

Questions and Responses from Stakeholders Meeting 2/18/2022

1. Does that mean that the PPL contract will expire at the same time Tempus goes live? **The PPL contract will be extended continued for Act 150 and OBRA.**
2. Is the start date for TEMPUS is now being pushed to July 1st? **The transition date is moving from April 1, 2022 to July 1, 2022.**
3. I returned my CLE packet with my DCW's packet in an email. My DCW received notification that their' s was received, but my CLE packet was not received. Where did my CLE packet go? **Please call Tempus at 1-844-983-678 to request a new CLE packet.**
4. Will the training video and the how-to guides be available in other languages? **Tempus is working on making these available in other languages.**

5. What is the status update for RFPs for FMS provider for individuals funded via Act 150 and OBRA? **A RFP or RFA will be issued for these services.**
6. As a new provider I would like to know when the MCOs are taking applications for Medicaid? **Providers should outreach to the provider network team of each of the MCO's to discuss network participation.**
7. Who will be the FMS provider for Act150 after June 30th? **PPL will continue to be the FMS provider until a new contract is awarded.**
8. What about accessibility for the blind and deaf regarding trainings? **Tempus is working on appropriate solutions to accommodate blind and deaf employers and workers.**
9. ACT Hine Health Services have not received their packets. **This transition does not impact the agency model of services.**

10. This whole EVV system is far too complicated for the average person who does not have technical skills. Too many steps having to use both the EVV App and the PORTAL. It should all be able to be done in one APP!
We are confident that employers and workers will become familiar with the app with regular use.

11. Has Tempest created a way to let DCW and Consumer Employers know that their packets were received? **Tempus has started to send out broadcasts via text, email and voicemail to notify employers that packets were received.**

12. Does tracking time under Tempus begins early June? **Please check the Tempus website regularly for specific dates related to the transition.**

13. Will the HHA Exchange software program still be utilized for billings, authorizations, and etcetera? **This transition does not impact the agency**

model of services.

14. Where is the best place to find more information on the future FMS transition for Act150 and OBRA? **The OLTL website will be updated with new information when it is available. Additional information will also be shared via the OLTL listservs.**
15. Have you considered ASL translation or CC for trainings for the deaf? **Tempus is currently in discussion regarding this.**
16. Will the EVV trainings for CLE and DCW include information about the new timeframes - extension from April 1st to July 1st? **Yes, the Information Sessions hosted by Tempus will also provide revised dates for transition activity.**
17. Your slides say updated EVV training, can you expand? If I took it, should I take it again? **Yes, please attend training sessions as many times as you need to become familiar with the system. You can also watch EVV training videos at Tempus's website –**

<https://pa.tempusunlimited.org/training-videos/>.

18. How do I get on the Tempus Consumer Advisory Committee? **Tempus will put out an invite in the next few months regarding the Consumer Advisory Committee.**

19. Will SC's be helping to get emails/phone numbers from CLE/DCWs? Will the SC's be helping to message the extension? **Yes, Service Coordinators are already discussing this activity with their Participants.**

20. Will EVV training be updated, should we take it again? **The EVV training sessions will be updated to provide new dates for the transition activity. Please attend training sessions as many times as you need to become familiar with the system. You can also watch**

training videos at Tempus's website

<https://pa.tempusunlimited.org/training-videos/>.

21. Will the Tempus Portal show "Good to Pay"? **The FMS Engine portal will contain all timesheet information for employers.**

22. I have not received any PA keys to fill out to switch over from PPL to you all. **If you are a CHC Participant, please call Tempus at 1-844-983-6787.**

23. Which packages Homecare agencies should be expecting please? CLE or DCW or both. **Homecare providers would not receive CLE and DCW packets. Homecare provider agencies are not impacted by the FMS Transition.**

A separate document will be posted responding to the questions on the increase in rates.

