

Questions and Answers from Stakeholders Meeting September 2, 2022

1. Does Tempus or DHS provide Covid pay for the DCW's who have Covid and can't work?

No, the Department does not have funding available for that. DCWs are employed by CHC Participants or their Representative Common Law Employer. OLTL, Tempus, HHAX and the CHC MCOs are not the employer or a Joint Employer and do not provide benefits to DCWs

2. Why can't we get payroll summary for consumer's employers? Also, how is the consumer employer able to have IRS compliance with four years of employee records?

The payroll portal will be available to CLEs shortly and all of the history with Tempus will be available. OLTL is working with PPL to develop a portal to access payroll records that they have. Also note that all Medicaid recipients are automatically eligible for the Lifeline/ACP phone and broadband benefits that provide very good quality phones with larger screens, more memory, and higher data limits.

3. Can you describe the training related to actually provide care/service that is needed?

The MCOs and Frontline are preparing a series of Enhanced Training sessions that will be available to DCWs. We are hoping to have that available in October. The Enhanced training is not mandatory.

4. Please provide the phone number for the UNIQUE ID help.

Telephone number is (800) 932-0939, which is needed for EVV.

5. Will that extra 32 hours of training be REQUIRED?

No

6. Why can't Tempus provide an additional benefit like the public partnerships care for you?

If you are referring to My Choice 4 Care, Tempus does not have this available. We have discussed and will continue to review whether one can be made available.