

TEMPUS **Unlimited**

FISCAL / EMPLOYER AGENT (F/EA)

COMMON LAW EMPLOYER HANDBOOK

Table of Contents

QUICK REFERENCE	4
How to Reach Tempus	4
Customer Service Hours	4
Timesheet Submission	4
Training Materials and Job Aids	4
Enrollment Processing.....	4
Additional Information.....	4
INTRODUCTION TO PARTICIPANT-DIRECTED SERVICES	5
What Are Participant-Directed Services?	5
How Do Participant-Directed Services Differ from Services My Way (SMW)/Budget Authority?	5
What is a Person-Centered Service Plan (PCSP)?	5
How Are Changes Made to the Authorized Personal Assistance Services (PAS) Hours?.....	6
Primary Roles and Responsibilities	7
COMMON LAW EMPLOYER (CLE) ENROLLMENT	8
CLE Enrollment Timeline	8
CLE Enrollment Forms	8
Changing the CLE	9
Updating CLE Information	9
RECRUITING AND HIRING DIRECT CARE WORKERS (DCWs)	10
Program Requirements	10
Task List	10
Personal Preferences	11
Schedules	11
Job Description.....	11
Writing an Ad	12
Screening and Interviewing	12
Checking References	14
Discrimination.....	15
DCW ENROLLMENT.....	16
DCW Enrollment Timeline.....	16
Getting Started	16

DCW Enrollment Forms.....	16
Background Checks	17
Registry Checks	17
Pre-Service Orientation Training.....	18
Safety Training	18
Keystone Key and Unique ID.....	18
FMS One.....	18
Updating DCW Information.....	19
MANAGING AND SUPERVISING DCWs	20
Training	20
Scheduling	20
Effectively Communicating	21
Managing Conflict.....	21
Terminating (Firing) DCWs	22
Workers' Compensation and Providing a Safe Working Environment	23
Confidentiality.....	23
Medicaid Fraud.....	23
PAYING DCWs.....	24
Setting and Updating Pay Rates.....	24
Submitting Time.....	24
Electronic Visit Verification (EVV) Compliance.....	25
Approving Time	26
Payroll Schedule	26
Options for Payment.....	27
Tax Information.....	27
Difficulty of Care Tax Exclusion (DOC).....	27
FICA Exemptions	27
Overtime and Fair Labor Standards Act (FLSA) Live-In Exemption	28
MANAGING THE PARTICIPANT'S AUTHORIZATION	29
Monitoring the Authorized Hours.....	29
Overutilization Action Plan (OAP) Letter	29
PARTICIPANT DASHBOARD	30
Participant Section.....	30
Enrollments Section.....	30

Employers Section.....	30
Employees Section.....	31
External Resources Section	32
Budgets Section	32
Pay Rates.....	32
Timesheets Section	33
Reports Section.....	33
Letters Section	33
Help.....	34
ADDITIONAL INFORMATION	35
Updating CLE/DCW Information	35
Mandated (Required) Reporting	35
Satisfaction Surveys	35
Verification of Employment (VOE)	35
Complaints and Grievances.....	35
TERMS.....	36
HANDBOOK UPDATES	37

QUICK REFERENCE

How to Reach Tempus	Customer Service Hours
Phone: 844-983-6787	Monday-Tuesday 8:30AM to 4:30PM
Fax: 833-583-6787	Wednesday 8:30AM to 8:00PM
TTY: 833-888-0133	Thursday-Friday 8:30AM to 4:30PM
Email: PAFMS@tempusunlimited.org	In-Person Locations by appointment only:
Website: https://pa.tempusunlimited.org/	• 3410 West 12th Street, Erie, PA 16505 • 1400 S Braddock Ave, Pittsburgh, PA 15218 • 625 Clark Ave, #21B, King of Prussia, PA 19406 • 6 Stauffer Industrial Park, Taylor, PA 18507

Timesheet Submission	
FMS One/Evvie Portal	https://fms-one.bluebedrock.com/users/sign_in
Evvie App	Download from Apple App Store or Google Play Store Look for Evvie app "[A]" icon
IVR/TVV	English: 833-369-1179 Spanish: 833-369-1176 Russian: 833-369-1154 Nepali: 833-369-1277

Training Materials and Job Aids		
Type	Description	Where to find
EVV Training	Job aids, videos, manuals, and schedule	https://pa.tempusunlimited.org/resources/
ESS Portal Training	Pay stubs and W-2s	https://pa.tempusunlimited.org/ess-portal/
Participant Dashboard Training	Video	https://pa.tempusunlimited.org/resources/
Frontline	Training vendor providing DCWs with: • Pre-service Orientation • Safety Training • Enhanced Training (optional)	https://www.frontlinepa.org/ 1-833-241-5400 info@frontlinepa.org

Enrollment Processing		
Paperwork	Electronic Enrollment Packet for CLE and DCW	https://tempus-pa-paperworkr.annkissamprojects.com/

Additional Information		
Forms and Resources	Enrollment forms and supporting materials	https://pa.tempusunlimited.org/forms/
Workers' Compensation	To report an injury or illness to BABB	800-892-1015 (TTY 711)

This handbook has been designed to provide you, as the Common Law Employer (CLE), with the basic information needed to manage the Participant's Participant-directed services.

INTRODUCTION TO PARTICIPANT-DIRECTED SERVICES

What Are Participant-Directed Services?

Participant-directed (or Self-directed) services let the Participant take more control of their Personal Assistance Services (PAS).

