

# Financial Management Services (FMS) Stakeholder Meeting

## FMS Vendor Transition for Self-Directed Services

*Community HealthChoices*

*June 3, 2022*

## FMS Transition

Presented by your Community HealthChoices MCOs: AmeriHealth Caritas PA  
CHC, Keystone First CHC, PA Health & Wellness, Inc., UPMC  
AND Tempus Unlimited

- Transition Information
- EVV Training
- Tempus Website and Office Locations
- Questions

# Transition Information



# What has happened so far in Transition?



- 11 Stakeholder meetings since June, 2021
- 11 Letters mailed to CLEs since July 2021
- 62 broadcast messages – email, text, robo calls since Feb. 2022
- Multiple OLTL Listserv messages in May-June 2022
- 17 In-Person evens (10 in May & June 2022 and 7 in Dec. 2021)
- Daily Q&A. EVV Training, EVV Help Desk sessions since Nov. 2021
- Tempus outbound calling
- Service Coordinator outbound calling and in-person packet support



# Transition Status

- Approx. 18,200 Transition Packets received
  - 79% of Common Law Employers (CLEs)
  - 74% of Direct Care Workers (DCWs)
- Tempus taking all new enrollments
  - Final handoff from PPL on June 6
- Telephonic Visit Verification/Interactive Voice Response (TVV/IVR) letters mailed May 26-27
- Tempus Call center staffing ramp up
  - 20 additional staff in training
- PPL working to block EVV entry for Schedule A DCWs

# How to Get Ready for Transition

- Complete and send in Packets
- EVV System Details
  - DCWs – use app for time entry and portal for corrections OR TVV/IVR for time entry
  - CLEs – use portal or TVV/IVR to approve time
- Setup EVV
  - Welcome emails – check Inbox, Junk and Spam folder
    - “NoReply@Annkissam.com”
  - Register for app and portal access
  - Attend training session or review videos & guides on Tempus website
  - Look for TVV/IVR letter and review instructions

# What to Expect over the next few weeks



- Schedule A DCWs start entering time on June 5; Schedule B DCWs start entering time on June 12
- Tempus will have call center hours on Saturday, June 4 and Sunday, June 5
- Tempus will have extended call center hours starting June 6
- Call Center Staffing includes:
  - Consumer Relations agents
  - Enrollment Specialists
  - EVV Support Specialists
- Wait times will be LONG!
  - Once and done contact – Tempus will support the caller to get them what they need to enter or approve time

# Goal of Tempus and MCOs

- Avoid DCWs missing a paycheck on July 1
  - Prepared workflows for expected situations
  - Approved policy exceptions to time entry requirements
  - Approved policy exceptions to time approval requirements
  - Online and phone-based EVV support for app, portal and TVV/IVR



# Check the Status of Transition Packet



- Tempus created an online Look Up tool to check the status of a CLE or DCW transition packet
- Go to <https://pa.tempusunlimited.org> and click on link to check status:

[Click here to check the status of your CLE or DCW Transition Packet](#)



Home Forms Training Materials Portals About Us Careers Contact Us

English

Enter the information below to check the status of your CLE or DCW Transition Packet

### CLE Look Up

CLE Number

Confirm: CLE Number

Status:

### DCW Look Up

DCW Number

Confirm: DCW Number

CLE Number

Confirm: CLE Number

Status:

# Payroll Timeline



Tempus will issue checks for June dates of service beginning July 1, 2022

Payroll schedules for participants will remain the same

- Participants on **Schedule A** with PPL
  - Services beginning with pay period **6/5–6/18/2022** will be submitted to Tempus
  - Payment date 7/1/2022
  - The payroll period of 6/19-7/2/2022 will be paid on 7/8/2022
  - Check dates will be every 2 weeks thereafter (7/22; 8/5; 8/19; etc.)
  
- Participants on **Schedule B** with PPL
  - Services beginning with pay period **6/12–6/25/2022** will be submitted to Tempus
  - Payment date 7/1/2022
  - Check dates will be every 2 weeks thereafter (7/15; 7/29; 8/12; etc.)

