

Financial Management Services (FMS) Stakeholder Meeting

FMS Vendor Transition for Self-Directed Services

Community HealthChoices

June 17, 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—Status and Preparation
- EVV Training
- Tempus Website and Office Locations
- Questions

Transition Information



What has happened so far in Transition?



- 13 Stakeholder meetings since June, 2021
- 12 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 events (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

How to Get Ready for Transition



- **FOCUS ON EVV AND SHIFT ENTRY!**
- 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
 - Read job aids and watch videos to learn how to use the TVV/IVR “Phone System”

How to get support

- Go to the Tempus website and click Training Materials
 - Read the Job Aids
 - Watch the videos
 - FAQ document will be posted shortly
 - <https://pa.tempusunlimited.org/training-materials/>
- Attend a Frontline EVV training session (DCWs and CLEs!)
 - Barbe will present that information
- Contact your Service Coordinator—they can help with EVV registration and DCW enrollment

How to get support



- Call Tempus 844-983-6787
 - **Wait times are very long**—Tempus is helping everyone to solve their problem during the call so each call can take some time
 - More call staff available today. Even more coming next week
 - Tempus are the experts—they will solve your problem!
 - 7am-8pm 7 days per week
 - Dial 1 if you ONLY need to update your email or have the Welcome email resent (this is the #1 issue for EVV problems)
 - Dial 2 for anything else
 - Automated callbacks are available M-F*
 - Answer the callback! You will receive a call from 844-983-6787—it may show “Toll Free Caller”
 - *This feature is available up to 2pm on most days depending on volume

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

What is needed to get paid

- Shifts need to be entered into Tempus' EVV system
 - Evvie App—smart phone **OR**
 - Manual entry via Evvie portal (must be set to “Approved”) **OR**
 - TVV/IVR—call in system (“Phone System”)
 - *DCWs must review time entered prior to approval*
- CLE approved shifts—“Approved as Locked” status
 - An exception will be allowed during the transition

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
 - Shifts entered during pay period **6/5–6/18/2022**
 - 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
 - Shifts entered during pay period **6/12–6/25/2022**
 - Payment date 7/1/2022
 - Check dates will be every 2 weeks thereafter (7/15; 7/29; 8/12; etc.)

EVV Training



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/>

CTO TEMPUS UNLIMITED, INC.
Powered by HHAExchange

Home Forms **Training Materials** Portals ▾ About Us Careers Contact Us

English ▾

Training Materials

User Manuals and Job Aids

User Manuals

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

Job Aids

- FMSOne Sign Up Guide: [\(English\)](#) & [\(Spanish\)](#)
- FMSOne 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						

EVV Support—Tempus EVV Help Desk



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

March 28, 2022 through July 15, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	
	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	



Supporting PA's Direct Care Workforce





About us

At Frontline and The Training and Education Fund, we are committed to enhancing the quality of long-term care by empowering frontline workers with the skills and knowledge they need.

We are innovators, educators, and problem solvers with focused expertise in developing engaging content and delivering it efficiently and effectively.

Outreach: Providing 1:1 EVV Support

Texting Campaigns:

PA United: 15,400 DCWs x 2

Purple Spoke: 11,500 DCWs x 2

- Total text messages sent: 55,800

Phone Support

15 – 30 minute calls

- Finding the welcome letter in E-mail
 - Installing the app
 - Creating an E-mail account, etc.
-
- Total calls handled: 3,511

In-Person Support Sessions



- Engaged 3,100 individuals at 10 sessions throughout Pennsylvania
- 5 more sessions next week in Philadelphia, Harrisburg, Scranton, Pittsburgh, and Erie.

Date	Location
5/10/2022	York
5/12/2022	Harrisburg
5/16/2022	Williamsport
5/18/2022	Philadelphia
5/24/2022	Reading
5/25/2022	Allentown
5/26/2022	Philadelphia
5/31/2022	Erie
6/1/2022	Pittsburgh
6/2/2022	Altoona

Current Online Training



Schedule

- Mondays 10 AM <http://bit.ly/THelp10>
- Wednesday 3 PM <http://bit.ly/THelp3>
- Friday 10 AM <http://bit.ly/THelp10>

If you are a DCW and need support, Contact Us!

**PHONE
NUMBER
(833) 241-5400**

 **frontline**

In-Person EVV Support



- 5 more In-Person sessions will take place during the week of June 20

- EVV support and Training ONLY

- Focus on EVV login setup and common problems
- Training for app, portal and IVR

Date	Location	Address	Time
Monday, June 20	Erie	Bayfront Convention Center 1 Sassafras Pier Erie, PA 16507	10:00 a.m. – 6:00 p.m.
Tuesday, June 21	Pittsburgh	UPMC Harbor Gardens 1650 Metropolitan Street Pittsburgh, PA 15233	10:00 a.m. – 6:00 p.m.
Wednesday, June 22	Harrisburg	TEF Office 1500 N. 2 nd Street, Suite 16 Harrisburg, PA 17102	10:00 a.m. – 6:00 p.m.
Thursday, June 23	Philadelphia	Liacouras Center 1776 Broad Street Philadelphia, PA 19121	10:00 a.m. – 6:00 p.m.
Friday, June 24	Scranton	Hilton Scranton & Conference Center 100 Adams Drive Scranton, PA	10:00 a.m. – 6:00 p.m.

