

Questions from FMS Stakeholder Meeting on 5/6/2022

1. Does this affect adult day care providers?

No, this transition is for participants who are utilizing the participant directed model of personal assistance services. They will be transitioning from their current financial management services provider, PPL, to a new provider HHA/Tempus.

2. What is Tempus? Is this a billing system?

Tempus is the new Fiscal Employer/Agent for Participants in Community HealthChoices who choose to direct their own services. The Fiscal Employer/Agent acts as the payroll services for the participants.

3. Can I receive a transition package via email or regular mail?

Go to the Tempus website at <https://tempusunlimited.org>, click on the link to request a packet and fill in your information. Tempus sends out packets twice per week based on those requests.

4. Will CLE and DCW be provided separate Tempus portal for EVV? The EVV app and system require different log in accounts for the CLE and the DCW. That means a unique email address for each the CLE and DCW in order to use the app or log into the portal. The CLE and DCW can also use the IVR "Phone System" to make time entries, but they cannot make changes to entries that way; they will need access to the portal to make edits or manual entries

5. What is the call-in number for the IVR? That number has not been published yet. Tempus will send out a letter containing the IVR phone number, the user's PIN and instructions for everyone who has not submitted an email address to use with the EVV system.

6. What percent of the DCWs and CLEs have provided email addresses? It's about 67% for CLEs and 85% for DCWs

7. What if the participant does not have a land line? There are a lot that only have a cell phone? The IVR system will accept time entries from a cell phone, but they will be considered non-compliant. Federal law requires that phone-based EVV time entries be completed from a land line.

8. What days and hours will customer services be open in June? We anticipate that Tempus Consumer Relations and EVV Support staff will be available from 7am to 8pm M-F. Consumer relations will be available 8:30-5pm and EVV support will be available 7am-8pm on Saturdays. There will be limited staff available on June 5 and June 12 (Sundays).
9. What is the plan to ensure timely pay to DCWs who have challenges using the EVV system in June or whose packets are not in by July 1st? Tempus EVV Support staff will be available to help CLEs and DCWs to enroll in the system, to learn how to use it and to work through any issues. The MCOs and Tempus are also working through processes and policies to deal with situations that might result in non-payment for hours worked. Our goal is to avoid any non-payment issues. However, it is incumbent on CLEs and DCWs to engage immediately with Tempus to help achieve that goal.
10. If the DCW clocks in on the Employer's cell phone, that proves they are with the consumer employer no matter where we happen to be location wise?

Federal law requires that IVR entries for clock in and clock out are made from a land line. We are obligated to follow the law.

11. Is FMS-ONE BEDROCK the Portal?

Yes, FMS ONE is the portal.

12. Once registered for FMS-ONE BEDROCK, can I change my email address, or does TEMPUS need to change my email address?

You will need to call TEMPUS to change your email address for your Portal login.

13. Is special outreach being done to people who haven't returned packets or haven't provided emails? Do you know how many of the outstanding packets are for people whose primary language is something other than English? Yes, we have designed and sent many RAVE broadcast messages (text, email, robo call) to engage those who have not submitted a transition packet. Furthermore, each MCO has their Service Coordinators working lists of those PRTs to do outreach. Where possible, SCs are being armed with pre-populated packets to go out to the PRT's home to meet with the PRT, CLE (if different) and DCW to get packets completed and returned to Tempus.

An analysis of the data indicates that there is NOT a disproportionate number of packets missing for those whose primary language is one other than English.

14. Consumers helping their DCWs said they are having trouble getting on the EVVIE/FMS Portal because the email registration expires within 24 hours?

The email link does not expire. However, once the user clicks the link, that starts a 24-hour clock to complete registration. If they are unable to complete that registration in 24 hours, just call Tempus and ask them to resent the email. PLEASE look for an email from NoReply@annkissam.com.

15. Will new DCW hires be completed online?

HHA and Tempus are building most of the forms so that they can be completed online. Background checks and training will have to follow the processes set up for those activities.

16. What is the difference between Tempus and HHAeXchange? HHAeXchange is the prime vendor providing Fiscal Management Services. HHAX is primarily a technology company and offers an EVV solution specifically for the PDS model of services. Their subcontractor, Tempus Unlimited, is the Fiscal Employer/Agent (aka Fiscal Intermediary or "FI") which acts in some respects as the CLEs HR department, assisting with employee enrollment and handling payroll and tax reporting.