

# Financial Management Services (FMS) Stakeholder Meeting

## FMS Vendor Transition for Self-Directed Services

*Community HealthChoices*

*July 1, 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
- Payroll
- EVV Support
- EVV Training
- Tempus Website and Office Locations
- Questions

# Transition Information



# What has happened so far in Transition?



- Two go-live delays: Jan 1 → Apr 1 → Jul 1
- 13 Stakeholder meetings since June, 2021
- 13 Letters mailed to CLEs since July 2021
- 105 broadcast messages – email, text, robo calls since Feb. 2022
- Multiple OLTL Listserv messages in May-June 2022
- 23 In-Person events (5 Jun, 11 May/June and 7 12/21)
- Daily Q&A. EVV Training, EVV Help Desk sessions since Nov. 2021
- Tempus outbound calling; packets, EVV support, VM return
- MCO/Union Q&A sessions: 15 sessions 2/25 - 6/10
- Service Coordinator outbound calling and in-person EVV and packet support

# Transition Status



- Approx. 18,200 Transition Packets received
  - 86% of Common Law Employers (CLEs)
  - 85% of Direct Care Workers (DCWs)
- Actual rates are higher
  - Using PPL data for “active” CLEs/DCWs
  - Some PRT/CLE are no longer using self-direction (NF, hospital, move to Agency, Not CHC Eligible, Deceased)
- Packets are NOT our concern right now—**focus on recording shifts!**
- We will come back in the next months to complete packet work
  - IRS forms, in particular

# Transition Status



- All DCWs now must enter shifts into Tempus EVV system
- Shifts receive so far:

Shifts	Source				Status			
	Total	Ivrie	Evvie	Portal	Total	Approval lock	Approved	Submitted
	189,928	15,251	122,418	52,259	189,928	174,883	14,415	630

	6/6	6/8	6/10	6/13	6/15	6/17	6/20	6/22	6/24	6/27	6/29	6/30	
unique DCW w Shift	2,400	3,482	3,843	6,749	7,389	7,860	8,256	8,660	9,215	9,513	9,865	9,982	81%
unique DCW w/o Shift	11,844	10,762	10,401	7,495	6,855	6,384	5,988	3,315	2,760	2,462	2,388	2,272	19%
Total DCW	14,244	14,244	14,244	14,244	14,244	14,244	14,244	11,975	11,975	11,975	12,253	12,254	

unique CLE w Shift	2,192	3,048	3,334	5,843	6,298	6,614	6,869	7,187	7,611	7,833	8,103	8,196	85%
unique CLE w/o Shift	8,664	7,808	7,522	5,013	4,558	4,242	3,987	2,392	1,968	1,746	1,544	1,452	15%
Total CLE	10,856	10,856	10,856	10,856	10,856	10,856	10,856	9,579	9,579	9,579	9,647	9,648	

# Payroll Information



# Payroll



- **Payroll process started Monday, June 27**
  - Pay periods included
    - Schedule A: 6/5-6/18
    - Schedule B: 6/12-6/25
  - ALL shifts entered via Evvie app, portal or IVR will be paid regardless whether the CLE Locked them—this is a policy exception
  - 10,430 DCWs included in first pay run!
- Tempus runs payroll every day!
  - New shifts recorded for those pay periods were processed Tuesday, Wednesday, Thursday AND today!
  - Late shift entries received after 7/1 will be included in 7/8 payroll
- Tempus processed payroll in one week after close of pay period, not two!
  - Schedule B paid today instead of 7/8
  - Schedule A next pay is 7/8, not 7/15



# Direct Deposit and Paychecks



- **88%** of DCWs have direct deposit accounts on file
  - Using data provided by PPL
  - Direct deposits scheduled for July 1 deposit
  - Tempus is making “same-day” deposits for shifts entered through this morning (late entries for both pay periods)
- Paychecks are printed the same day payroll is run
  - Delivered to USPS that day using “pre-sorted, first-class w/ seamless acceptance”; the fastest service available for regular mail
  - Checks printed and delivered to USPS Thursday
  - Checks printed and delivered to USPS Fri will likely arrive Saturday, Tuesday or Wednesday
- Debit Card payment option is available!

# Payroll Stats



Direct Care Workers Paid	9,710
ACH Deposits (aka “direct deposit”)	8,831
Paper Paychecks	879

Checks were printed and mailed via Fedex beginning Thursday. This helps to ensure that DCWs receive checks beginning today and tomorrow.