TVV/IVR “Phone System” Set Up



- Review job aids for IVR in Tempus website—Training Materials page
 - “How to Record Shifts”—for DCWs
 - “How to Approve Shifts”—for CLEs
- PIN is provided in the documents
- DCW will need their ID (last six of their E number—without the ‘E’) and the employer’s ID (last six of the C number—without the ‘C’)
- Watch IVR videos on the same page

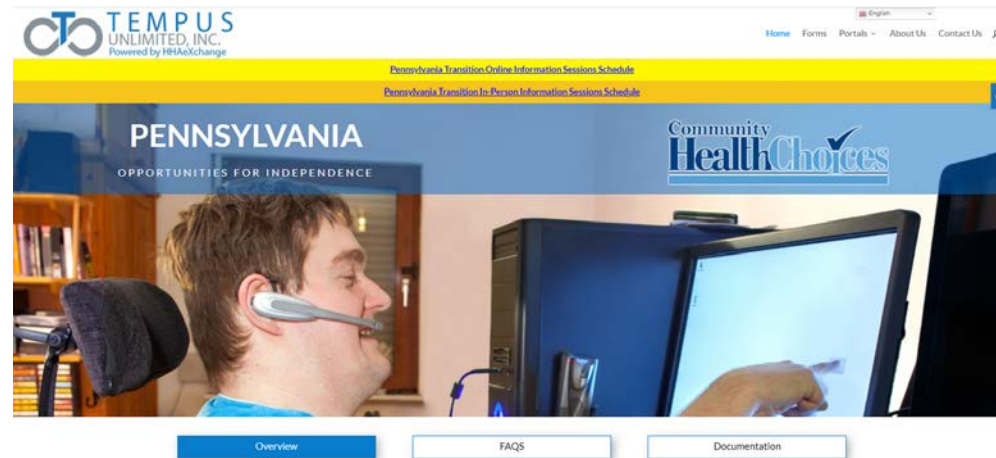
Tempus Website and Office Locations



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 12th 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?



Appendix





Supporting PA's Direct Care Workforce



Tempus Walk-In Sessions

Your Evvie Account

The Evvie App

Using the Evvie Portal

Setting up your EVV Account

To correctly perform the Timesheet Submission process and download the Evvie mobile app you must set up your EVV Account and sign in to the Evvie web portal.

- The **sign up** can start once you receive the **Welcome Email**
- Welcome Email sender is noreply@annkissam.com
- You need to have a **unique email** in order sign up. If you need to change your email on the account call [1-844-983-6787](tel:1-844-983-6787) or <https://pa.tempusunlimited.org/form-contact/>
- Once you receive the Welcome Email, if you need help setting up your account reach out to [EVV Help Desk Support](#)

Setting up your EVV Account

From: "noreply@annkissam.com" <noreply@annkissam.com>
Reply-To: "noreply@annkissam.com" <noreply@annkissam.com>
Date: Tuesday, January 4, 2022 at 1:05 PM
To: "Ursula User" <sample.person@test.com>
Subject: Welcome to Standalone Dignyfi

CAUTION: This email was originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Ursula User,

You have been signed up to access the Sample FMS software applications. There are a few steps left you must take in order to log in and access your account.

Our software uses FMS One to login and authenticate your account. Please click the link below to sign up for an FMS One account and link it with your account in the Sample FMS system. **After clicking the link below, click the *Sign-up* link on the login page to create your new FMS One account.**

[Click here to sign up](#)

If you already have an FMS One account linked with another HCBS provider, click the link below to access Sample FMS login page. To add Sample FMS to your current FMS One account, click on the Sign In with FMS One button and log in to your current account. You will just need to authorize Sample FMS after logging in.

[Sample FMS log in](#)

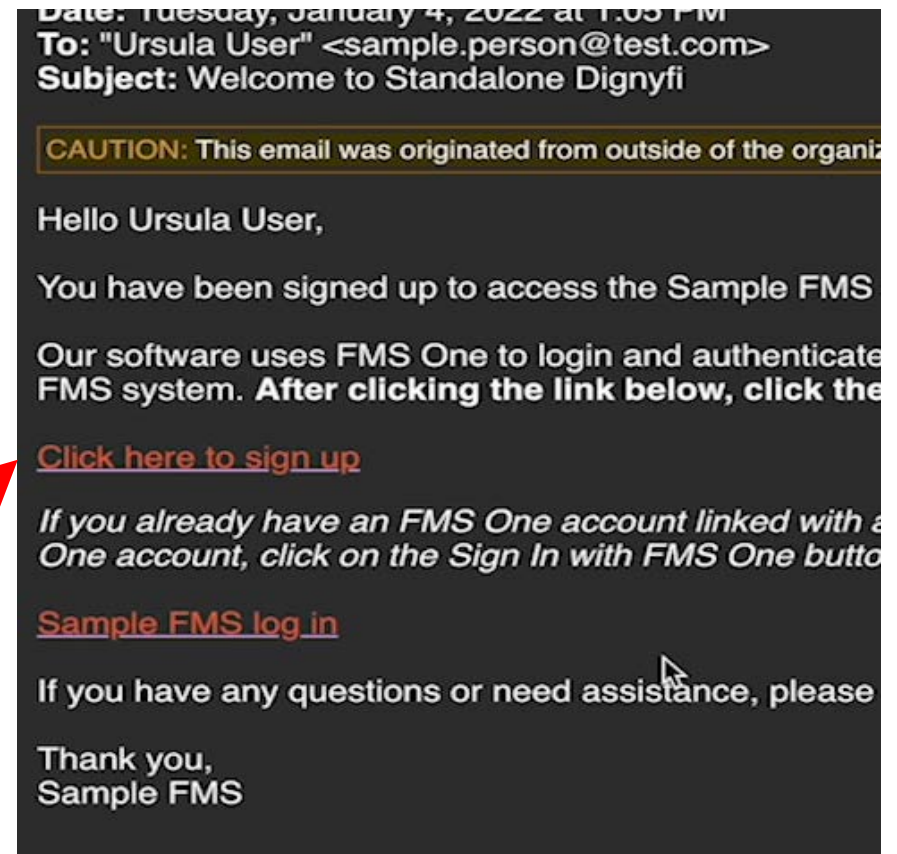
If you have any questions or need assistance, please reach out to Sample FMS at 1-234-567-8910 or sample.fms@test.com