The Participant functions as the CLE*. Instead of a provider agency, you handle the employer duties for the Direct Care Worker (DCW). Tempus, the Fiscal/Employer Agent (F/EA), helps you by issuing paychecks and W-2s to the DCWs and filing taxes related to being an employer. As the employer, you can:

1. Recruit, hire, and train the DCW.
2. Decide the DCW's hourly pay, within allowed limits.
3. Set the DCW's job duties and schedule based on the approved person-centered service plan (PCSP).
4. Supervise the DCW and approve their work hours.
5. Review the DCW's performance and terminate if needed.

*If the Participant cannot perform these duties, they can choose someone to be the CLE for them.

How Do Participant-Directed Services Differ from Services My Way (SMW)/Budget Authority?

In Services My Way/Budget Authority, you can:

- Manage the budget to support the Participant's PAS needs.
- Choose goods and services that may or may not be a covered benefit and that support a goal for the Participant's independence.

Services My Way is not a new service. It is a different way of delivering services that gives the Participant more choices. For more information on Services My Way, see the Services My Way manual found on the Tempus website at

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

What is a Person-Centered Service Plan (PCSP)?

The Participant will be assessed by the Service Coordinator to determine what type of services are needed to help them complete their activities of daily living and remain as independent as possible at home. The Participant and the Service Coordinator will develop the PCSP based upon the Participant's needs as identified during the

assessment. The PCSP details the services the Participant needs and how they receive these services. The number of PAS hours the Participant is authorized for is included in the PCSP. The Service Coordinator will provide the Participant with a copy of the approved PCSP.

How Are Changes Made to the Authorized Personal Assistance Services (PAS) Hours?

To make changes to the authorized PAS hours, the Participant should contact the Service Coordinator. The Service Coordinator will perform a reassessment to determine if the authorized number of PAS hours should be changed.

It is [not necessary](#) to contact the Service Coordinator for any of the following activities as long as you stay within the number of authorized PAS hours:

- You want to change the DCW's start time.
- You want to distribute work hours more evenly by assigning more hours to one DCW and fewer hours to another DCW.
- You want to change how a DCW will do assigned tasks.
- You want to reschedule a DCW from one day to the next.
- You need to use the Participant's back-up plan.

Primary Roles and Responsibilities

Common Law Employer (CLE)	Direct Care Worker (DCW)	Service Coordinator/ Managed Care Organization (MCO)	Tempus Unlimited Fiscal Employer Agent (F/EA)
Meet with Service Coordinator to determine support needs	Assist Participant with activities of daily living as assigned by the CLE and outlined in the PCSP	Explain services and options available to the Participant	Process all CLE and DCW paperwork
Complete required paperwork in a timely manner with the assistance of Tempus	Work hours as scheduled by the CLE	Work with Participant to develop the PCSP and emergency backup plan	Conduct background checks
Recruit, hire, schedule, supervise, manage, train, and dismiss DCW	Complete employee enrollment training requirements, background checks, and paperwork	Refer interested Participants to Tempus	Set up Participant, CLE, and DCW in payment system
Set wage for DCW	Communicate any updates to information such as name or address change to Tempus	Provide individual authorization of PAS hours available for Participant to Tempus	Process time submitted and provide approved payments to DCW
Provide a safe work environment	Submit accurate time worked via an appropriate EVV method	Notify Tempus of any updates to the authorization	Answer questions about enrollment, payroll, and taxes
Direct services outlined in the PCSP	As a mandated reporter, follow guidelines on reporting critical incidents, including suspected abuse, neglect, or exploitation of the Participant through the outlined process on the Tempus website (See Mandated Reporting)	Conduct reassessments annually and/or based on changes in Participant's condition	Provide assistance with EVV requirements and methods of time entry
Manage approved hours/budget		As a mandated reporter, follow guidelines on reporting critical incidents, including suspected abuse, neglect, or exploitation of the Participant through the outlined process on the Tempus website (See Mandated Reporting)	Provide reports to Managed Care Organization (MCO)
Ensure all time worked is entered according to Electronic Visit Verification (EVV) requirements			Facilitate Workers' Compensation policy on behalf of the Participant/CLE
Review all time entered by DCWs and edit, approve, or reject as appropriate			
Report all changes in a timely manner to Tempus and the Service Coordinator			
Follow all relevant laws and rules on employment			

Additional information about roles and responsibilities can be found throughout this handbook.

COMMON LAW EMPLOYER (CLE) ENROLLMENT

Before using Participant-directed services, you must enroll as the CLE.

The CLE Enrollment Process Outline can be found on the Tempus website at <https://pa.tempusunlimited.org/forms/>.

Paperworkr is an online tool to help you fill out the required forms for enrollment. Paperworkr Instructions can be found at the end of the CLE Enrollment Process Outline.

CLE Enrollment Timeline

To make enrollment go as quickly as possible, you should complete all steps without delay. If needed, a virtual enrollment appointment or a face-to-face meeting can be set up with Tempus. All new CLEs will get a satisfaction survey from Tempus to complete within 60 days of enrollment.

CLE Enrollment Forms

- Common Law Employer Designation Form
 - Designates someone other than the Participant to perform the CLE responsibilities. This form is not required if the Participant is the CLE.
- Common Law Employer (CLE) Agreement
 - Outlines the CLE Requirements and Responsibilities.
- Form SS-4 Application for Employer Identification Number (EIN)*
 - Used by Tempus to obtain an EIN from the IRS for the CLE.
- Form 2678 Employer/Payer Appointment of Agent
 - Appoints Tempus as the CLE's agent for reporting, depositing, and paying employment taxes.
- Form 8821 Tax Information Authorization
 - Allows Tempus to talk to the IRS about the CLE's employer account.
- Participant Designated Representative Form (optional)**
 - Designates someone other than the CLE or Participant to perform some or all of the CLE responsibilities.