# Timesheets



- A “paper” timesheet is available
  - Announced 6/21—additional messages 6/24, 27 & 28
  - ONLY for those DCWs who are not able to access Evvie app, Evvie portal or IVR
  - ONLY for shifts not recorded via Evvie or IVR—PLEASE do not submit duplicate entries!
  - Incomplete timesheets that are missing IDs or signatures CANNOT be processed
  - English and translated versions available here:
    - <https://pa.tempusunlimited.org/additional-forms/>
- 1054 timesheets received and processed through 6/30

# Exceptions

- Two important policy exceptions are in place now:
  - Paper timesheets
    - Not allowed under EVV rules
  - Auto Lock—ALL shifts entered by the DCW will be paid whether or not the CLE locks them (including paper timesheets)
- Exceptions will end in late July
  - Schedule A—after pay period ending July 23
  - Schedule B—after pay period ending July 30
- Exceptions for timesheets will be granted on an individual basis as was done prior to this transition

# Rates, Incorrect entries, pended PPL shifts



- About Wages...
  - Wage rates are based on what PPL provided. Errors found and corrected as recently as 6/27. If you see an incorrect wage rate:
    - Call Tempus for correction and back pay
    - Notify your SC
- About outstanding shifts with PPL...
  - MCOs have a process to direct Tempus to make payroll payments
    - Shifts entered in the incorrect system during transition
    - Prior pended shifts—MCO review and approval
  - Expect resolution throughout July

# Ongoing Activities



- **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”

# EVV Issues



- In the nature of new systems issues are identified and corrected as quickly as possible. Here are a few noteworthy improvements:
  - Clock out—no Service ID: Fixed
  - Missing wage rates: Fixed
  - Duplicate CLEs: Fixed
  - Missing Evvie icon in portal: Working on it. Please come to the Help Desk or report this to your SC for escalation
  - Welcome emails: based on data submitted.
    - CLE and DCW need separate emails
    - Join the Help Desk, contact the SC or contact the Union to update emails and retrigger the Welcome email



# How to get support

- Go to the Tempus website and click Training Materials
  - Read the Job Aids
  - Watch the videos
  - FAQ document on Tempus PA home page
  - <https://pa.tempusunlimited.org/training-materials/>
- Call into Tempus' EVV Help Desk (more on this...)
- 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 getting better!**—Tempus is helping everyone to solve their problem during the call so each call can take some time
    - Don't hang up! Average wait time is <25 min
  - Tempus are the experts—they will solve your problem!
  - 7am-8pm M-F, 8am-5pm Sat-Sun
  - 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 Payroll
  - Dial 3 for Enrollment
  - 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<sup>8</sup>



# In-Person EVV Support

- 5 more In-Person sessions COMPLETED week of June 20

- 619 people served
- EVV sign up completed
- Assistance with manual entries
- **More to come in July....**

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

# 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
- Process
  - Log in or call in to Webex session
  - Wait in “waiting room” until called on
  - Tempus EVV Support team will pull people into a “breakout room” for 1:1 support
  - **Please don't hang up! Average wait time is much better and always improving!**

# EVV Support—Tempus EVV Help Desk (2)



- o <https://pa.tempusunlimited.org/evv-online-help-desk-schedule/>

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	

- **How to join a call-in/online WebEx EVV Online Help Desk Session?**
  - **No pre-registration required**
  - **To join online**, go to <https://tempusunlimited.webex.com/> and enter the WebEx Meeting ID 2632 083 9985 and passcode EVV2022 or click on this link: <https://tempusunlimited.webex.com/tempusunlimited/j.php?MTID=mae224842e51e0b849ecf46065a049436>
  - **To learn how to join WebEx meeting** follow this link [https://help.webex.com/en-us/article/nrbgeodb/Join-a-Webex-Meeting#id\\_134856](https://help.webex.com/en-us/article/nrbgeodb/Join-a-Webex-Meeting#id_134856)
  - **To join by phone**, call 1-408-418-9388 and enter the WebEx Meeting ID 2633 836 6636 then # for attendee ID.
  - **To join by video system**, dial [26338366636@tempusunlimited.webex.com](mailto:26338366636@tempusunlimited.webex.com) and enter passcode 3882022.