Thank you,
Sample FMS

Signing up for the Evvie Portal

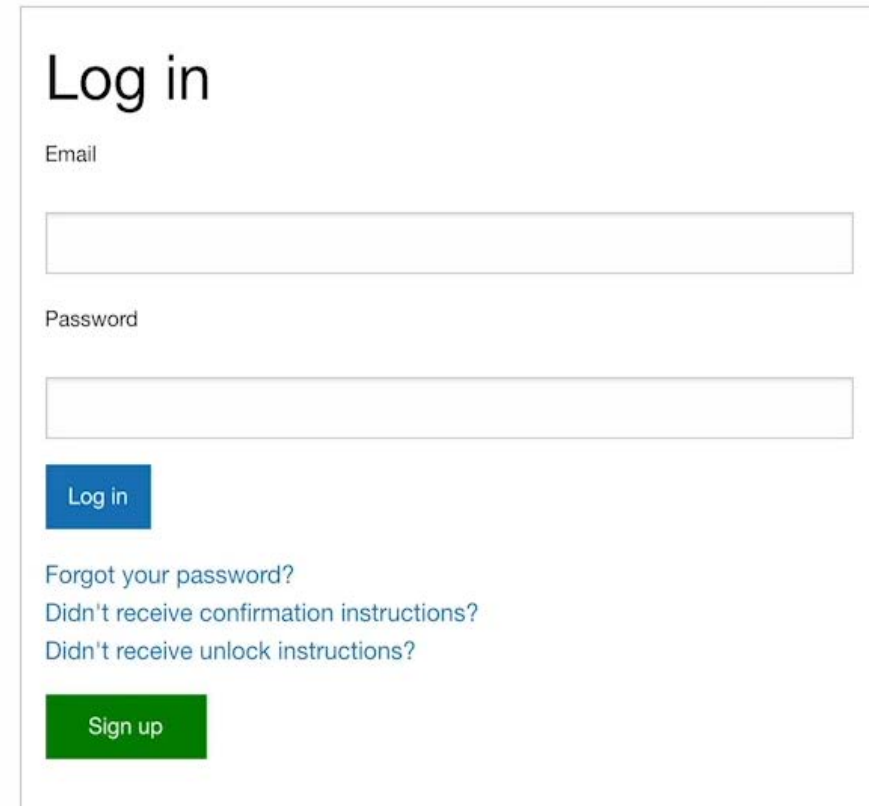
Step 1. Within the Welcome Email

click on [Click here to sign up](#)



Signing up for the Evvie Portal

Step 2. Click Sign up for your account.

A screenshot of a web form titled 'Log in'. It contains two input fields: 'Email' and 'Password'. Below the fields are three links: 'Log in', 'Forgot your password?', 'Didn't receive confirmation instructions?', and 'Didn't receive unlock instructions?'. At the bottom is a green 'Sign up' button. A red arrow points from the text 'Click Sign up' to this button.

Log in

Email

Password

Log in

[Forgot your password?](#)

[Didn't receive confirmation instructions?](#)

[Didn't receive unlock instructions?](#)

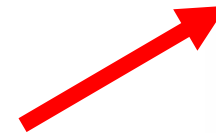
Sign up

Signing up for the Evvie Portal

Step 3. The account will already have your name and email. You need to create a password and click on **Sign up** button.

Helpful tip: Password need to be minimum:

- 8 characters
- Upper case letters
- Lower case letters
- Numbers
- Special characters



Current Users

If you received a request to sign up for an FMS One account, but are already using FMS One for another HCBS organizations software system, you do not need to sign up again. Please click the log in button to the right and authorize your account. [Log in](#)

Sign up

Name

Sully Sample

Email (Email used by your HCBS provider)

tutorials+sully@annkissam.com

Password

(6 characters minimum)

Password confirmation

Sign up

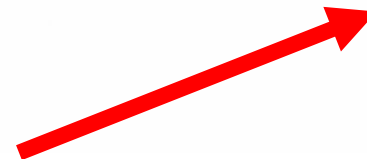
Signing up for the Evvie Portal

Step 4. Click on the **Return to Sign up page** button to sign up for your account

If you signed up using an email from your HCBS provider, your account is automatically authorized. You can now sign in to their site by clicking the link below. You should receive a welcome email from your provider shortly with instructions on how to access their applications.

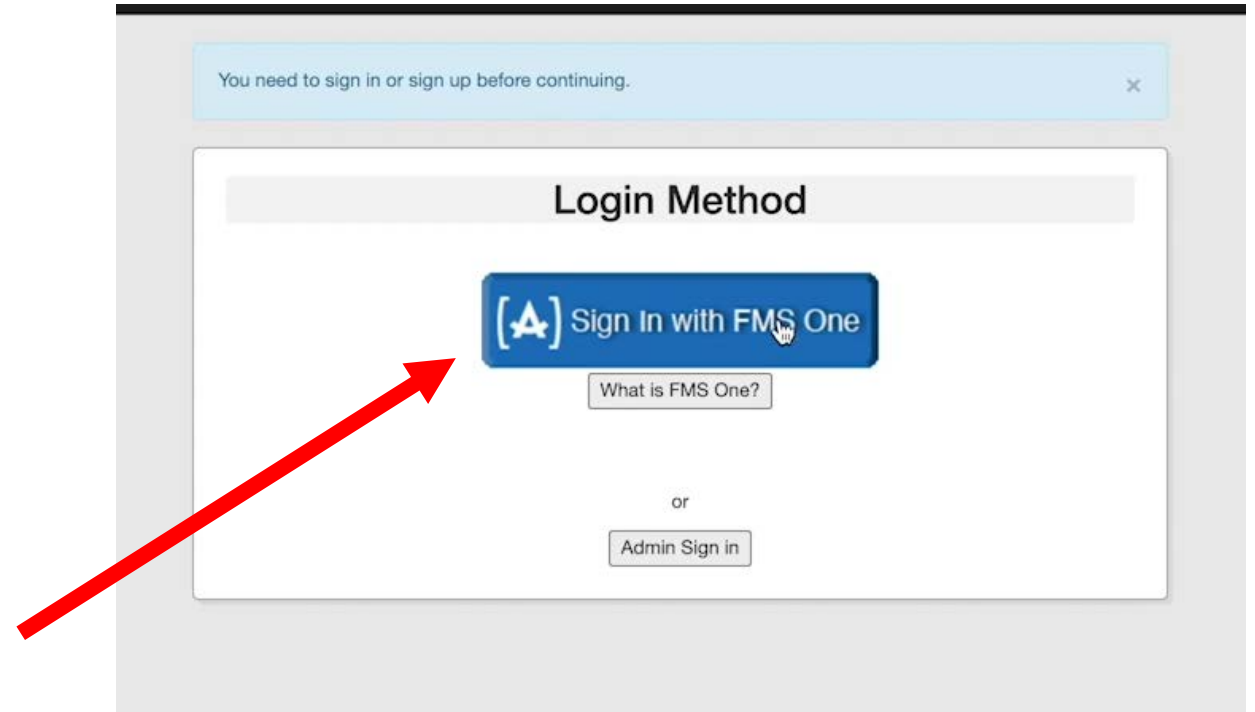
If you did not sign up from an email link, please contact your HCBS provider for further instructions.

