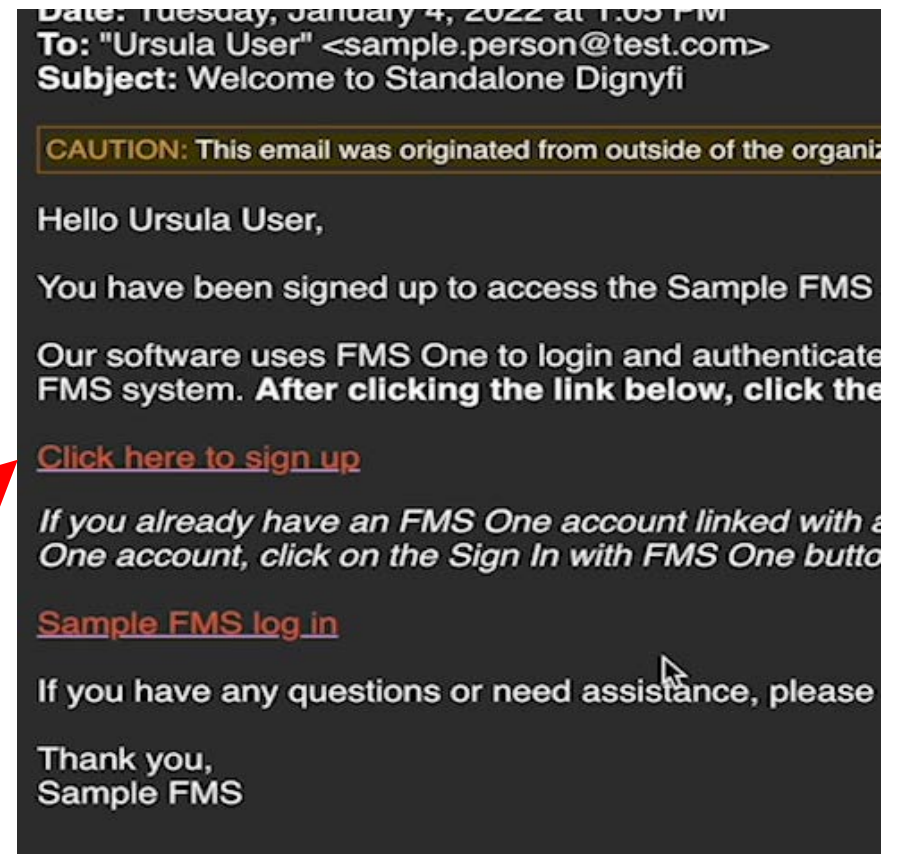
If you have any questions or need assistance, please reach out to Sample FMS at 1-234-567-8910 or sample.fms@test.com

Thank you,
Sample FMS

Signing up for the Evvie Portal

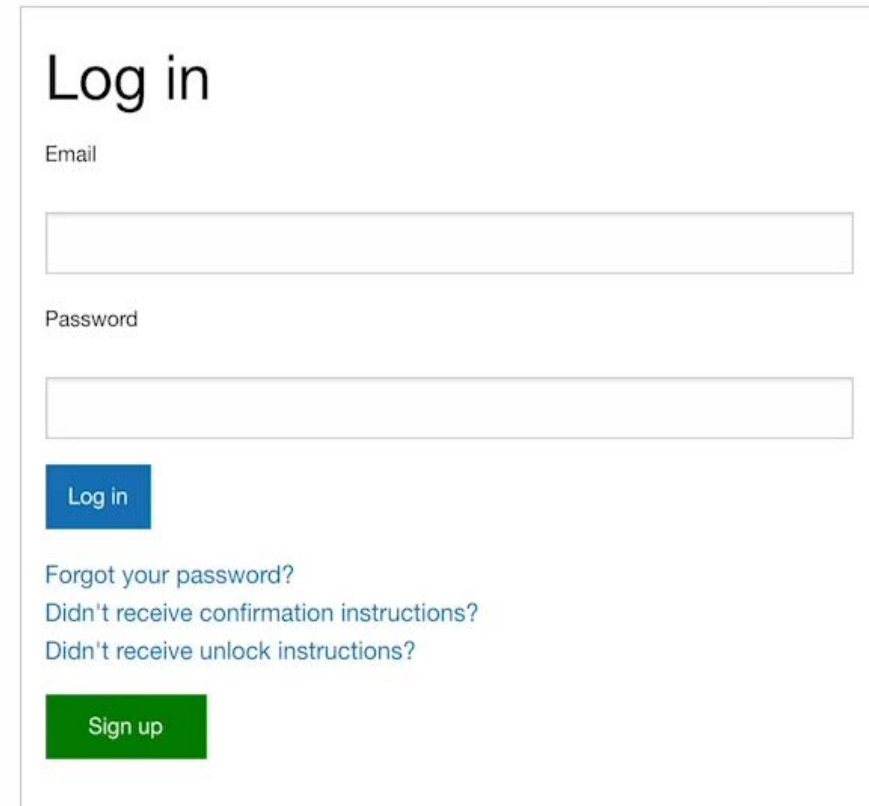
Step 1. Within the Welcome Email

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



Signing up for the Evvie Portal

Step 2. Click Sign up for your account.