# TVV/IVR “Phone System” Set Up



- Review job aids for IVR in Tempus website—Training Materials page
  - “How to Record Shifts”—for DCWs
    - [https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr\\_employee-fillable-Tempus-English\\_revised.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employee-fillable-Tempus-English_revised.pdf)
  - “How to Approve Shifts”—for CLEs
    - [https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr\\_employer\\_approve-fillable-Tempus-English\\_revised.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/06/ivr_employer_approve-fillable-Tempus-English_revised.pdf)
- Phone number & PIN are 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
- NOTE: IVR can be used from any phone, any number—for now

# 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



# EVV Training

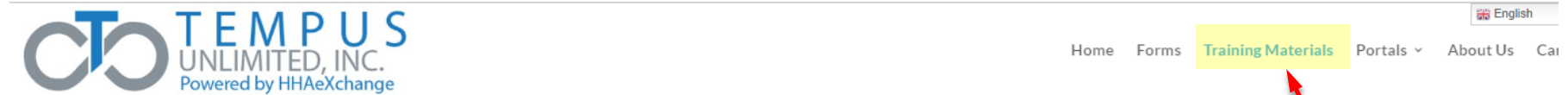


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# Training Materials—Great Resource!



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



## Training Materials

### Job Aids

IVR JOB AIDS



- How to Use IVR to record shifts: [\(English\)](#)
- Employer How to Approve Shifts using IVR: [\(English\)](#)

JOB AIDS GALORE!

### User Manuals and Job Aids

Links to One-page Guides

TRAINING VIDEOS

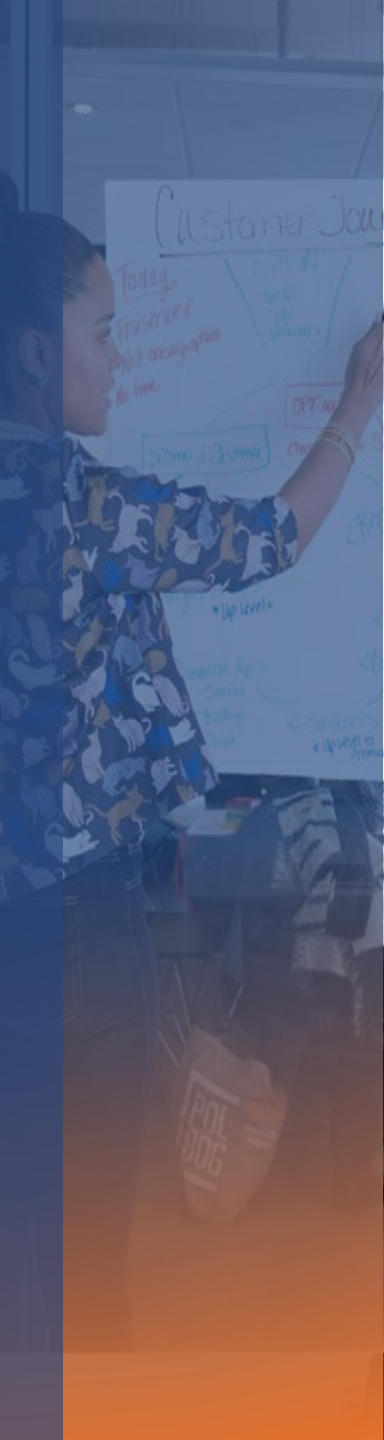


Document Name	English	Español (Spanish)	Русский (Russian)	Hmoob (Hmong)	Soomaali (Somali)
FMSOne Sign Up Guide	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
How to Download evvie Mobile App	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
Using the evvie Mobile App	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
How to Approve Shifts in evvie Portal	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
How to Adjust Shifts in evvie Portal	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
How to Create Manual Shifts in evvie Portal	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
How to Use IVR to Record Shifts (Workers Only)	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>	<a href="#">link</a>
How to Use IVR to Approve Shifts (Employers Only)	<a href="#">link</a>	coming soon	coming soon	coming soon	coming soon

# Frontline Collaboration



- Jocelyn Valentin-Miller





- During the week of June 20<sup>th</sup>, Frontline participated in 5 in-persons Tempus Drop-in sessions in: Erie, Pittsburgh, Harrisburg, Philadelphia & Scranton
- Frontline instructors provided face to face assistance to DCWs and CLEs who needed assistance in mastering both the Evvie Portal & Evvie App
- Attendees had the opportunity to receive general training and then instructors were able to drill down on specific user issues and/or needs assisting users with creating their account, accessing the app & portal, submitting hours and manually creating shifts.
- In all cities, instructors were able to provided individualized assistance to those who requested guidance and help.