***Previous Employer Identification Number (EIN)**

The IRS requires all CLEs to have an EIN. If you have owned a business or have received Participant-directed services in the past, you probably already have an EIN. If you already have an EIN, it is important to tell the Service Coordinator and Tempus as soon as possible to avoid delays in enrollment.

****Designated Representative**

You or the Participant may choose to appoint a Designated Representative to help with some or all of the CLE responsibilities. You and the Designated Representative must complete a "Participant Designated Representative Form." This form is only needed if someone other than you or the Participant will perform the CLE tasks. You can cancel this choice at any time.

The Designated Representative or CLE cannot be the DCW or get paid for their help.

Changing the CLE

If a new CLE is needed, tell the Participant's Service Coordinator. The Service Coordinator will tell Tempus about the CLE change. Tempus will fill out a new CLE packet and send it to the new CLE for signing through Paperworkr. Tempus will also help the new CLE update any DCW paperwork.

Updating CLE Information

If your name, address, phone, or email changes, you must tell Tempus. See [Updating CLE/DCW Information](#).

RECRUITING AND HIRING DIRECT CARE WORKERS (DCWs)

The first step is finding DCW(s). Here are some tips to help.

- Referrals: Tell friends that you need a DCW. They may be able to recommend someone.
- Advertisements: You can put ads in the local newspapers, newsletters (at universities, churches, and community groups), community bulletin boards, employment services, and social service agencies. See [Writing an Ad](#) section for help.
- Internet Searches: Use websites like Indeed, CareerLink, Facebook, and Monster.
- Online Tools: SOON TO BE RELEASED - Use the DCW Matching Registry, a website that can help Participants find the right Direct Care Worker.

Program Requirements

To be a DCW, a person MUST:

- Be 18 years of age or older
- Be able to perform the tasks in the PCSP to help the Participant stay as independent as possible
- Be able to communicate effectively with the Participant
- Have a valid social security number
- Agree to a criminal record check. See [Background Checks](#) section for more information.
- Be willing to work with you and Tempus to finish all enrollment activities and training

Note: A DCW **cannot** be the spouse, power of attorney, legal or designated representative, or guardian of the Participant.

Task List

It is important for DCWs to know exactly what tasks they will need to do. Make a task list to help with this.

First, write down all the tasks a DCW would need to do. See the example below.

TASKS		
Bathing	Eating/Feeding	Shopping
Grooming	Ambulation Assistance	Transfers/Repositioning
Dressing	House Cleaning	Communication
Toileting	Exercising	Assistance with Errands
Meal Preparation	Assistance with Equipment	Managing Finances
Assistance with Medication		

Then, break each task into specific steps based on the Participant's needs. See example below.

Bathing
Set up bathroom
Lay out clothes
Prepare bath water
Assist to bathing area
Assist to wash body and hair
Apply deodorant, skin cream, powder
Assist with dressing
Clean up bathing area

House Cleaning:
Daily tasks:
Wash dishes
Take out trash
Weekly tasks:
Vacuum
Dust
Monthly tasks:
Clean refrigerator

Personal Preferences

Besides making sure DCWs can perform needed tasks, it is important to think about any special preferences the Participant has. This might include:

- If the DCW smokes or uses other tobacco
- If the DCW is male or female
- If the DCW has a car
- If the DCW likes pets
- If the DCW shares similar values and interests as the Participant

Schedules

DCWs need to know what hours they work. After making a detailed task list, think about how long each task takes and what time of day each task happens. Be sure to consider:

- What time the Participant likes to get in and out of bed
- What overnight needs the Participant has (like repositioning or toileting)
- How much free time the Participant has during the day when a DCW is not needed
- What time the Participant likes to eat meals
- What informal supports the Participant has and when they are available

Make a schedule showing the time each day DCWs need to work to finish all tasks. Schedules can be flexible based on the Participant's needs, but you must stay within the authorized hours in the Participant's PCSP.

Job Description

Using the task list and schedule you made, create a job description.

A job description is useful for several reasons:

- It tells potential DCWs what the job involves

- It can be used as a guideline for asking questions during the interview
- It can be used as a checklist of duties and responsibilities after hiring and training a DCW

The job description should be written with the Participant's personal needs in mind and should include:

- Basic job duties based on the task list
- DCW program requirements
- Participant preferences
- The hours each day that a DCW is needed

You can share the job description with potential DCWs during the interview.

Writing an Ad

Keep these things in mind when writing an ad.

- List what the job is and the duties
- List the shifts you need and any training or experience you want the DCW to have
- Include the hourly pay rate and the area where the work will be done
- For safety,
 - Avoid using personal details in your ad. Limit using your phone number, full name, or physical address
 - Use email or the messaging feature on internet sites

Example:

Caregiver needed in Bradford, PA to help with light household tasks, personal care, and making meals. Saturdays and Sundays 10am-1pm. \$12 per hour.

Email Jane@email.com

Screening and Interviewing

Before conducting personal interviews, screening applicants helps you find people who are qualified for the job. You can talk to the applicant over the phone to tell them basic information about the job and ask a few questions to get to know them. You can also let them know the schedule, hours, and pay rate so they can decide if the job is right for them.