A screenshot of the Evvie Portal login and sign-up interface. The page is titled "Log in" and contains two input fields: "Email" and "Password". Below the "Password" field is a blue "Log in" button. Underneath the "Log in" button are three links: "Forgot your password?", "Didn't receive confirmation instructions?", and "Didn't receive unlock instructions?". At the bottom of the form is a green "Sign up" button. A red arrow points from the bottom left towards the "Sign up" button.

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



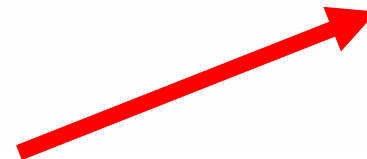
Signing up for the Evvie Portal

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.

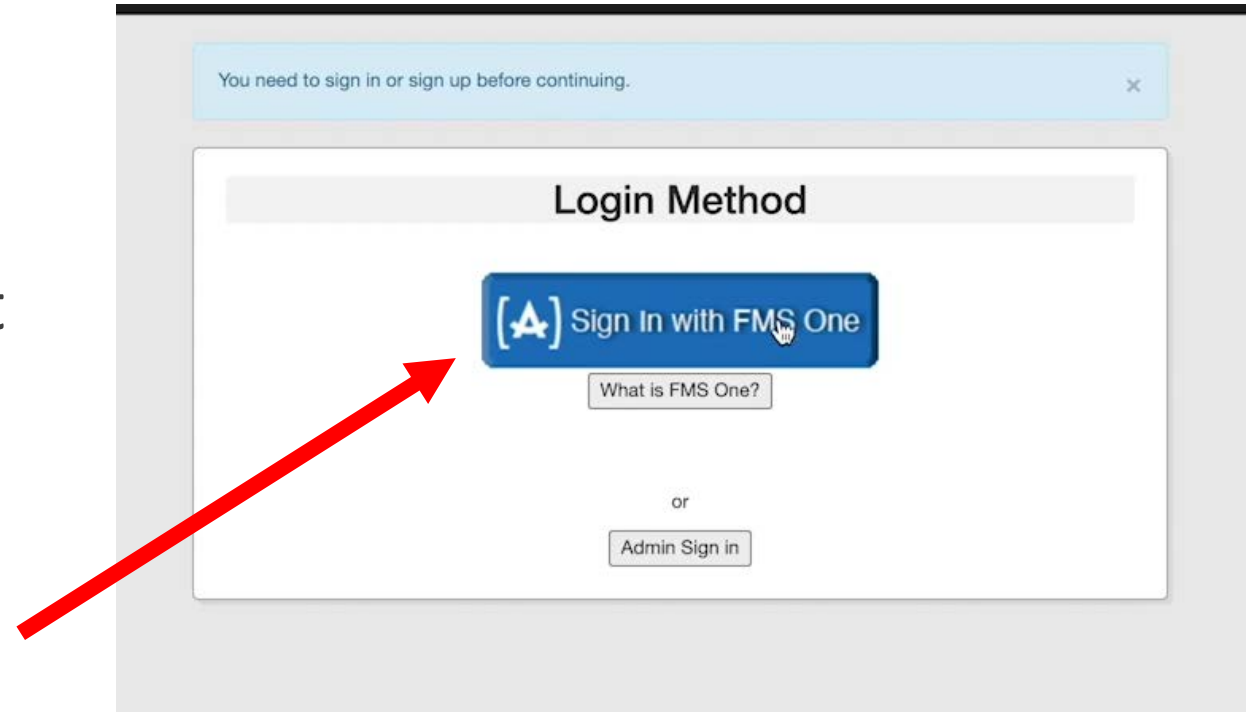
If you did not sign up from an email link, please contact your HCBS provider for further instructions.