[Return to Sign in page](#)



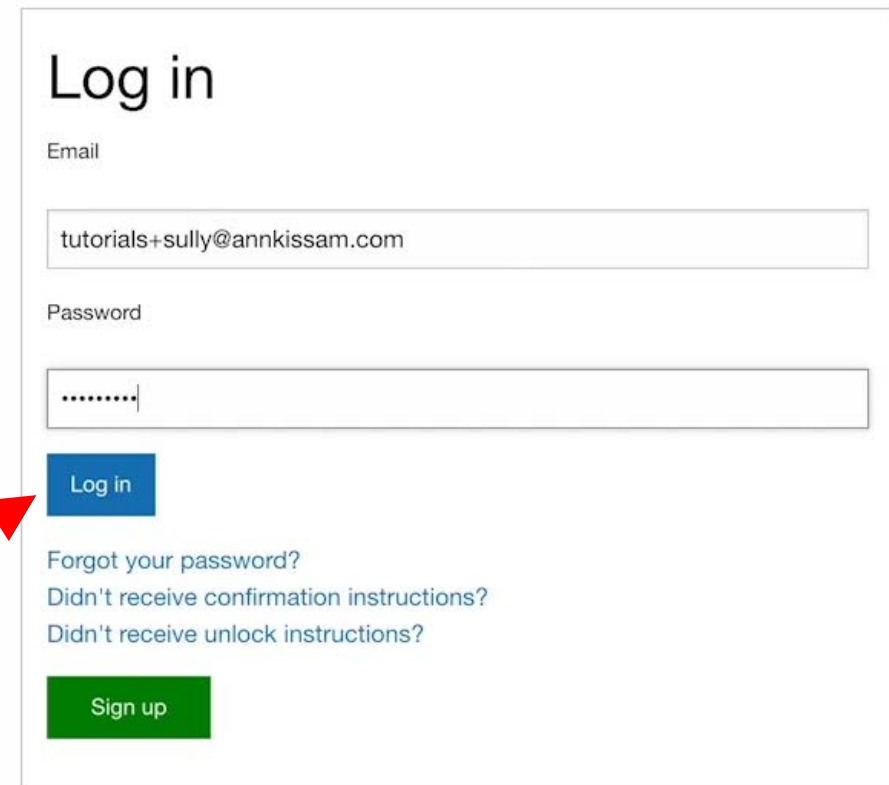
Signing up for the Evvie Portal

Step 5. Click on the blue button to log in to your Evvie account




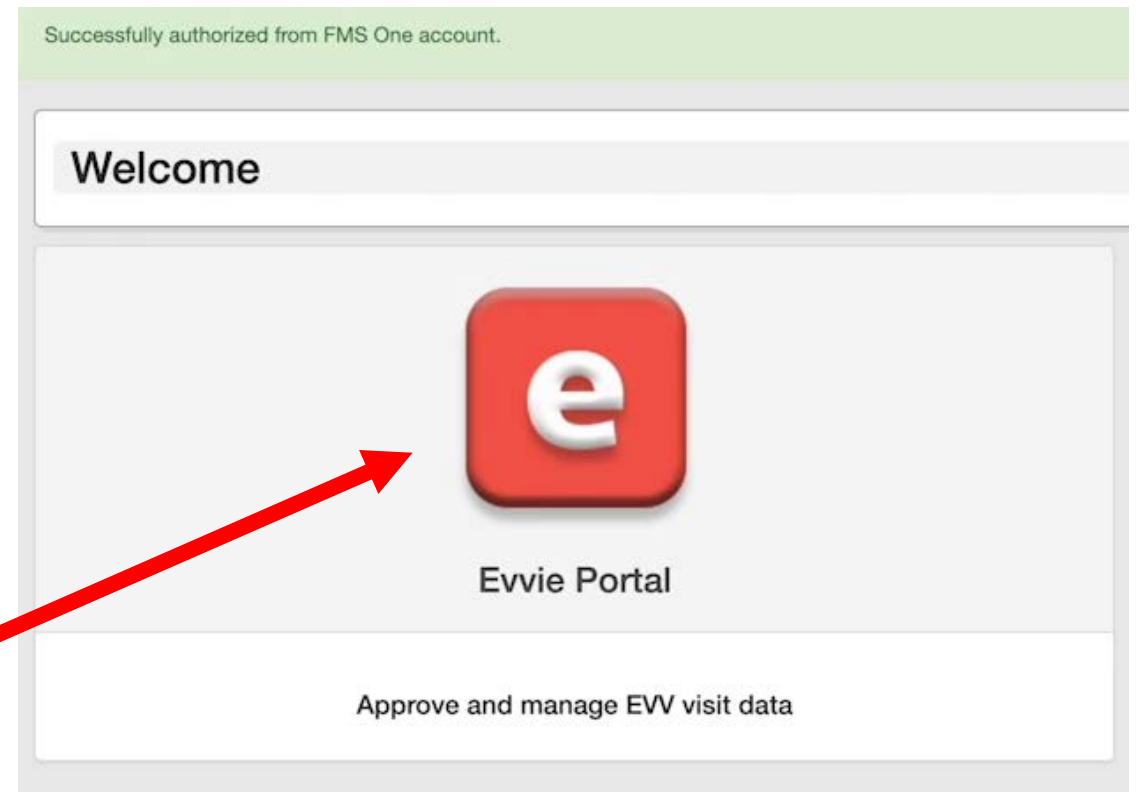
Signing for the Evvie Portal

Step 6. Fill in your email and password to log in to your Evvie account

A screenshot of the Evvie portal login page. The page has a white background and a light gray border. At the top, it says "Log in". Below that is an "Email" label followed by a text input field containing "tutorials+sully@annkissam.com". Underneath is a "Password" label followed by a text input field with masked characters ".....". A blue "Log in" button is positioned below the password field. At the bottom of the form, there are three links: "Forgot your password?", "Didn't receive confirmation instructions?", and "Didn't receive unlock instructions?". A green "Sign up" button is located at the very bottom of the form. A red arrow points from the left towards the "Log in" button.

