

# Financial Management Services Stakeholder Meeting January 6, 2023

# Agenda

- OLTL Welcome
- Stakeholder Meetings schedule will be re-evaluated and scheduled as necessary
- Updates from the Community HealthChoices Managed Care Organizations (CHC-MCOs)
- Frontline Presentation
- Tempus Presentation
- Q & A

# Transition Status



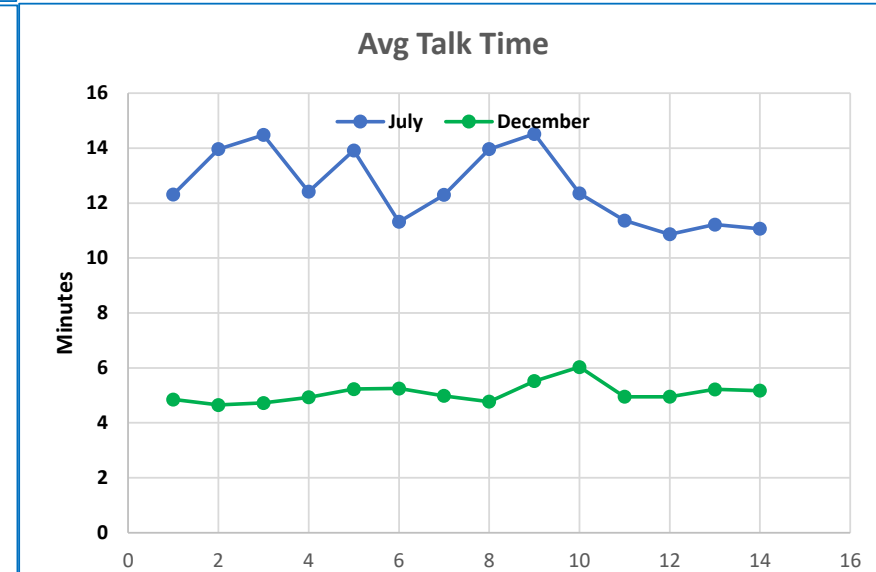
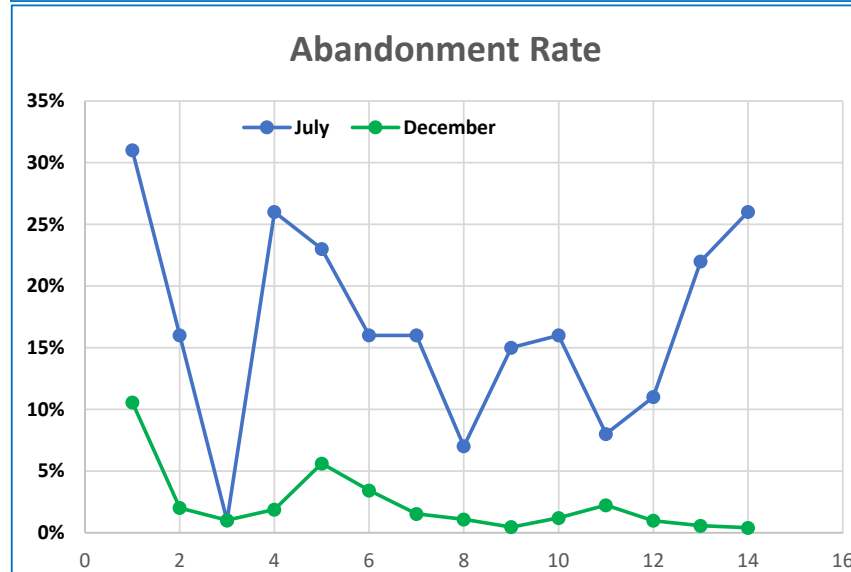
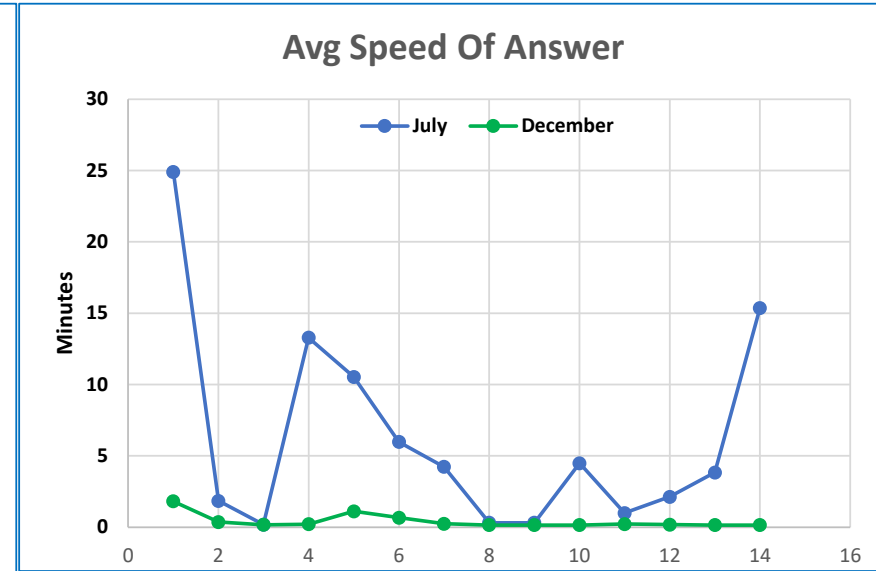
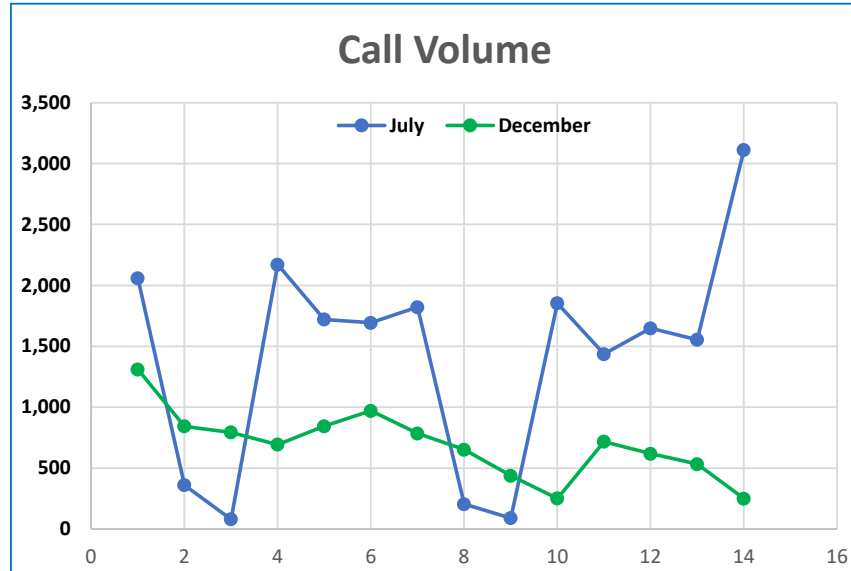
# Transition Status