- During the 20<sup>th</sup>, Frontline Instructors also provided 5 virtual training sessions for DCWs & CLE/Participants. These sessions began with a poll question to ascertain which individuals needed or were requesting 1:1 help from a Union representative who would then provide telephone assistance.
- Attendees were then encouraged to remain in the virtual room to receive training on the app and portal and were afforded the opportunity to ask questions of the Frontline instructor.
- Sessions were offered at 10am and 3pm over the course of 3 days.

# 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](mailto: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](mailto:sample.fms@test.com)

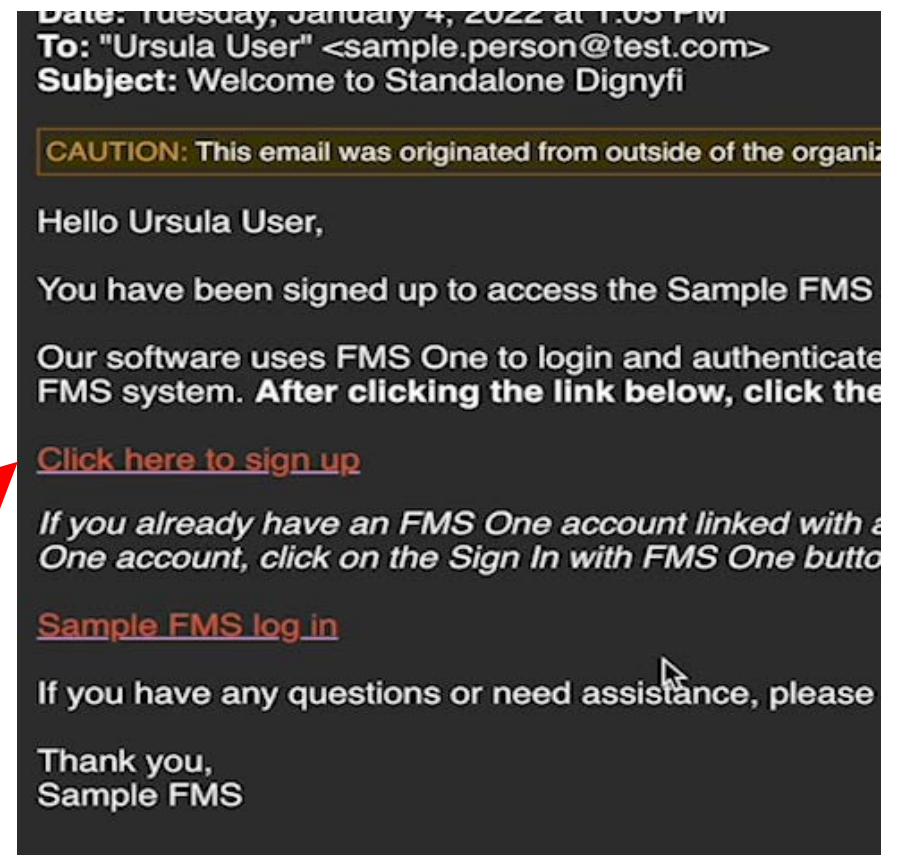
Thank you,  
Sample FMS



# 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.

## Log in

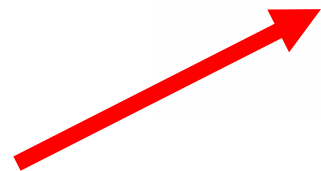
Email

Password

[Log in](#)

[Forgot your password?](#)  
[Didn't receive confirmation instructions?](#)  
[Didn't receive unlock instructions?](#)

[Sign up](#)