After screening applicants, review all the information, and decide who is most qualified. Schedule personal interviews with the most qualified applicants first. Try to interview as many qualified applicants as possible. A personal interview is your chance to learn

about the applicant. Give them a detailed job description and the hours the Participant needs help. Ask them to bring a list of at least three references from previous employers, including the name, address, business name (if applicable), phone number, and email address of the person providing the reference.

Come to the interview prepared. Make sure you have:

- A list of interview questions or topics
- A copy of the job description and an expected work schedule
- A checklist of duties
- Information about the Participant's disability

During the interview:

- Hold the interview in a quiet place without distractions. Turn off the TV and radio. Make sure pets and children will not interrupt.
- Sit in a location where you can make eye contact with the applicant.
- Describe the Participant's disability and the support needed as outlined in the job description.
- Review the hours/schedule needed and the pay they can expect. Consider weekend and holiday needs.
- Ask questions about their experience with the duties outlined in the job description. Ask questions that need more than a yes/no answer.
 - Some questions could be:
 - Why are you interested in this type of work?
 - What kind of experience/training do you have?
 - Ask about their ability to lift and transfer if that is an essential job function.
- Take notes on the DCW's responses.
- Have a way to rate answers to the questions. Consider rating each answer on a scale of 1-5.
- Listen to the applicant to see if they answer the questions completely, give satisfying responses, and show interest in the job.
- Set expectations.
 - Tell the applicant your smoking/non-smoking policy.
 - Tell the applicant your pet policy.
 - Explain the type and timing of notice you need if the DCW cannot work.
 - Define your preferences for calling in sick.
- When you finish asking questions, ask the applicant if they have any questions. Their questions can show how well they listened and understood the job.

Avoid making these common interviewing mistakes.

- Do not do all the talking. Be a good listener. Let the applicant talk more so you can learn about them.
- Do not forget to ask follow-up questions.
 - For example, if they mention previous training related to the job, ask how long ago, how long it lasted, and how much it relates to being the DCW.

- Watch for signs that the applicant may not be right for the job. These could be signs not to hire them.
 - Has alcohol on their breath
 - Is unkempt (dirty hair, ragged/unclean clothing)
 - Is rude
 - Is late
 - Shares confidential information about a previous employer
 - Takes control of the interview
 - Stares or makes prolonged eye contact, which could be a sign of aggression
 - Makes little eye contact
 - Starts the interview by listing things they cannot do or times they cannot work
 - Has no references (even if they just moved, they should have friends or previous employers who can provide a reference)
 - Says they really need a job and will take anything for now
 - Looks to the non-disabled person in the room for instructions or verification as if they did not hear the Participant
 - Has social boundaries that make you feel uncomfortable

Checking References

It is important to check an applicant's references. This helps you avoid unsuitable candidates and future problems. It only takes a few minutes for each applicant and can give you valuable information.

When applying for a job, the applicant should provide at least three references. These references should be people who know the applicant well and can talk about their work. If the applicant does not have work experience, they can ask teachers, religious leaders, or non-family members to be their references.

Important Note: If the applicant asks you not to contact their current employer, you should respect their request.

Questions you can ask references:

- How long have you known the applicant?
- How long did the applicant work for you?
- What were the applicant's responsibilities?
- Was the applicant reliable?
- What are the applicant's strengths and areas for improvement?
- Why did the applicant stop working for you?
- Would you rehire the applicant?
- Is there anything else you would like me to know about the applicant?

If a reference says they would not hire the applicant again it might mean the applicant is not the best choice for you. However, it could be a personality conflict, and the applicant might be perfect for your situation. Use your best judgment.

Discrimination

It is illegal to ask certain questions when interviewing someone for a job. Here are some things you cannot ask about:

- Private organizations the applicant belongs to
- Religious affiliations
 - You can ask how the applicant feels about working on Sundays or other holidays if you need them on those days.
 - You can say that the job involves working on weekends, Sundays, and holidays; and ask, “Are you available at those times?”
- Date of birth (except when needed to meet the minimum age requirements)
 - You can ask if they are over the age of 18.
- Lineage, ancestry, national origin, descent, parentage, or nationality
- Names and addresses of relatives
- Sex or marital status
- Height or weight
- Physical or mental disabilities
 - You can ask if the applicant needs any disability accommodation to do the job.
 - You can state that lifting is part of the job and ask if there are reasons they cannot do this task.

DCW ENROLLMENT

When hiring a new DCW all enrollment steps must be completed before the DCW can start working. You and the DCW are responsible for completing these steps. Tempus will help you along the way.

The DCW Enrollment Process Outline can be found on the Tempus website at <https://pa.tempusunlimited.org/forms/>.

Paperworkr is an electronic enrollment tool that helps you and the DCW complete the required paperwork for enrollment. Instructions for using Paperworkr are at the end of the DCW Enrollment Process Outline.

DCW Enrollment Timeline

For enrollment to be completed as quickly as possible, the DCW should complete steps without delay. If needed, a virtual enrollment appointment or a face-to-face meeting at one of the Tempus satellite offices can be scheduled.