- Six months of operation with HHA/Tempus
- More than 3 Million EVV shifts received!
  - 3,087,531 shifts through 12/31/2022
  - 64% via Evvie App
  - 25% via Evvie Portal
  - 11% via Ivrie (IVR/TVV)

# Call Center—Then and Now



Compare:  
July 1-15 vs  
December 12-30



# Payroll Information




# Payroll Stats



| Payroll Schedule               |            |              |              |               |
|--------------------------------|------------|--------------|--------------|---------------|
| Check Dates                    | #N/A       | Schedule A   | Schedule B   | Grand Total   |
| <b>07/01/2022</b>              | 39         | 4896         | 4733         | 9668          |
| <b>07/05/2022 - 07/08/2022</b> | 24         | 4998         | 542          | 5564          |
| <b>07/11/2022 - 07/15/2022</b> | 16         | 377          | 5033         | 5426          |
| <b>07/18/2022 - 07/22/2022</b> | 24         | 5103         | 798          | 5925          |
| <b>07/25/2022 - 07/29/2022</b> | 6          | 720          | 4315         | 5041          |
| <b>08/01/2022 - 08/05/2022</b> | 17         | 5285         | 2283         | 7585          |
| <b>08/08/2022 - 08/12/2022</b> | 5          | 276          | 5177         | 5458          |
| <b>08/15/2022 - 08/19/2022</b> | 8          | 5136         | 317          | 5461          |
| <b>08/22/2022 - 08/26/2022</b> | 3          | 481          | 5210         | 5694          |
| <b>08/29/2022 - 09/02/2022</b> | 5          | 5198         | 605          | 5808          |
| <b>09/05/2022 - 09/09/2022</b> | 6          | 368          | 4675         | 5049          |
| <b>09/12/2022 - 09/16/2022</b> | 9          | 4070         | 1123         | 5202          |
| <b>09/19/2022 - 09/23/2022</b> | 7          | 1359         | 4973         | 6339          |
| <b>09/26/2022 - 09/30/2022</b> | 6          | 5115         | 904          | 6025          |
| <b>10/03/2022 - 10/07/2022</b> | 3          | 898          | 5093         | 5994          |
| <b>10/11/2022 - 10/14/2022</b> | 9          | 5026         | 606          | 5641          |
| <b>10/17/2022 - 10/21/2022</b> | 3          | 797          | 5194         | 5994          |
| <b>10/24/2022 - 10/28/2022</b> | 6          | 5053         | 693          | 5752          |
| <b>10/31/2022 - 11/04/2022</b> | 2          | 712          | 5116         | 5830          |
| <b>11/07/2022 - 11/11/2022</b> | 4          | 4983         | 738          | 5725          |
| <b>11/14/2022 - 11/18/2022</b> | 5          | 871          | 4997         | 5873          |
| <b>11/21/2022 - 11/25/2022</b> | 3          | 4791         | 687          | 5481          |
| <b>11/28/2022 - 12/02/2022</b> | 2          | 1575         | 5012         | 6589          |
| <b>12/05/2022 - 12/09/2022</b> | 3          | 4942         | 702          | 5647          |
| <b>12/12/2022 - 12/16/2022</b> | 3          | 1051         | 4958         | 6012          |
| <b>12/19/2022 - 12/23/2022</b> | 3          | 4955         | 1110         | 6068          |
| <b>12/26/2022 - 12/30/2022</b> | 2          | 697          | 4991         | 5690          |
| <b>01/02/2023 - 01/06/2023</b> | 3          | 4775         | 558          | 5336          |
| <b>Grand Total</b>             | <b>226</b> | <b>84508</b> | <b>81143</b> | <b>165877</b> |

# Paystubs



- Paystubs are currently mailed to all payees
- Tempus' Payroll system has a payroll portal—ESS
  - Available to DCWs and CLEs 
- Payroll Portal Information
  - <https://pa.tempusunlimited.org/ess-portal/>
  - Requires Google Authenticator to protect PII
  - Help sessions available to support enrollment—Mon & Wed
    - ESS Portal login training can be accessed by the link above.



# Withholding changes



- Employee paid state unemployment increased by .01% for 2023
  - This means for every \$1000 in gross wages, the DCW will pay an additional 10 cents.
- Tempus is required to follow the federal tax withholding tables provided by the IRS. For 2023, DCWs may see a slight increase or decrease in the amount of federal withholding based on changes made to these tables by the IRS. If a DCW would like to change the amount being withheld from their paycheck, they can complete a new Form W-4 found on Tempus's website.

# ACT 54 Payments



# ACT 54 Payments



- ACT 54 made \$14.989 million available to DCWs supporting CHC, Act 150 and OBRA
- To be eligible for payments (as defined in Act 54)
  - Worked a shift between 7/1/2021 – 9/30/2021 **AND**
  - Worked at least one shift during July, 2022
- Payments for CHC based on data provided by PPL (shifts worked Q3 2021) and Tempus data for shifts worked in July, 2022

| Check Date         | Count of Emp ID | Sum of Gross        | Sum of ER SSI    | Sum of ER MC     | Sum of FUTA    | Sum of SUI      | Sum of WKC       | Sum of Total Payroll |
|--------------------|-----------------|---------------------|------------------|------------------|----------------|-----------------|------------------|----------------------|
| 12/13/2022         | 9,314           | \$13,088,256        | \$711,971        | \$166,510        | \$7,768.80     | \$12,554        | \$151,824        | \$14,138,885         |
| 12/29/2022         | 139             | \$202,762           | \$12,075         | \$2,82           | \$89           | \$28            | \$2,352          | \$220,131            |
| <b>Grand Total</b> | <b>9,453</b>    | <b>\$13,291,019</b> | <b>\$724,046</b> | <b>\$169,334</b> | <b>\$7,858</b> | <b>\$12,582</b> | <b>\$154,176</b> | <b>\$14,359,017</b>  |