# Signing up for the Evvie Portal

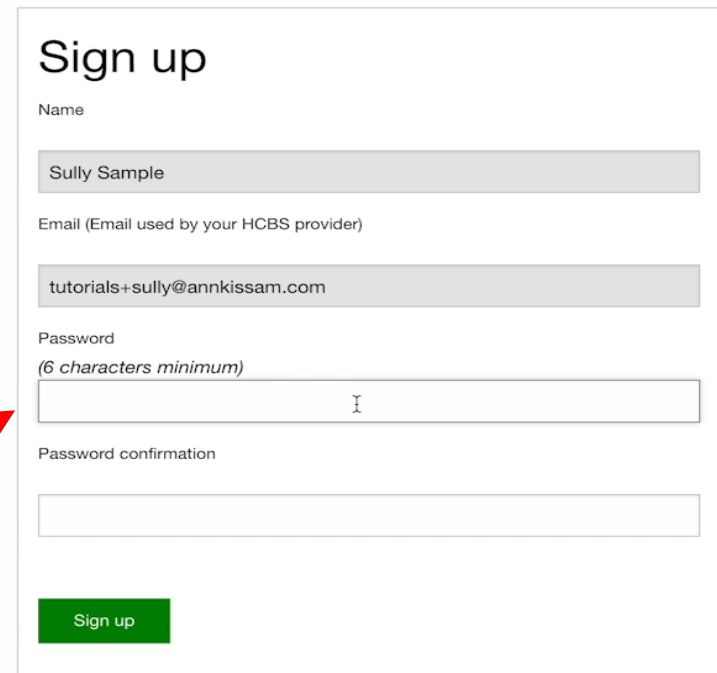
**Step 3.** The account will already have your name and email. You need to create a password and click on **Sign up** button.

Helpful tip: Password is case sensitive and requires at least a minimum of 8 characters.

- 1 capital letter
- 1 lowercase letter
- 1 number
- 1 special character (?,!,\$,#)

## 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](#)

A screenshot of the "Sign up" form in the Evvie Portal. The form has a white background and a thin grey border. It contains the following fields: "Name" with the value "Sully Sample"; "Email (Email used by your HCBS provider)" with the value "tutorials+sully@annkissam.com"; "Password (6 characters minimum)" which is currently empty; and "Password confirmation" which is also empty. A green "Sign up" button is located at the bottom right of the form. A red arrow points from the text instructions to the password field.

Sign up

Name

Sully Sample

Email (Email used by your HCBS provider)

tutorials+sully@annkissam.com

Password  
(6 characters minimum)

Password confirmation

Sign up

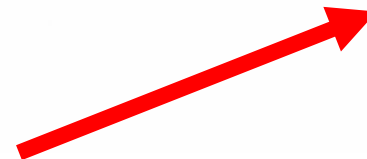
# Signing up for the Evvie Portal

**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.

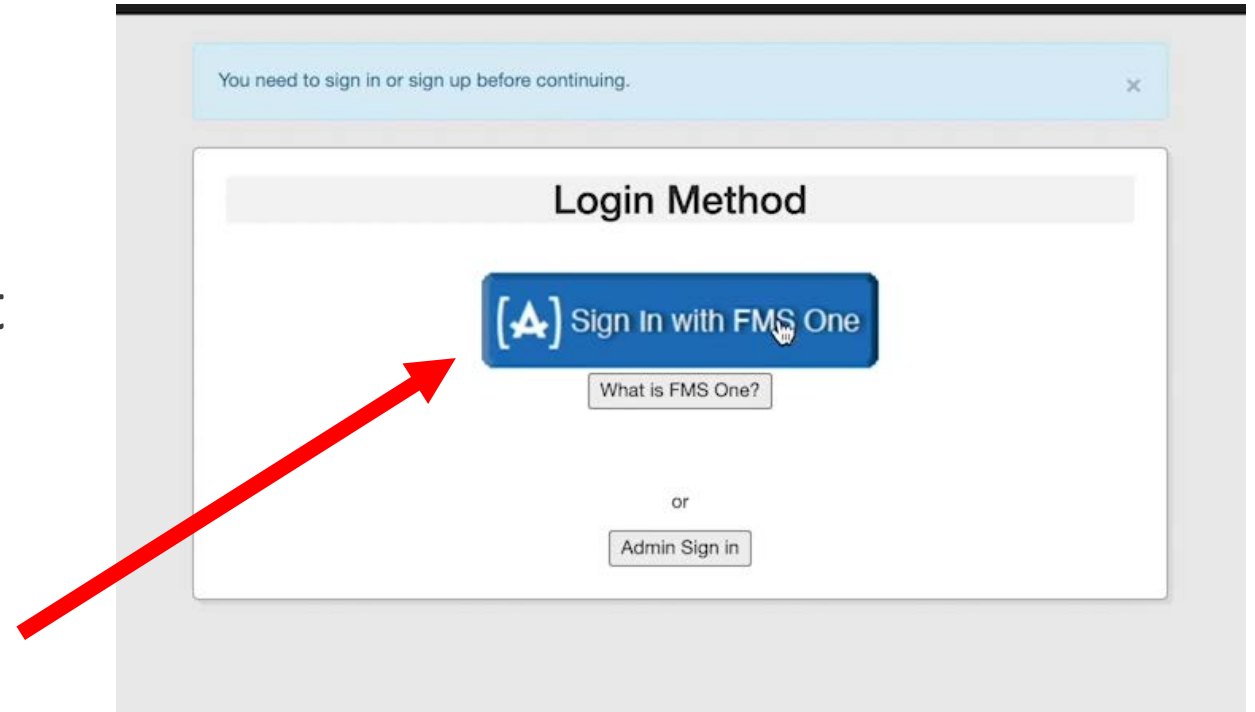
If you did not sign up from an email link, please contact your HCBS provider for further instructions.

