

# CHC Financial Management Services (FMS) Transition

## Update

June 1, 2022

# Getting Ready—What's Happened So Far?

- 11 Stakeholder meetings (Since June, 2021)
- 11 Letters (Since July, 2021)
- 62 broadcasts—email, text and robo-calls (Since Feb 2022)
- Multiple OLTL Listserv messages (June, 2022)
- 17 In-Person events (10 in May, 2022 & 7 in December, 2021)
- Daily Q&A, EVV Training and EVV Help Desk sessions (Nov, 2021)
- Ongoing PPL messaging on their website, call center and EVV portal
- Tempus outbound calling
- Service Coordinator outbound calling and in-person packet support

# Status

- ~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
- TVV/IVR letters mailed May 26-27
- Call center staffing ramp up
  - 20 additional staff in training
- PPL working to block EVV entry for Schedule A DCWs

# How to Get Ready

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

# What to Expect

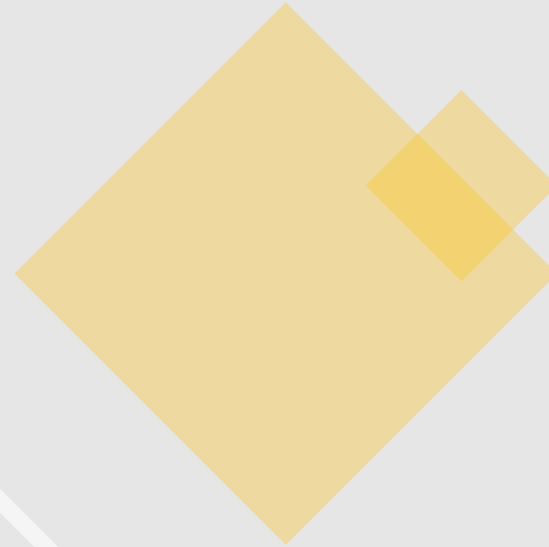
- Schedule A DCWs start entering time June 5 (Schedule B on June 12)
- Tempus will have call center hours on June 4 & 5
- Tempus will have extended call center hours starting June 6
  - 7am – 8pm
- Call Center Staffing includes
  - Consumer Relations agents
  - Enrollment Specialists
  - EVV Support Specialists
- Wait times will be LONG!
  - One and done—support the caller to get them what they need to enter or approve time

# Our Goal

- 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



Questions?



# Addendum--Acronyms

- OLTL—Office of Long-Term Living
- EVV—Electronic Visit Verification
- TVV—Telephonic Visit Verification
- IVR—Interactive Voice Response
- Q&A—Question & Answer
- FMS—Financial Management Services
- PPL—Public Partnerships Limited (current FMS vendor)



# Addendum—Evv App Setup (DCWs)

1. Assist DCW with download and setup, if necessary
  - a. 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-to-download.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/evvie_app_how-to-download.pdf) (Note: accept location services while using the App, click Yes/OK for any other )
2. Check for Welcome email,
  - b. search for [noreply@annkissam.com](mailto:noreply@annkissam.com)
  - c. check Junk/Spam
  - d. if email is full, need to delete old emails
  - e. request Tempus to resend Welcome email if not found

# Addendum—EVV App Setup (DCWs)

3. Follow instructions in Welcome Email for sign up
  - c. Follow job aid for FMSSOne Sign-Up & Evvie Portal <https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/05/FMSSOne-Sign-up-Guide.-v5.pdf>
  - d. If you run into an error, check this job aid pg. 6 for troubleshooting [https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/Quick-Guide-FMS\\_One-2022.pdf](https://pa.tempusunlimited.org/wp-content/uploads/sites/3/2022/03/Quick-Guide-FMS_One-2022.pdf)
  - e. provide DCW one or all of the below
    - i. online Webex information  
<https://tempusunlimited.webex.com/tempusunlimited/j.php?MTID=m7b4e38ba8ba90198b3d977015eeffae5>
    - ii.
    - iii. EVV schedule <https://pa.tempusunlimited.org/evv-online-training-schedule-english-asl/>
    - iv. training videos on website for training <https://pa.tempusunlimited.org/training-materials/>
  - f. Explain that the Evvie portal is used for manual entries and for reviewing, approving and submitting timesheets before submitting for payment. The Evvie App is very quick and easy to use and is ideal for clock in/out. See the Evvie Portal training video on <https://pa.tempusunlimited.org/training-materials/>. This site includes quick training videos on manual time entry, approving time sheets, using the Evvie App, creating email accounts, etc.
4. send to Tempus for EVV Support for advanced assistance, if necessary, including IVR resources as needed (IDs, PINs, instructions)