Signing up for the Evvie Portal

Step 7. Click on the  button to enter your Evvie portal



You are now logged into the Evvie Portal

Successfully authenticated from FMS One account. ×

Hello, tutorials+sully@annkissam.com!

Welcome back to Evvie Portal

What is Evvie Portal?

This system, along with the Evvie mobile application, allows shifts to be submitted, approved/denied for payment, or adjusted as necessary.

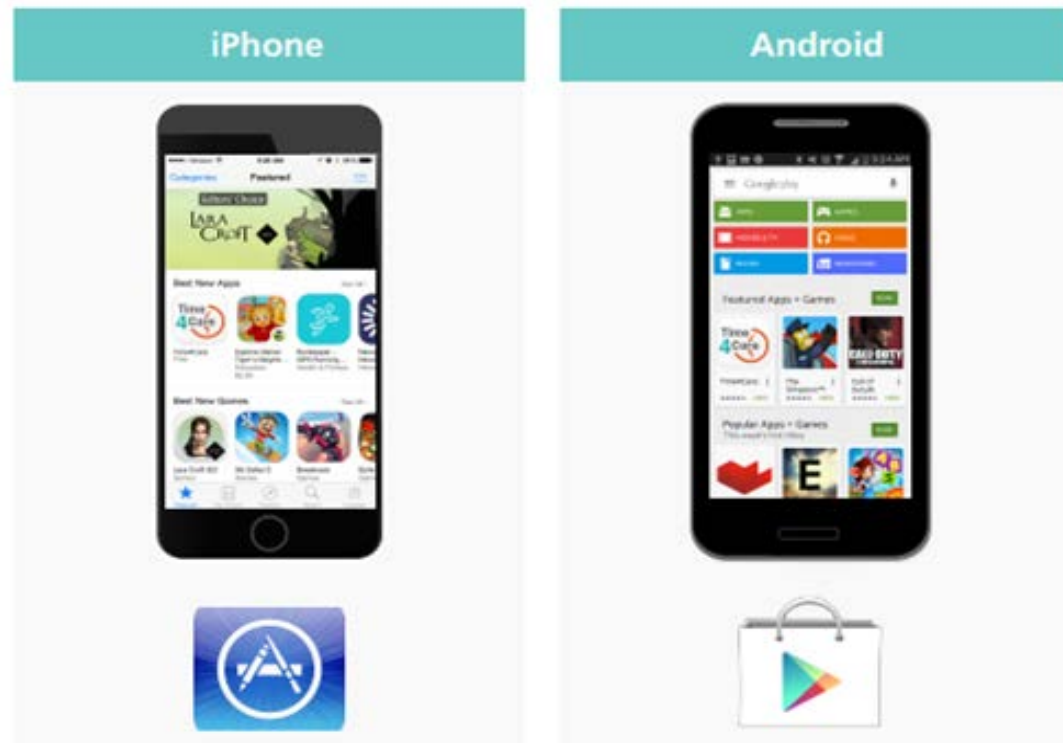
No shifts present for this week.

[View All Shifts](#)

[View My Weekly Timesheet](#)

Downloading the Evvie Mobile App

Step 1. Download the Evvie app.



Evvie Mobile App

Required method for entering EVV-compliant time



Evvie by  **ANNKISSAM**
An HHAeXchange Company



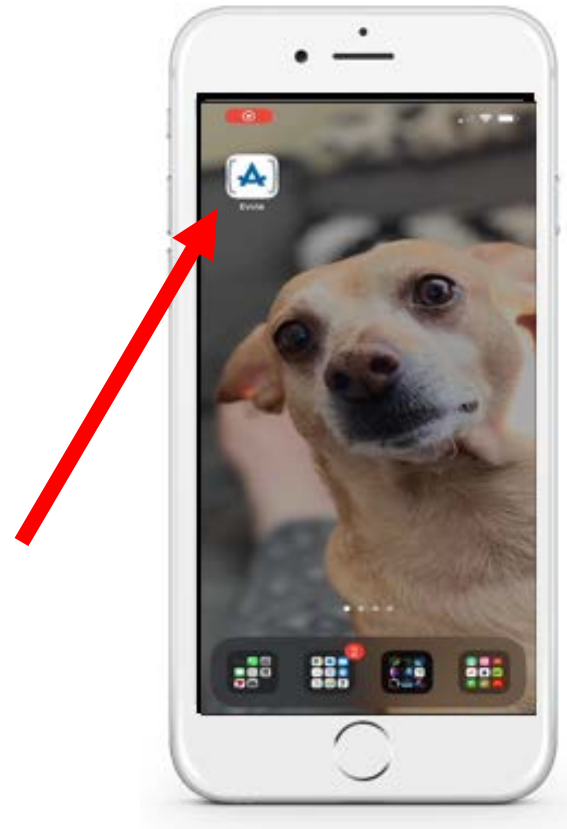
DCWS should be aware that they WILL NOT HAVE ACCESS TO the app functions/Web Portal until they receive the Welcome email from Tempus.

The sender is: noreply@annkissam.com

CHECK YOUR SPAM!