[Return to Sign in page](#)



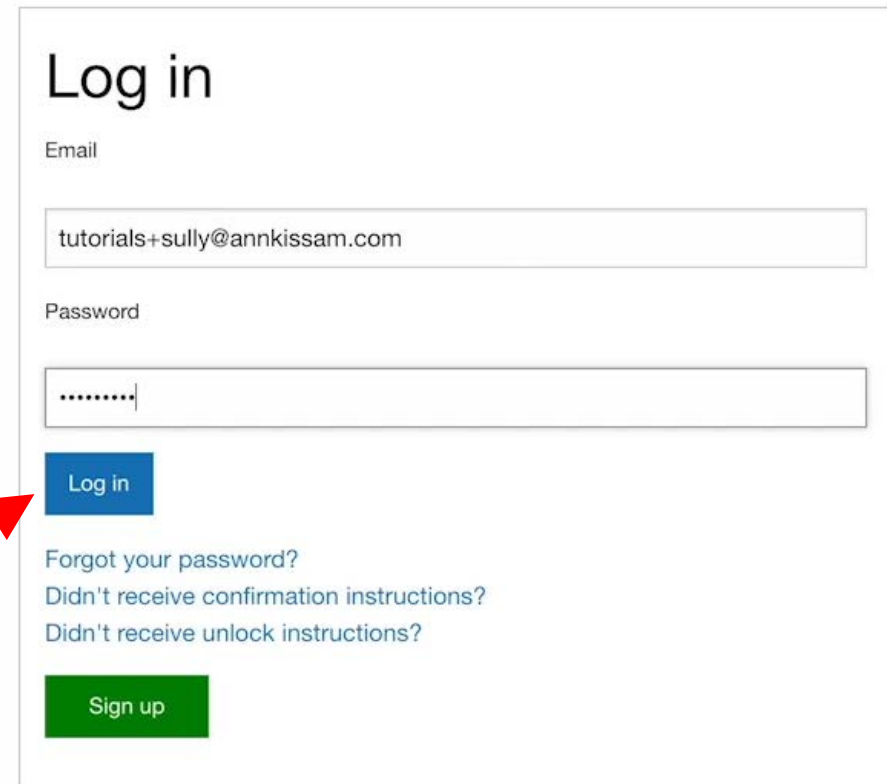
# Signing up for the Evvie Portal

**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



Log in

Email

tutorials+sully@annkissam.com

Password

.....

Log in


[Forgot your password?](#)