Getting Started

The DCW begins the enrollment process with Tempus by completing the “New DCW Enrollment Application.” The DCW can:

- Download the application from the Tempus website at <https://pa.tempusunlimited.org/forms/> **or**
- Call Tempus at 1-844-983-6787 (TTY 833-888-0133) and select “enrollment”

DCW Enrollment Forms

- Direct Care Worker (DCW) Information and Acknowledgment
 - Program eligibility questions
 - Establishes pay rate and how the DCW will be paid (check, direct deposit, bank card)
 - Establishes relationship with CLE for tax withholding exemptions
 - Establishes Live-In Exemption for calculation of overtime – DCW resides with the Participant
 - Validates qualification requirements
 - DCW acknowledges their role and responsibilities
- Direct Care Worker (DCW) Agreement
 - DCW agrees to their responsibilities as an employee in the CHC program
- Form W-4 Employee’s Withholding Certificate
 - Establishes federal tax withholding
- US Citizenship and Immigration Services (USCIS) Form I-9 Employment Eligibility Verification
 - Establishes that DCW can legally work in the United States
- Residency Certification Form
 - Establishes local tax withholding

- Workers' Compensation Employee Notification
 - Information on Workers' Compensation
- Background Check Release forms
 - Allows Tempus to request background checks and to receive results

Background Checks

New DCWs must complete certain background checks. Tempus will tell the DCW which background check(s) are needed and how to complete them. Each background check may take some time.

Type of Check	Who Is Required	Average Timeframe	Who Requests it	Who Pays for it
State Criminal	All new DCWs	3 days – 30 days	Tempus	Tempus
Child Abuse	If a child is living in the Participant's home	14 days – 30 days	DCW	Tempus
FBI	If a child is living in the Participant's home and/or if the new DCW has lived outside of PA in the past 2 years	14 days – 30 days	DCW	Tempus

If the DCW has a criminal history, Tempus will give the results of the background checks to you. If you want to hire the DCW even though they have a criminal history, you must complete the "Acceptance of Responsibility Form" and return it to Tempus. Tempus will provide you this form.

Registry Checks

Tempus must check certain exclusion registries to make sure new DCWs are not listed. These registries include:

- Federal List of Excluded Individuals & Entities/Office of Inspector General (LEIE/OIG) check
- Medichex (Precluded Providers)
- SAM.gov

If the new DCW is on any of these exclusion registries, they cannot be hired. Tempus will let you know that the hiring process cannot continue.

Tempus checks these registries every month. If an existing DCW is on any of these registries at any time, Tempus will notify you that the DCW can no longer work. The DCW will be terminated in the Tempus system.

Pre-Service Orientation Training

All new DCWs must complete a Pre-Service Orientation Training before starting work. This training is provided by Frontline. When Tempus gets the application from the DCW, they will refer the DCW to Frontline. Frontline will contact the DCW to schedule training.

The training is online and lasts 3.5 hours. Frontline will guide the DCW through the training process.

The DCW will be paid \$15 per hour to take the Pre-Service Orientation Training. Tempus will pay the DCW after training is complete. You and the DCW must complete all enrollment requirements for payment to be made.

Safety Training

All new DCWs must complete an 8-hour safety training within 4 months of being hired*. The safety training is split into two 4-hour sessions. One session is for CPR certification and must be done in person. The other session covers infection prevention, body mechanics, and home safety and is done online.

If the DCW has a current CPR certification, they may be able to waive (skip) the CPR certification part of the training. The DCW should tell Frontline about their current CPR certification. Frontline will review and let them know if they can skip the CPR certification training session.

The DCW will be paid \$15 per hour for the Safety Training after the training is complete. You and the DCW must complete all enrollment requirements for payment to be made.

*Safety training is only required for DCWs hired after 1/1/2024, but all DCWs are encouraged to take the training.

Keystone Key and Unique ID

All DCWs are required to create a Keystone Key account and register for a Unique ID. If the DCW has already registered for a Unique ID before, they do not need to do this step again.

Instructions on how to create the Keystone Key account and register for the Unique ID can be found in the DCW Enrollment Process Outline on the Tempus website at <https://pa.tempusunlimited.org/forms/>.

FMS One

Once all enrollment steps are completed, Tempus will notify you. Tempus will also send the DCW a Welcome Email from 'noreply@annkissam.com'. The DCW will need to follow the instructions in the email to sign up for an FMS One account. This account will give them access to the Evvie app and Evvie portal. The Evvie app and Evvie portal are used to submit and manage the hours worked by the DCW.

Important Note: The DCW cannot start working until Tempus has received an authorization from the Participant's MCO and Tempus has given the DCW a start date.

Updating DCW Information

If the DCW's name, address, phone, or email changes, they must notify Tempus. See [Updating CLE/DCW Information](#).

MANAGING AND SUPERVISING DCWs

It is your responsibility to manage the DCWs to make sure that the Participant's needs are met. This includes training, scheduling, evaluating performance and terminating a DCW if needed.

Training

You are responsible for providing all individualized training that the DCW needs to support the Participant. This could include training on how to lift and transfer the Participant, how the Participant prefers certain tasks to be done, and how to use equipment (like a Hoyer lift or shower chair), etc.

In addition to training specific to the Participant's needs, DCWs need to take Safety Training. This is an 8-hour training course provided by Frontline. See [Safety Training](#) section of Chapter 5 for more information.

Frontline offers other training too. Frontline's Foundational Skills Training is a series of virtual classes totaling 24 hours. These classes help DCWs develop important skills needed for in-home care. The Foundational Skills Training is not required but is encouraged. Active DCWs can be paid for completing this additional training. To learn more about Frontline's Foundational Skills Training, visit Frontline's website at <https://www.frontlinepa.org/> or contact Frontline:

- Email: info@frontlinepa.org
- Phone: 833-241-5400 (TTY 711)

Scheduling

You should set up a schedule based on the number of personal assistance hours authorized in the Participant's PCSP. It is your responsibility to make sure the Participant's needs are met. You can consider the DCW's preferences when making the schedule, but the Participant's needs must come first.