- If you did not receive an ACT 54 payment and believe you were eligible:
  - Contact PPL to confirm your hours worked during Q3 2021 AND that you were on the list provided to Tempus
  - Contact Tempus for confirmation and to request a review

# DCW with outstanding enrollment items



# Outstanding Enrollment Information



- Some DCWs are missing enrollment information necessary to comply with federal or state requirements
  - E.g., pre-service orientation, tax forms, Unique ID, background checks
  - Total count is ~330
- Tempus is sending Text, email and robo-call messages to DCWs and their CLEs
  - If you get one of these, call Tempus and dial 1 for the PA Enrollment Team
- SCs are making calls to Participants
- Mailed letters will go out in January detailing which DCWs are missing information
- DCWs that do not complete the necessary information will have shifts pended without payment in late February
  - Any pended shifts will be paid once information is submitted

# Overutilization Support



# Overutilization

- Overutilization: using more hours than expected during the budget period
  - E.g., if authorized for 40 hours per week, expected use is 160 hours after four weeks
  - Self direction allows the CLE to use more or less each day or week, but you cannot go over the budgeted amount in the long term
- Overutilization will lead to exhausting the budget before the end of the budget period
  - When the budget goes to '0', any shifts submitted thereafter will be pended and not paid
- The CLE is responsible for managing DCWs to the budget provided by the MCO (budget is provided via an authorization)
- If a Participant's needs change—for either a short term or in the long-term, they should contact their Service Coordinator for a reassessment or a temporary increase

# Utilization Support Plan—PHW & UPMC



View budget line details provides your weekly expectedly usage:

| SERVICE CODE  | IDENTIFIER | START DATE | END DATE   | AMOUNT | USAGE  | BALANCE | EXPECTED WEEKLY USAGE |
|---|------------|------------|------------|--------|--------|---------|-----------------------|
| Service: Personal Assistance Services<br>Service: Personal Assistance Services OT |            | 07/01/2022 | 09/30/2022 | 644.00 | 644.00 | 0.00    | 49.0                  |
| Service: Personal Assistance Services<br>Service: Personal Assistance Services OT |            | 10/01/2022 | 12/31/2022 | 644.00 | 9.00   | 635.00  | 49.0                  |
| Service: Personal Assistance Services<br>Service: Personal Assistance Services OT |            | 16/01/2022 | 06/30/2022 | 210.00 | 133.00 | 77.00   | 49.0                  |

- **What is this support?** It is a series of notifications that started going out to the CLE and SC whenever a CLE has overutilized their authorization. Implementation was mid-December.
- **Overutilization:** Any point at which actual total utilization is greater than expectation. Each pay period, Tempus is comparing the number of hours that are expected (authorization units divided by number of weeks in authorization) to the number of hours paid. If the number of hours paid is greater than the number of expected hours, a notification letter is generated.
- **When overutilization occurs, letters will be generated by Tempus** after processing payroll for the submitted timesheet. These letters remind the CLE to work with their SC if there is a need for reassessment or temporary increases, their responsibilities and offer assistance in understanding and managing utilization. Tempus calls the CLE after the 2<sup>nd</sup> letter.



# Utilization Support Plan --AHC



- While AHC is not using this specific path, service coordinators and Tempus will offer support to participants as needed. The difference here is that the communication avenue of the letter will not be used.



# Enhanced Training Barbe Conrad, Frontline



# Decades in the Making



Direct Care Workers are paid to attend the Safety Orientation and Foundational Skills Training.

Rate: \$15.00 an hour paid in a stipend (subject to withholding)

Bonus: \$500.00 if all 32 hours of training are achieved!



