**Questions and Answers for Stakeholders Meeting on 08/05/2022**

1. Confirming shifts thru IVR is an issue.

   There is a video on the Tempus website that illustrates CLE IVR approval process.  We do have a system enhancement in to slow down the verbal prompts of the IVR.

2. Why cannot shifts be deleted instead of having to be denied by both DCW and CLE?

   The requirements to have both CLE and caregiver agree on shift approvals or denials is based on national best practices.  It helps to ensure that both parties are in agreement with an approval or a denial is not the result of one person's error.

3. Do we need to adjust times to avoid a few minutes of overlaps between shift changes?

   The system will not pend the shift for overlaps of 15 minutes or less.

4. Time periods delineation in the PORTAL needs to be added.

   In the CLE Evvie Portal, the CLE can view all shifts or view specific timesheets.

5. ESS Portal does not work for CLEs.

   Correct, it is not set up for the CLEs yet and there is a banner at the top of that page stating so.  Tempus is working to get the user data loaded to allow CLE access.

6. All time not yet approved should come up no matter what week we are in.

   Please try clicking "view all shifts" where you should be ale to view all shifts.  EVV online help desk is offered daily from 9:00 AM to 4:00 PM.

7. What is happening about the Advisory Board?

   Still in the planning stage there is a form on the web page you can fill out to let Tempus know that you are interested: https://pa.tempusunlimited.org/forms/

8. What is an alternative complaint process for those whose communication is difficult through speech?

   Tempus has an email address that can be used to send information

9. Of the people currently hired, how many are people with disabilities?

   It has been incredibly difficult with very few applicants

10. Who should we contact to get approval to continue using paper timesheets?

    The conversations starts with the Service Coordinator.

11. Were accessible accommodations/communication needs for CLE's transferred to Tempus and HHA?

<span style="color:red">That information was not provided by PPL.</span>

12. Is Tempus considering enhancing call center staffing after the flexibilities end later this month?

    <span style="color:red">We are keeping staffing high to accommodate that.  With the reduction in hours, we are not removing the total number of agents.</span>

13. What is the turnaround time for enrolling new DCWs?

    <span style="color:red">It can be rather quick with the electronic forms system.  Enrollment includes activities between Tempus, the DCW and CLE to be completed.  A delay with any of those results in a delay getting the DCW to an active status.</span>

14. It would be proactive for SC's to share special need communications to Tempus and HHA instead of Tempus needing to wait to find out.

    <span style="color:red">MCOs response</span>

15. Do I need to terminate someone who I have decided not to hire after the Employment Packet has been submitted, but not signed by the CLE?

    <span style="color:red">To make it clear a DCW termination form should be sent in.</span>

16. If the DCW does not complete the hire packet completely, can it be edited once it is received by the CLE?

<span style="color:red">Corrections can be made as needed to complete the enrollment.</span>

17. Are DCW's registered as employees even if not fully hired?

<span style="color:red">They would not be considered an employee if the enrollment was not completed</span>

18. How do I know who is listed as my DCW?

<span style="color:red">That information is in the Participant Dashboard.  There are some enhancements going live this week that will improve the "Status" display so that we can know who is truly Pending vs. Active.  It would help to submit a Termination form for anyone you see as an employee who is no longer working for you.</span>

19. Why are we asked to enter phone numbers during the approval process in the Portal?