Base the schedule on when the Participant needs help with each task. The task list created during the hiring process can be useful when deciding how to schedule DCWs. Think about all the time needed for each step. For example:

- What time does the Participant like to wake up and how long does it take to get ready in the morning?
- If the Participant needs help with meals, at what times does the Participant like to eat each meal and how long does it take to prepare each meal?
- At what times during the day are help not needed (so a DCW does not need to be scheduled)?

If you have more than one DCW, it is a good idea to create a monthly schedule, so everyone knows exactly when they are working. You should have a process in place to schedule another DCW or use the Participant's back-up plan if a DCW needs time off.

Using a calendar to create a schedule works well. This can be done using an electronic or paper calendar.

No one should change the schedule but you.

Effectively Communicating

How you communicate with the DCW is very important for a good working CLE-DCW relationship. Effective communication helps reduce conflicts and issues. You must be comfortable expressing the Participant's needs and preferences. This can be challenging when family members or friends are DCWs, because of existing relationships. Remember when the DCW is working, you are the employer and the DCW is the employee.

You should be clear and confident with your communication. This means:

- Being respectful.
 - Be patient. Allow the DCW time to speak. Give them full attention and listen closely to understand their point of view.
- Being direct with what is expected.
 - Consistently communicating with the DCW so that it is clear what you like and do not like.
 - Tell the DCW when they do a good job. Thanking them and providing praise shows appreciation. If the DCW is doing something you do not like, tell them immediately before it becomes a big problem.
- Using "I" statements.
 - For example, say, "I would like you to cut the carrots smaller next time," instead of saying, "It would be nice if you could cut the carrots smaller next time."
- Speaking positively and being sure of yourself.
 - Confidently state expectations.
- Making sure that communication is effective.
 - When the DCW speaks, repeat back what was heard and ask the DCW to do the same when you speak. This confirms understanding.

Managing Conflict

As the CLE, you are the leader in creating a positive work environment. Communicating effectively can help avoid conflict but if conflicts do arise, it is your responsibility to find a solution.

When resolving conflict, it helps to use a step-by-step process.

- Identify the problem. State the conflict by formally writing it down. You may feel there is a problem, but the DCW may not realize it. Make sure to express what expectations are not being met.
- Define the problem. Explain the problem without blaming the DCW or criticizing them. Ask open-ended questions to understand how everyone involved views the problem. Getting a clearer picture helps solve the problem more quickly.

- Brainstorm and review solutions. Everyone involved should suggest solutions. Make sure the solutions do not focus on individual personalities. Review all positives and negatives of each solution.
- Choose a solution and action steps. Decide on the solution that will best solve the problem. Once a solution is picked, decide who will take each action step needed to resolve the problem. This will hold you and the DCW accountable.
- Implement and check the solution. Set a date in the future to discuss whether the solution is working and decide if a different solution is needed.

Even if there is no agreement on a solution, it is illegal to threaten or withhold payment of wages. If the issue or conflict continues, it may be necessary to terminate employment with the DCW.

Terminating (Firing) DCWs

A DCW may choose to end their employment with you (quit the job), or you may choose to terminate a DCW. If a DCW chooses to end their employment, ask them to give enough time to find another DCW. A two-week notice is best.

Terminating a DCW is never easy, but it may be necessary if the DCW's work does not meet expectations. Remember, you are the employer.

You should never use termination as a threat. See the [Managing Conflict](#) section for the steps you should take to address any conflicts that arise. If there is still no improvement after following the steps in this section, think about whether the DCW should continue working. These steps should have prepared the DCW, so termination is not a surprise.

When terminating a DCW, it is best to:

- Have a backup DCW or new DCW ready to start work.
- Notify Tempus and the Service Coordinator.
- Have another person present when terminating the DCW.
- State the reasons for termination clearly. Identify the behavior that is not acceptable.
- Don't argue with the DCW; if they argue, ask them to leave immediately.

All time worked up to and including the day of termination must be approved.

In some cases, employment should be terminated immediately. Some examples of DCW behavior that require immediate termination are:

- Stolen from you or the Participant
- Abused you or the Participant in any way (physically, mentally, verbally, etc.)
- Threatened to harm you or the Participant
- Broken confidentiality (shared your or the Participant's private information with others)

Any actions that are against the law should be reported to the police immediately.

If you decide to terminate a DCW, you should complete the “DCW Termination Form” found on the Tempus website at <https://pa.tempusunlimited.org/forms/>. Complete the entire form, including reason for termination. Submit the form to Tempus immediately upon termination. The form can be faxed or emailed to Tempus. If the DCW requests unemployment benefits, the Pennsylvania Unemployment Office will decide if they are eligible based on information provided on the DCW Termination Form.

Workers’ Compensation and Providing a Safe Working Environment

Workers’ compensation is insurance that provides wage replacement to employees who get hurt or sick because of their job. DCWs are covered by workers’ compensation insurance through Tempus.

You are responsible for keeping a safe and healthy work environment. You and the DCW should always follow correct practices and procedures to avoid injury and illness.

If the DCW gets hurt or sick because of their job, they must report this to you. Then they should contact BABB, the administrator for workers’ compensation claims, right away to file a workers’ compensation claim. Contact BABB by phone at 800-892-1015 (TTY 711).