## Safety Orientation:

### Safety Orientation

- CPR (3.5 hours)
- Infection Prevention & Control (1.5 hours)
- Body Mechanics (1 hour)
- Preventative Care Priorities (1.5 hours)

# Safety Orientation Outcomes



- National CPR certification and confidence to use the techniques if need be
- Safe body mechanics to protect participants and direct care workers from injury
- Use of infection prevention techniques including COVID precautions to prevent risk of transmission of virus and bacteria
- Prevent household accidents and improved environmental safety



### Foundational Skills

## Foundational Skills Training

- Care Team Integration & Change in Condition (1.5 hours)
- Communication (1.5 hours)
- Coaching Conversations (1 hour)
- ADLs & IADLs (1 hour)
- Medication Safety & Adherence (1 hour)
- Cultural Competency (1 hour)
- Death & Dying (1 hour)
- Body System Basics 1 (1 hour)
- Body System Basics 2 (1 hour)
- Dementia Capable Care (7 hours)
- Nonviolent Crisis Intervention (7 hours)

# Foundational Training Outcomes



- Coaching skills to help participants around life choices without controlling the choice
- National certificate in Dementia Capable Care
- National certificate in Non Violent Crisis Intervention
- Understanding personal daily care tasks and how to perform them in a safe manner for both the participant and direct care worker while maintaining dignity for the participant.
- Being mindful of the needs of participants with backgrounds and traditions different than the DCW.
- How to take action and what to do at the first sign of change in condition
- Understand ways to prevent medication errors
- Learn strategies for communicating effectively and respectfully with all participants and with the care team
- Understand how different conditions affect the various body systems and how to help keep those conditions at a stable level

## Contact Us to Sign Up



Call Frontline toll free to sign up  
for any of our offerings!

**(833) 241-5400**



# EVV Compliance



# EVV Compliance



- DHS defined compliance requirements for Personal Care Services
  - Meet 21<sup>st</sup> Century Cures Act requirements
    - >50% of visits must be recorded without manual edits
- Need to drive toward defined compliance requirements
  - IVR used from land line designated by CLE
  - Reduce Manual Entries to minimum
    - Use Evvie app
    - Use IVR from land line
- Tempus and MCOs will begin to drive toward minimum compliance soon
  - CLEs should call Tempus to register land line numbers where they receive services
  - DCWs should use the Evvie app—call Tempus for support

# 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

# Tempus Office Locations

- Tempus has four office locations in PA—Fully Staffed!
  - 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
- Tempus staff available to assist Participants/CLEs and DCWs
  - Appointment required
  - Call Tempus at 1-844-9TEMPUS to schedule
- Please check the Tempus website frequently for job openings:
  - Website: <https://tempusunlimited.org/careers/>

# FMS Advisory Group



- Advisory Group met twice in 2022!
- Meetings are held monthly with the next meeting scheduled for 1/11/2023
- Members include Participants/CLEs, Designated Reps, and DCWs
- Overview of discussions
  - Transition from PPL to Tempus
  - EVV Feedback
  - Member input on communicating on budgets
  - Additional feedback on FMS services, including:
    - Consumer service and issue resolution
    - New hire and enrollment process
    - Employee Self-Service/Paystub Portal
    - Local or regional challenges related to FMS services
    - DCW Pay rates

Questions?