[Return to Sign in page](#)



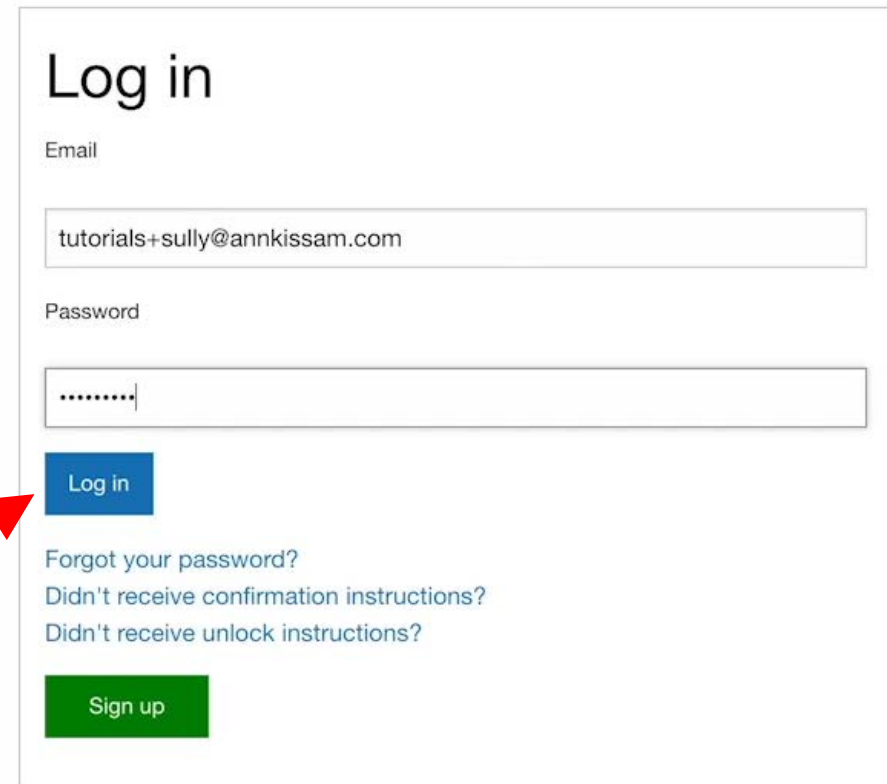
Signing up for the Evvie Portal

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?](#)

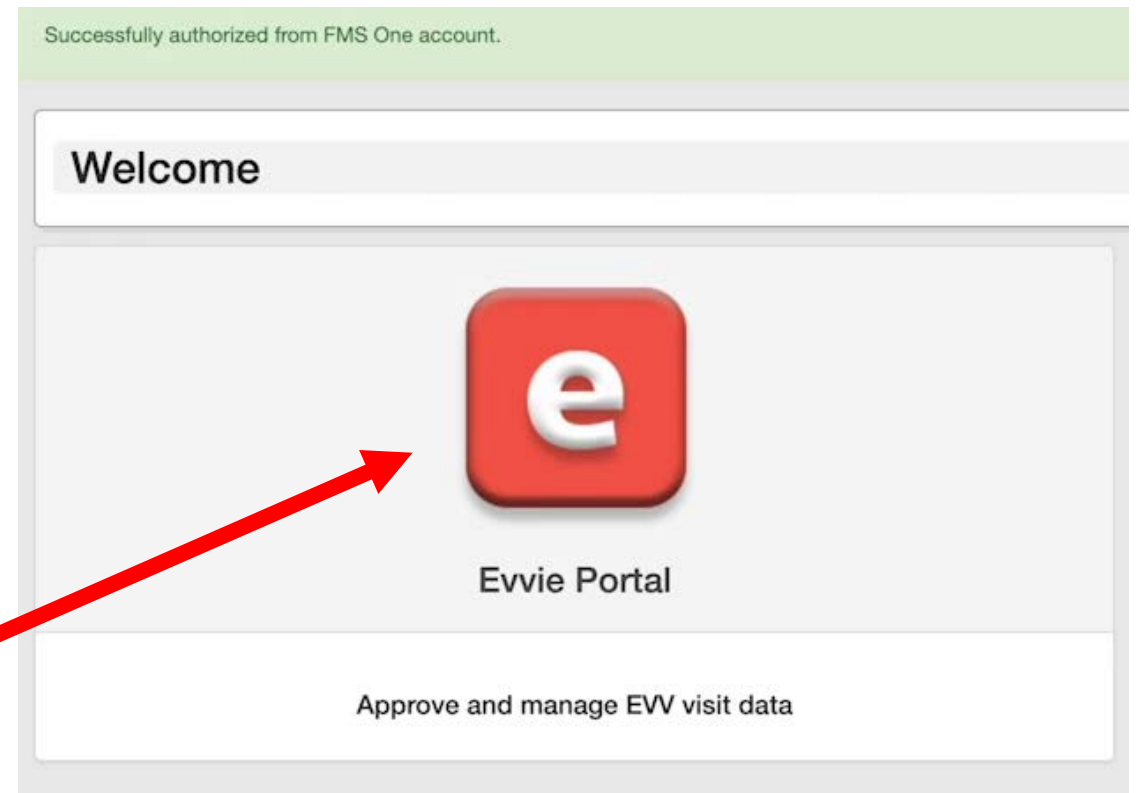
[Didn't receive confirmation instructions?](#)

[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](#)