Confidentiality

You and the DCW must keep all information about the Participant confidential. It is against the law and a violation of the Health Information Privacy and Accountability Act (HIPAA) to share any health information about the Participant without the Participant’s permission.

Medicaid Fraud

The PAS that the Participant receives are funded by the state and federal government’s Medicaid program. It is very important that Medicaid funds are used correctly. Intentional misuse of Medicaid funds is called fraud. It is against the law and must be reported to Tempus immediately. You may also report it to the Medicaid Fraud Tip Hotline at 1-844-DHS-TIPS (1-844-347-8477) (TTY: 1-866-379-8477).

Examples of CLE or DCW Medicaid fraud are:

- Entering time via EVV or IVR when the DCW did not actually work
- Entering time via EVV or IVR for tasks that were not approved on the Participant’s PCSP
- Accepting pay for time that the DCW did not work
- Forging your or the DCW’s signature on any document.

Honest mistakes are not fraud, but they must be corrected immediately. For example, if you realize you mistakenly approved time that the DCW did not work, you should call Tempus right away at 844-983-6787 (TTY: 833-888-0133).

PAYING DCWs

Setting and Updating Pay Rates

You are responsible for setting the pay rate for the DCW. This is the amount the DCW will be paid each hour. The pay rate must be within a certain range, between the Pennsylvania minimum wage and the maximum allowable region rate (based on the county that the Participant lives in). All DCWs must be paid at least minimum wage, but you can negotiate how much the DCW is paid within the allowable range.

To determine the maximum pay rate, check the Participant Dashboard or use the “PA CHC Pay Rate Calculator” tool found on the Tempus website at <https://pa.tempusunlimited.org/pay-rate-calculator/>.

To use the tool, you will need the county the Participant lives in and the State Unemployment Insurance (SUI) rate (also known as State Unemployment Tax Act (SUTA)). The SUI/SUTA rate can be found on the Participant Dashboard. Note that the maximum DCW pay rate will change if the SUI/SUTA rates or Workers’ Compensation Insurance rates change. Be sure to check the Participant Dashboard for the current SUI/SUTA rate.

After determining the maximum pay rate and deciding how much to pay the DCW, you need to submit a “DCW Rate Change Form” found on the Tempus website at <https://pa.tempusunlimited.org/forms/>. The same form is used to change a DCW’s pay rate at any time. The new pay rate will take effect on the first day of the next pay period.

To see a DCW’s current pay rate, go to the Participant Dashboard. Click on “View budget rate records” in the Budgets section. All DCWs and their pay rates are listed.

For more information about the Participant Dashboard, including how to set it up and log in, review the “Participant Dashboard User’s Guide” found on the Tempus website at: <https://pa.tempusunlimited.org/resources/>.

Submitting Time

You are responsible for knowing the process for submitting and approving time.

- The DCW clocks in and out using the Evvie mobile app or the Participant’s landline phone.
- No later than the day after the end of each pay period, you review the time submitted for accuracy and “approval lock” the shift.
- Tempus processes the payroll, takes out any applicable taxes and deductions, and files them with the IRS.

You are responsible for staying within the authorized hours noted in the Participant’s PCSP. If the weekly authorized hours are exceeded, there is a risk of running out of hours before the end of the authorization period.

Electronic Visit Verification (EVV) Compliance

According to the 21st Century Cures Act, services provided in programs like the Community HealthChoices Participant-Directed PAS must be electronically verified. This is called Electronic Visit Verification or EVV. For a shift to be EVV compliant, it must include 6 points of information and be electronically verified. The 6 points are:

1. Type of service (service code)
2. Individual receiving services (Participant)
3. Individual providing services (DCW)
4. Date of service
5. Time of service
6. Location of the service

Starting January 1, 2025, the Pennsylvania Department of Human Services (DHS) requires all DCWs to be EVV compliant for at least 85% of their shifts.

DCW shifts **are compliant** when time worked is submitted in these two ways:

- Clock in/out at the beginning and end of their shift through the Evvie mobile app from a smart phone or tablet, or
- Clock in/out at the beginning and end of their shift by using the Participant's landline phone.

DCW shifts **are not compliant** when time worked is submitted in these two ways:

- Create a manual shift or edit a shift in the Evvie portal.
 - There are limited reasons that manually entered or edited shifts may be necessary, such as if the DCW forgets to clock in/out, the Participant's landline phone is not working, the DCW was unable to connect to the internet, or there was a data entry error. These manually entered or edited shifts should not be used as a common practice but only on an as needed basis. Manually entered or edited shifts will be reviewed as needed.
- Clock in/out at the beginning and end of their shift by using a phone that is not the Participant's landline phone (if using IVR).

You are responsible for making sure the DCWs are EVV compliant.

For more information about EVV, DCWs can use the resources below:

- Join an EVV online training session. Go to <https://pa.tempusunlimited.org/evv-online-training-schedule-english-asl/>
- Review training materials. Go to <https://pa.tempusunlimited.org/resources/>
- Contact Tempus's EVV Team at 844-983-6787 (TTY 833-888-0133) with any questions.

Approving Time

You must review and approve the DCW's time worked before Tempus can pay the DCW. There are two ways to review and approve time worked:

- Online through the Evvie portal. If you did not set up your account when you enrolled with Tempus, please call Tempus's EVV Support Team at 1-844-983-6787 (TTY 833-888-0133) for help.
- By phone through IVR.