Logging into the Evvie Mobile App

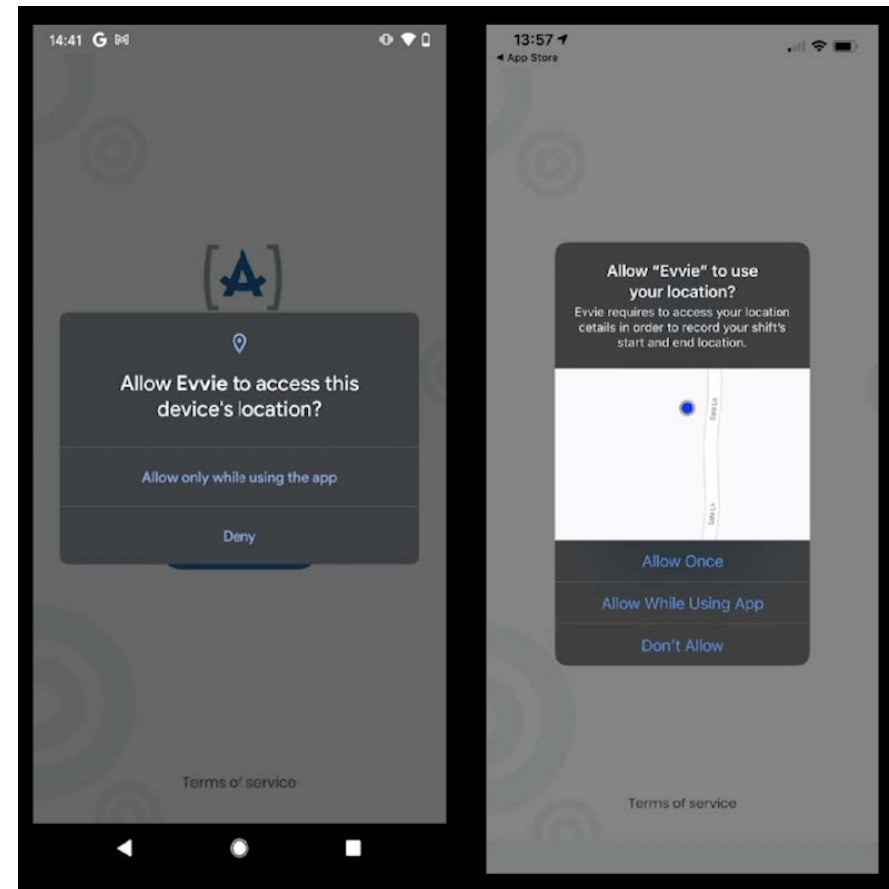
Step 2. Click on the Evvie app icon to launch it.



Logging into the Evvie Mobile App

Step 3. The first time you open the Evvie app, you will be asked to share your location.

Click **“Allow while using the app”**.





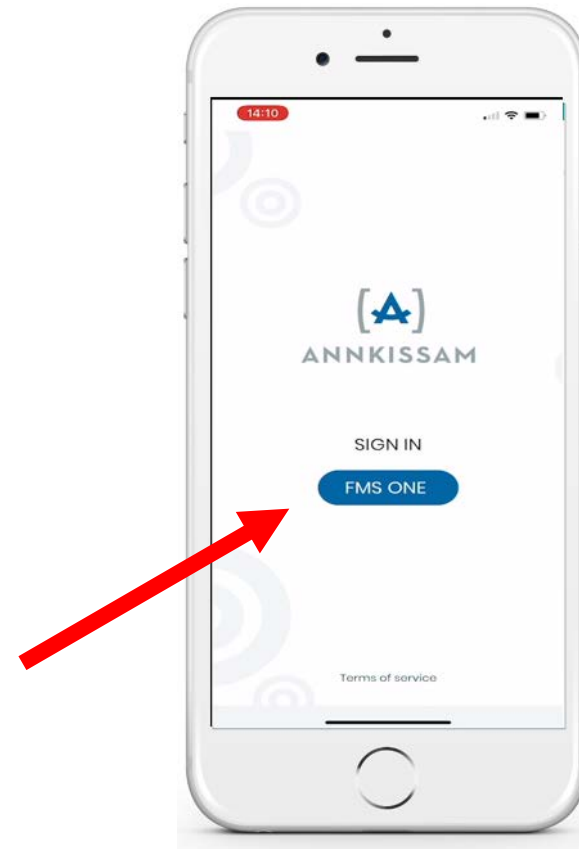
Please Note:

Remember Evvie will log your location at the start and end of your shift. It is not tracking your location during the shifts.

- Location Services **MUST** be enabled on both your device **AND** the Evvie Mobil.
- Starting/Ending locations are part of the information collected to verify your shifts with EVV.

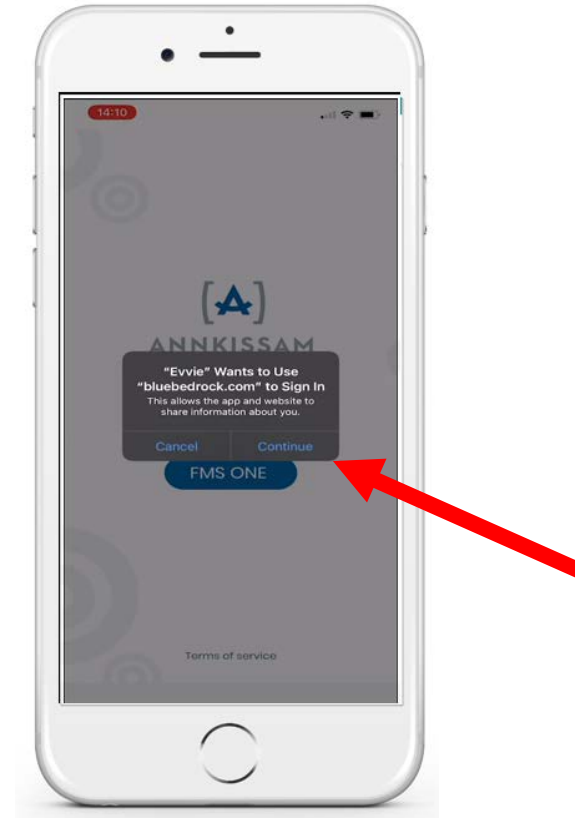
Logging into the Evvie Mobile App

Step 4. Click on the FMS One button to log in.