# EVV Training



# Timesheet Submission & Approval Process



- **Every CLE and DCW will need to use Electronic Visit Verification (EVV) to submit timesheets**
- **Tempus EVV process changes include:**
  - New app to clock in and clock out
  - New process for DCWs to review and submit time to CLE for approval
  - New approval process for CLEs
  - New phone system (“IVR”) option for DCWs and CLEs to record and approve time
- **Every Common Law Employer and Direct Care Worker will need to be trained on the EVV system!**



# Timesheet Submission & Approval Process



- **Important information regarding Tempus user accounts:**
  - All CLEs & DCWs *must have a unique email address for the app or portal*
  - CLEs and DCWs must provide an email address
  
- **How to provide email address**
  - Visit <https://pa.tempusunlimited.org/> and click on the email survey link, fill in the fields, and submit the form
  
- **How to obtain an email address**
  - “How to” videos explaining how to get free email accounts with Google, Microsoft and Yahoo! on Tempus website
  
- **What happens if you don’t have internet or unable to use email:**
  - You can use the phone system to clock time and approve time
  - The phone system is called “IVR”. IVR stands for Interactive Voice Response
  - CLEs can use IVR to approve time – this can be done from any phone
  - DCWs must use the Participant’s landline in order to use IVR for time entry
  - You will receive a document with information on how to use IVR



# EVV Training



- Tempus began to host multiple training sessions for CLEs and DCWs on January 10, 2022.
- Training is conducted through:
  - Online WebEx Sessions
  - In-person Sessions
  - Training Videos are posted on the Tempus website
  - Job Aids are posted on the Tempus website
- Training topics include:
  - How to obtain a user account to access the **Tempus EVV app** and **Tempus portal**
  - How to download and use the **Tempus EVV app** to clock in and clock out
  - How to use the **Tempus portal** to submit time worked, edit a shift and create a manual entry
  - How to use **Tempus phone system** to clock in and clock out
  - How to approve or reject a shift
  - How to use the **Tempus portal** to view timesheet and payment information

# Training Materials



- EVV Training Materials posted on Tempus website at:
- <https://pa.tempusunlimited.org/training-materials/>



## Training Materials

### User Manuals and Job Aids

#### User Manuals

- [evvie and evvie Portal \(English\)](#)

#### Job Aids

- [FMSSign Up Guide: \(English\) & \(Spanish\)](#)
- [FMSSign Quick Reference Guide \(English\)](#)
- [How to Download evvie Mobile App: \(English\) & \(Spanish\)](#)
- [How to Use evvie Mobile App: \(English\) & \(Spanish\)](#)
- [How to Approve Shifts in evvie Portal: \(English\) & \(Spanish\)](#)
- [How to Adjust Shifts in evvie Portal: \(English\) & \(Spanish\)](#)
- [How to Create Manual Shifts in evvie Portal: \(English\) & \(Spanish\)](#)
- [How to Use IVR to record shifts: \(English\) & \(Spanish\)](#)
- [Employer How to Approve Shifts using IVR: \(English\)](#)

### EVV and TVV Training Videos

EVV Town Hall Webinar (with subtitles)

How to use IVR to Record Shifts

Employer Shift Review and Approval with IVR

# Online WebEx EVV Training Sessions



- Tempus is hosting **60-minute Online WebEx sessions** through **7/16/2022** for CLEs and DCWs to learn how to submit and approve time worked.
  - Login Information included in the monthly communication to CLEs and posted to the Tempus website at <https://pa.tempusunlimited.org/>.

April 4, 2022 through July 16, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	Every Saturday
		CLE & DCW 10:00-11:00 AM	CLE & DCW 10:00-11:00 AM			CLE & DCW 10:00-11:00 AM
	CLE & DCW 2:00-3:00 PM			CLE & DCW 2:00-3:00 PM	CLE & DCW 2:00-3:00 PM	
		CLE & DCW 7:00-8:00 PM *	CLE & DCW 7:00-8:00 PM *			
*American Sign Language (ASL) Interpreter available						

# Tempus EVV Help Desk



- Tempus is hosting an EVV Online Help Desk Session with “live” support Monday through Friday from 9 am to 5 pm
  - Attend by phone or online
  - Receive one-on-one assistance

March 28, 2022 through July 15, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<b>Every Monday</b>	<b>Every Tuesday</b>	<b>Every Wednesday</b>	<b>Every Thursday</b>	<b>Every Friday</b>	
	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	EVV Online Help Desk 9:00 AM – 4:00 PM	

# In-Person Session Locations



- 10 In-Person sessions held in May-June 2022 for EVV training and assistance with transition paperwork

In-Person Drop-In Sessions May 8, 2022 through June 2, 2022 10 am to 7 pm						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>MAY 8</b>	<b>9</b>	<b>10</b> York	<b>11</b>	<b>12</b> Harrisburg	<b>13</b>	<b>14</b>
<b>15</b>	<b>16</b> Williamsport	<b>17</b>	<b>18</b> Philadelphia	<b>19</b>	<b>20</b>	<b>21</b>
<b>22</b>	<b>23</b>	<b>24</b> Reading	<b>25</b> Allentown	<b>26</b> Philadelphia	<b>27</b>	<b>28</b>
<b>29</b>	<b>30</b>	<b>31</b> Erie	<b>JUNE 1</b> Pittsburgh	<b>2</b> Altoona	<b>3</b>	<b>4</b>