# APPENDIX







## **Enhanced Training Update**

Barbara Conrad, Director of Homecare Programming

January 6, 2023

# CPR Certification



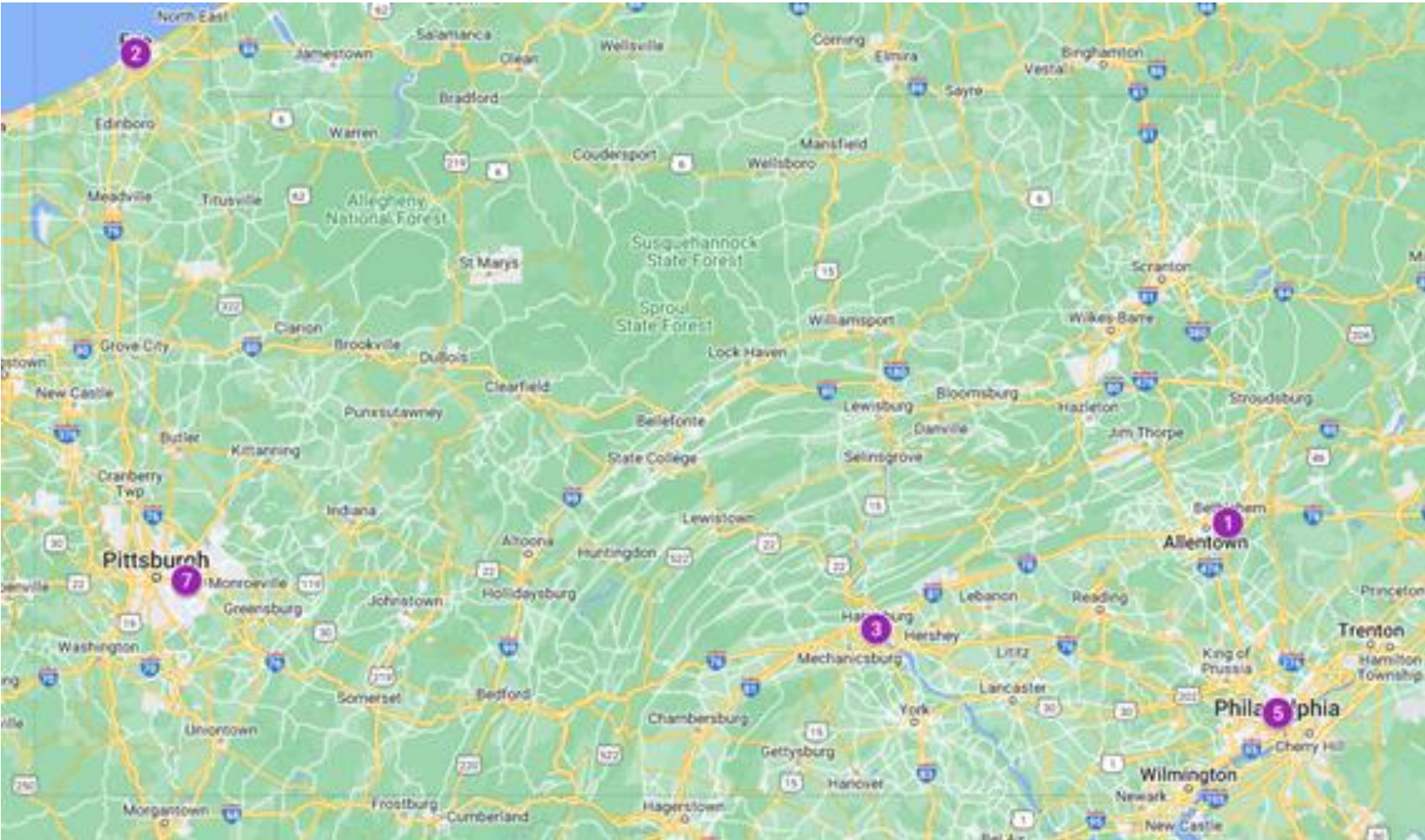
# Student Quotes

- **“Education is the key to gain respect and professional pay.” – Julia Beltran**
- **“I’ll use this training to keep my consumer safe and help them feel more confident.” – Annique Howell**
- **“I have five people I care for and you never know when you will need to use CPR.” - Cynthia White**
- **“I’ll use the information about oxygen safety with my consumer. It will help keep my consumer safe and healthy.” – Cheryl Fowiley**

# Consumer Quote

“The newly developed and implemented program for Caregivers (DCW’s) which offers DCW’s training in CPR, Safety and BLS (Basic Life Support/ Non Medicinal) is a much needed addition to the many existing things we already appreciate and respect about Frontline. Both, myself and Patrick, would like to express our sincere gratitude for this program being made available as training for DCW’s. Nothing says a company cares more about lives, than, offering lifesaving certification programs. This new program at Frontline, has clearly demonstrated to us, how much, they truly care for those that can’t help themselves. Being a former EMT-A and Firefighter, as well as my husband being a BLS/Firefighter/CDF volunteer in California, safety is a priority for us. We understand the importance of having the proper training for those that care for us, The new CPR AND BLS program, is a great contribution to a system that already takes exceptional care of their clients.” - Jennifer Sevin Sullivan and Patrick Sullivan

# December 2022 Soft Launch



# January 2023