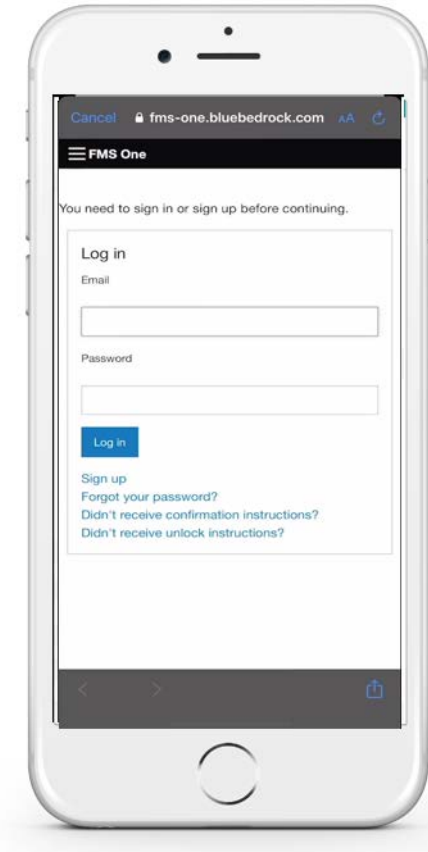
Logging into the Evvie Mobile App

Step 5. Click “Continue” to log in to the Evvie



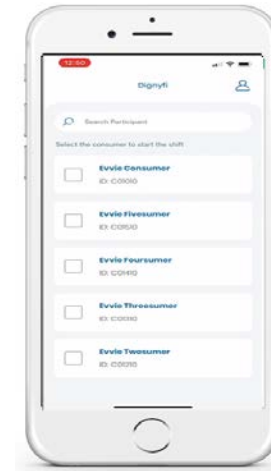
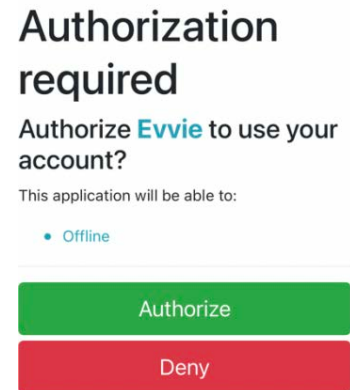
Logging into the Evvie Mobile App

Step 6. Use your email address and password to log it.



Logging into the Evvie Mobile App

The first time you use the app, you will need to authorize it.



You are now set up and ready to record your shifts

Recording a Shift in the Evvie Mobile App

Starting a Shift

After you open the app and are signed in, you will see a list of the participants you work for.

1. Click on the name of the person that you're working for.
2. At the bottom of the screen click the blue "Start Shift" button.
3. Confirm that you've selected the correct person, if you did, click yes. If you didn't, click no.
4. If you clicked yes, Evvie has already started recording your shift. You can put your device away and come back to it later.

Recording a Shift in the Evvie Mobile App

Ending a Shift

Before you submit your shift, you will need to enter/select some information about the shift in the app.

1. Open the app and select a service code from the list.
2. Select the Consumer's enrollment ID from the list.
3. Click end shift in the upper right corner of the screen then click end and complete shift on the pop up. You'll see a message that your shift was saved successfully.
4. Congratulations! You've recorded your shift with the Evvie mobile app. It has been transmitted as approved by you and pending approval by your employer (CLE).

Recording a Shift in the Evvie Mobile App

Important Things to Remember!

1. Evvie supports offline entry, BUT you must log in while connected to the internet before you can log a visit.
2. Logging-in with a connection allows the app to load data so that all steps to record and complete a visit (with or without an internet connection) work properly.
3. At the end of the visit, the entry will be automatically sent to the Evvie Portal website.
4. If not connected to the internet, the visit will be stored in the Evvie App until connected where the visit will be automatically uploaded.
5. Instructions for manually submitting visits to the Evvie Portal website can be found at the Tempus website.

Reviewing & Approving in the Evvie Portal

You (DCW) are responsible for reviewing and approving your submission in Evvie Online Portal .

Even though this submission is transmitted to your employer for approval you must also review and approve.

Let's Talk About the Evvie Online Portal



Using the Evvie Online Portal

The Evvie Portal is for:

Viewing, Approving, Adjusting, Denying, and Manually creating shifts.

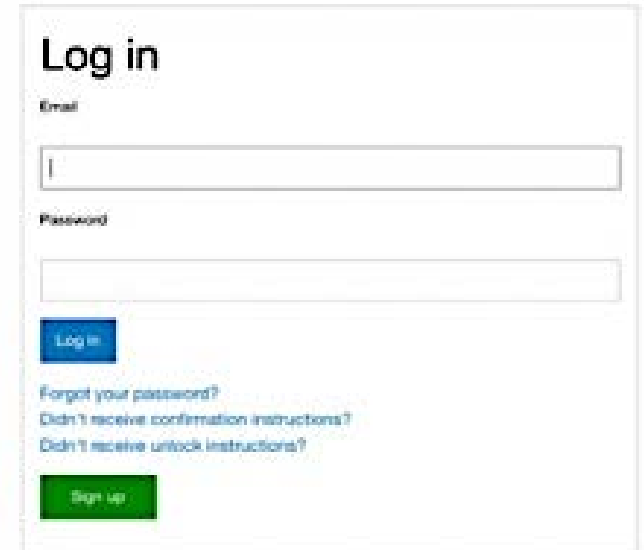
You will mainly use the web portal for viewing and approving shifts.

Using the Evvie Online Portal

Log-In to the Portal to View & Approve A Shift

Step 1.

- Open your web browser and follow the link to your Evvie Portal web app.
- Sign in with FMS One (Link was sent in the welcome emails you received when signing up).



