

## Questions and Answers from Stakeholders Meeting January 6, 2023

1. Is the Evvie App compatible with both the HHA Exchange portal and Sandata for EVV?

There are actually three different EVV apps; HHA's app for agencies, HHA's Evvie app for self-direction, and SanData's EVV app (the one made available by DHS?).

2. Does Tempus have a ticket # process to actually track issues?

Yes

3. Why does the roll out require so many apps? Is the department supporting IT and equipment and system costs?

There is only one app-Evvie app. There is also a portal, just like PPL did. There is an additional portal for paystubs. Have you looked into securing a Lifeline/ACP free phone?

4. DHS needs to eliminate their requirement for Landline phones and allow cell phone dial-in for all persons using HCBS. Almost no one uses landlines anymore.

This is a CMS requirement, not a DHS requirement. If you use the IVR, the system cannot capture the GPS coordinates on a cell phone. CMS requires a location.

5. How can I find out who my service coordinator is?

Please call member services for your CHC Managed Care Organization and ask them for the name of your Service Coordinator and request they call you.

6. How is this FMS tied to Agency with Choice RFP?

The stakeholder meeting does not address agency with choice.

7. How long does it take the portal to input a shift?

If entering a shift in Evvie portal, it should be available immediately. If entering a shift using the Evvie app, it should appear in the portal moments after sending as long as the phone has a data connection. If there is no data connection at the time of check out, then the app stores the information and will send it to Evvie Portal as soon as there is a data connection. If you see significant delays with submitted shifts appearing in Evvie Portal, please call Tempus and ask to speak with the EVV support team. They can check for issues and then submit a ticket to HHA to review the issue

8. How does a DCW get paid for Pre-Service Orientation, if she was unable to obtain her Unique ID?

Pre-Service Orientation is payable only if the DCW completes enrollment.

9. Overlaps of 1-5 minutes between other agencies and Tempus at the change of DCW shifts is a big issue requiring manual edits.

There is no integration between payroll entities. This gets complicated between DHS configuration with EVV data aggregation and validation and MCO claim system.