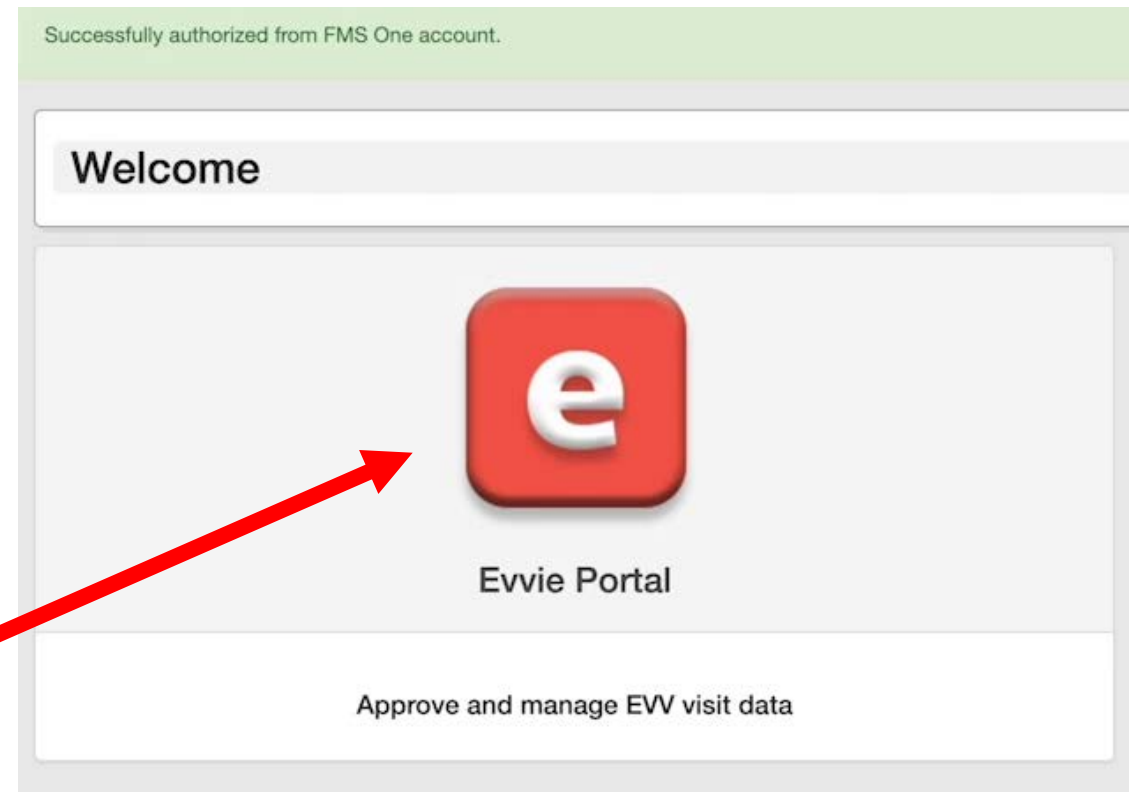
[Didn't receive confirmation instructions?](#)

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

Sign up

# Signing up for the Evvie Portal

**Step 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](#)



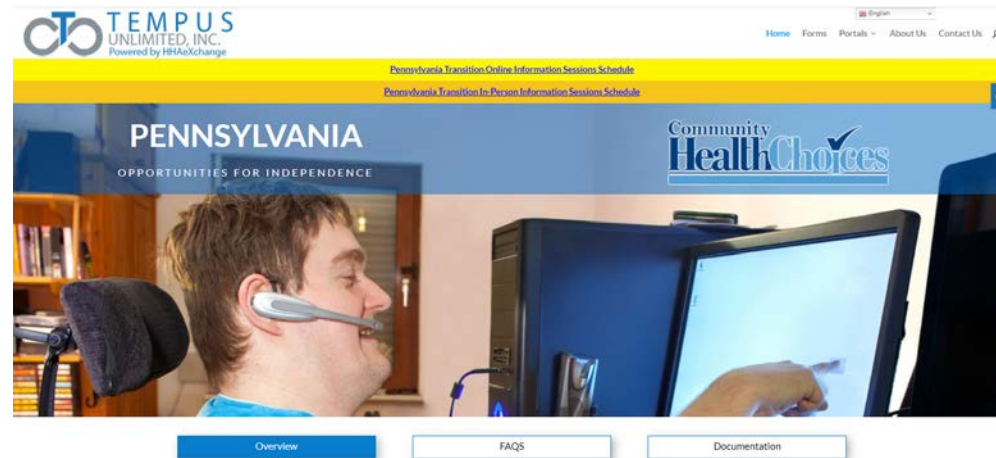
# Tempus Website and Office Locations



# 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?



# Appendix



# Appendix: Payroll Stats



<b>TOTALS</b>	<b>6/30/2022</b>	<b>6/30/2022</b>	<b>7/1/2022</b>		<b>Totals</b>
CLEs Processed	7,352	533	545		8,430
DCWs Paid	9,150	560	598		10,308
# of ACH	8,335	496	529		9,360
# of Checks	815	64	69		948
% ACH	91.09%	88.57%	88.46%		90.80%
% Checks	8.91%	11.43%	11.54%		9.20%