

## Questions and Answers from Stakeholders Meeting June 17, 2022

1. Does the Evvie timesheet website only works on mobile data, it cannot be accessed if on Wi-Fi? The red Evvie portal gets blocked if I am on my computer.

If you are a CLE, you can use the IVR system to approve shifts using your phone. The information is in a Job Aid on Tempus' website under Training Materials. The employer ID is your C number without the leading letter (C123455 is entered as 123455) [https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr\\_employer\\_approve-fillable-Tempus-English\\_revised.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employer_approve-fillable-Tempus-English_revised.pdf)

2. Why does my consumer portal say my wage is \$11.27 when I make more than that?

Data is still being moved from PPL to Tempus and those wages will be corrected soon. More data is being uploaded this week.

3. If caregivers do not do EVV, will they still be paid?

EVV is required by law. We cannot pay a worker unless we receive their shift detail.

4. Do you need a PIN number to use the IVR system?

A PIN number is necessary, and it is the MMYYYY for the Participant. That information and the IVR phone number are in the Job Aids.

5. In FMS One for the CLE, we only see the dashboard. Where does CLE approve locked? Should we use the DCWs portal shift report page?

You can approve shifts in Evvie Dashboard. Please review the Job Aid here:

[https://hhaxsupport.s3.amazonaws.com/SupportDocs/AK/evvie/evvie\\_approve\\_shifts.pdf](https://hhaxsupport.s3.amazonaws.com/SupportDocs/AK/evvie/evvie_approve_shifts.pdf) . We strongly recommend that you attend either Tempus' training session OR the Frontline training sessions. You can also use the IVR phone system to approve time. [https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr\\_employer\\_approve-fillable-Tempus-English\\_revised.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employer_approve-fillable-Tempus-English_revised.pdf)

6. When my caregivers sign on to the app, it asks for a service number and we did not receive one.

I think it is asking for Service Codes when the DCW attempts to check out. This is a known issue with some users, and we expect an update this weekend to correct this. Your caregivers should log their shifts worked and then enter them into the Evvie Portal once this issue is fixed. The service code issue is fixed for all but a handful of users.

7. What happens when you work another job and cannot attend these in person meetings?

We did our best to make these available throughout the week during the day, evenings, and weekends so that people could attend these around their work schedule.

8. We have clients whose authorized pas hours are not showing correctly in Tempus system. What is the best way for clients to get this addressed and corrected?

If this is related to IVR entries, this is a known issue and there is an update planned for this weekend to correct (this was corrected early am on 6/20). The shifts are recorded, just not visible. If you think what was reported to you is different, please send the user details to the appropriate MCO. Shifts are viewable in Evvie portal. At the end of the pay period, shifts that are Locked by the employer are populated into Participant Dashboard.