# EVV App Setup for DCWs

- Download Evvie app from App or Play store
- Follow job aid for downloading and installing the Evvie App  
[https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie\\_app\\_how-todownload.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_app_how-todownload.pdf)
  - Note: accept location services while using the App, click Yes/OK for any other
- Check for Welcome email
  - Search for [noreply@annkissam.com](mailto:noreply@annkissam.com)
  - Check Junk/Spam
  - If email is full, need to delete old emails
  - Request Tempus to resend Welcome email if not found

# EVV App Setup for DCWs



- Follow instructions in Welcome Email for sign up
  - Follow job aid for FMSSOne Sign-Up & Evvie Portal  
<https://pa.tempusunlimited.org/wpcontent/uploads/sites/3/2022/05/FMSSOne-Sign-up-Guide.-v5.pdf>
  - If you run into an error, check this job aid pg. 6 for troubleshooting  
[https://pa.tempusunlimited.org/wpcontent/uploads/sites/3/2022/03/Quick-Guide-FMS\\_One-2022.pdf](https://pa.tempusunlimited.org/wpcontent/uploads/sites/3/2022/03/Quick-Guide-FMS_One-2022.pdf)
- Evvie app is used by DCW to clock in/out
  - Quick and easy to use
- Evvie portal is used to review, adjust and approve time and to create manual entries
  - See the Evvie Portal training video at <https://pa.tempusunlimited.org/trainingmaterials/>.
    - Short training videos on manual time entry, approving time sheets, using the Evvie App, creating email accounts, etc.
- Contact Tempus EVV Support for assistance, if necessary, including IVR resources (IDs, PINs, instructions)

# Tempus Website and Office Locations

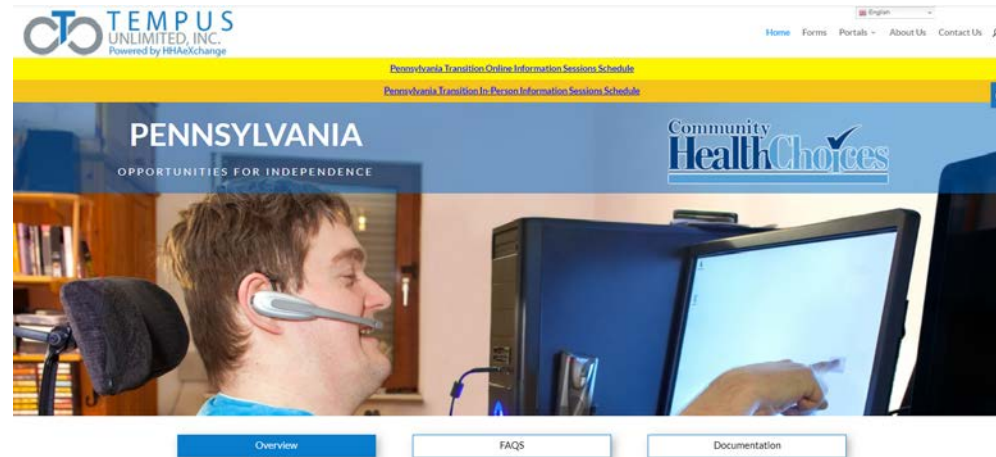




# Tempus Informational Website



- Website address: <https://pa.tempusunlimited.org>
  - This is your **best** source of information



- **Check Frequently:** Information and updates from the CHC-MCOs and from Tempus will be posted to the Documentation section
- Webinars and In-person sessions: Schedule posted with important webinars and in-person sessions to assist you with submitting and approving time worked
- The FAQs will be updated as we provide more information to Participants, Common Law Employers, and Direct Care Workers

# Pennsylvania In-State Hiring Initiative



- Tempus is hiring remote and in-office staff for Pennsylvania
- Tempus is opening four offices in Pennsylvania
  - Pittsburgh
  - Erie
  - King of Prussia
  - Taylor (near Scranton, Lackawanna County)
- Individuals with lived experience or an understanding of self-direction would be valuable
- Please check the Tempus website frequently for job openings:
  - Website: <https://tempusunlimited.org/careers/>



# Tempus Office Locations



- Tempus is opening four office locations in PA
  - 3410 West 12<sup>th</sup> Street, Erie, PA 16505
  - 1400 S. Braddock Avenue, Pittsburgh, PA 15218
  - 625 Clark Ave, #21B, King of Prussia, PA 19406
  - 6 Stauffer Industrial Park, Taylor, PA 18507

Questions?