The screenshot shows a login form titled "Log in". It contains two input fields: "Email" and "Password". Below the "Password" field is a blue "Log in" button. Underneath the button are three links: "Forgot your password?", "Didn't receive confirmation instructions?", and "Didn't receive unlock instructions?". At the bottom of the form is a green "Sign up" button.

Using the Evvie Online Portal

Log-In to the Portal to View & Approve A Shift

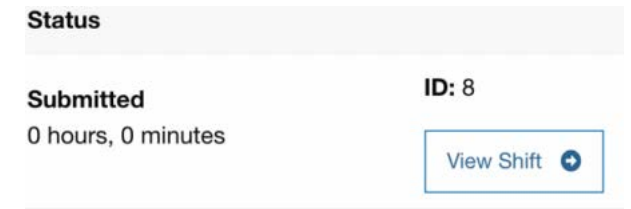
Step 2.

- Click the blue “View all Shifts” button.



Step 3.

- Search or browse the index for shifts in Submitted or Approved status.
- STOP! Review shifts here submitted via the app
- Click the View Shift button, in the index, next to the shift you want to approve.
- APPROVAL IS A DUAL PROCESS!!!

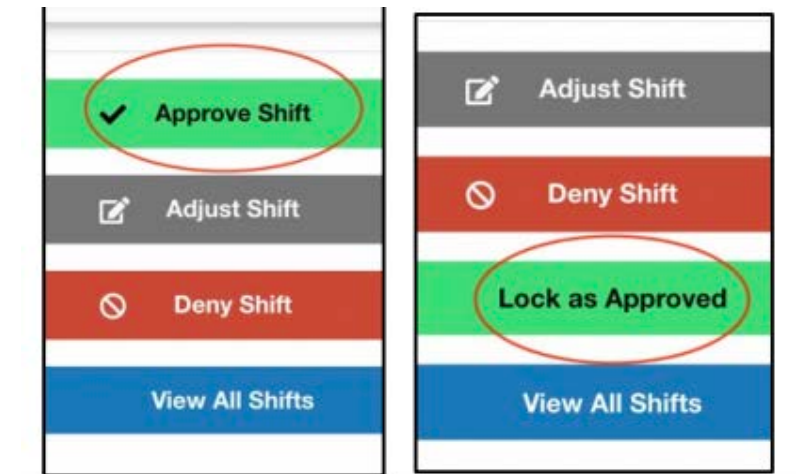


Using the Evvie Online Portal

Log-In to the Portal to View & Approve A Shift

Step 4.

- After viewing the shift, scroll to the bottom of the screen and click the green Approve Shift or Lock as Approved button.

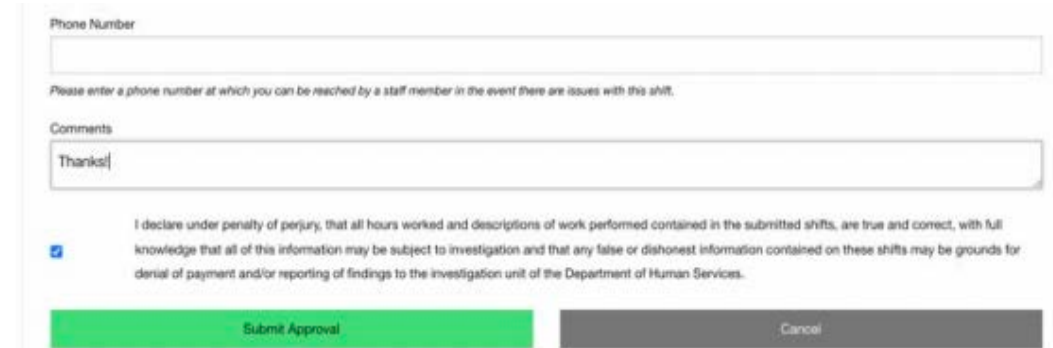


Using the Evvie Online Portal

Log-In to the Portal to View & Approve A Shift

Step 5.

- Enter any comments, then mark the checkbox to certify the shift.
- The last step is to click the green Submit Approval or Lock as Approve button.
- **If your shifts are not approved and locked (approval locked) you will not be paid!!**
- APPROVAL IS A DUAL PROCESS!!!

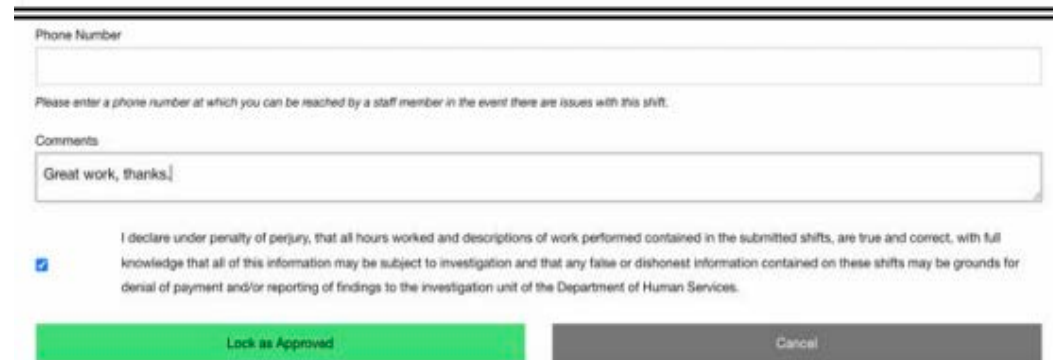


Phone Number

Please enter a phone number at which you can be reached by a staff member in the event there are issues with this shift.

Comments

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.



Phone Number

Please enter a phone number at which you can be reached by a staff member in the event there are issues with this shift.

Comments

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.

Using the Evvie Online Portal

For more Information on accessing the Evvie Portal, Evvie App, and detailed steps for Viewing, Approving, Adjusting, Denying, and Manually creating shifts visit the Tempus website.

<https://pa.tempusunlimited.org/>

User Manuals, Job Aids, and EVV Training Videos are located on the Training Materials page