For more information about reviewing and approving time worked, go to

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

Payroll Schedule

Once you have enrolled with Tempus, you will receive a payroll schedule. There are two payroll schedules – Payroll Schedule A and Payroll Schedule B. The enrollment specialist will notify you of the schedule you will use. You and the DCW(s) should follow the schedule when submitting and approving time.

Here is an example of the Payroll Schedule:



PA CHC Program

2025 PAYROLL SCHEDULE A

1

2

3

4

PAY PERIOD BEGIN DATE		PAY PERIOD END DATE	CLE APPROVE LOCK ALL TIME WORKED BY NOON ON	CHECKS AND DIRECT DEPOSITS DATED FOR
SUNDAY		SATURDAY	MONDAY	FRIDAY
12/29/2024	-	1/11/2025	1/13/2025	1/17/2025

- Columns 1 and 2 are the Begin and End Dates of the Pay Period.
- Column 3 is the date that all time submissions, adjustments, and approvals must be made so the DCW can be paid on the Check Date.
- Column 4 is the check date for hours worked that were submitted timely and accurately for the pay period.

Options for Payment

DCWs can receive their pay in three different ways. Tempus offers direct deposit into a checking or savings account, debit card (US Bank Focus card) or paper check.

- **Direct Deposit into Checking or Savings.** To receive pay by direct deposit or to change the account the direct deposit goes into, the DCW must complete a “Pennsylvania Direct Deposit Application Form” and return it to Tempus. For direct deposit into a checking account, a voided check or copy of a check from the existing account must be included with the form. For direct deposit into a savings account, a bank letter indicating the DCW’s name, routing number, and account number (cannot be handwritten) must be included with the form.
- **Debit Card (US Bank Focus card).** To receive pay onto a U.S. Bank Focus Card, the DCW must complete the “U.S. Bank Focus Card Enrollment Form”
- **Paper Check.** If the DCW does not select direct deposit or debit card, they will receive pay by paper check.

DCWs, who choose to receive their pay through direct deposit or the Focus Card, can opt out of receiving their pay stubs in the mail by completing the “DCW Opt Out Pay Stub Request Form.”

You and the DCW(s) can access electronic copies of the DCW’s pay stub by signing into the Employee Self Service (ESS) Portal. For more information on the ESS Portal, go to <https://pa.tempusunlimited.org/ess-portal/>.

Tax Information

All DCWs who receive pay within the year will receive a W-2 from Tempus. W-2s will be sent out no later than January 31st of each year following the year DCWs worked. You and the DCWs can access electronic copies of the DCW’s W-2s by signing into the ESS Portal.

Difficulty of Care Tax Exclusion (DOC). Certain payments received by a DCW living with the Participant and providing Medicaid services to the Participant are considered DOC payments. DOC payments can be excluded from federal income tax. If the DCW is eligible, Tempus will not report the payments as income and will not withhold federal income taxes. The DCW can complete the “Difficulty of Care Federal Income Tax Exclusion Form” found on the Tempus website at: <https://pa.tempusunlimited.org/forms/>. If you or the DCW would like more information about the Difficulty of Care Tax Exclusion, go to <https://www.irs.gov/individuals/certain-medicaid-waiver-payments-may-be-excludable-from-income>. If the DCW used the DOC exclusion, they should refer to Box 12 of their W-2 for tax reporting purposes.

FICA Exemptions. At the time of enrollment, the DCW completes the Relationship Questionnaire on the “DCW Information and Acknowledgment” form. This determines if the DCW is eligible for FICA exemptions. FICA is a U.S. federal payroll tax.

The DCW may be exempt from paying FICA (Social Security and Medicare) from their checks if:

- the DCW is the parent of the CLE
- the DCW is the spouse of the CLE when the CLE is not the Participant (Reminder: the DCW cannot be the spouse of the Participant)

See Publication 926 for more information. <https://www.irs.gov/forms-pubs/about-publication-926>

Overtime and Fair Labor Standards Act (FLSA) Live-In Exemption

The United States Department of Labor (US DOL) and the Fair Labor Standards Act (FLSA) require household employers to pay overtime at time and a half for all time worked over 40 hours in a work week unless the DCW meets the criteria for the Live-In Exemption.

The work week is 12:00am Sunday morning to 11:59pm on Saturday night.

The FLSA Live-In Exemption states that a DCW who resides on the employer's premises either permanently or for extended periods of time is exempt from overtime premium pay. If this exemption applies to the DCW, they must take it. This means the DCW will be paid at their regular wage for all hours worked, even if they work more than 40 hours. DCWs must complete the "Fair Labor Standards Act Live-In Exemption" section of the "New DCW Information and Acknowledgment" form during enrollment. If there is a change in live-in status, it is the DCW's responsibility to notify Tempus by completing the "FLSA Live-In Exemption Form."

MANAGING THE PARTICIPANT'S AUTHORIZATION

You are responsible for making sure the time worked by the DCW stays within the Participant's authorized hours. If there are hours left at the end of an authorization period, they do not roll over to the next period.

Monitoring the Authorized Hours

The Participant Dashboard provides information on the authorization including:

- Start and end date of the authorization period,
- How many hours are authorized for the date span (amount),
- How many hours have been used as of the last processed pay period (usage),
- How many hours are remaining as of the last processed pay period (balance),
- An expected weekly breakdown to help stay within the authorized hours.

Review the Participant Dashboard often to ensure you are staying within the authorized hours.

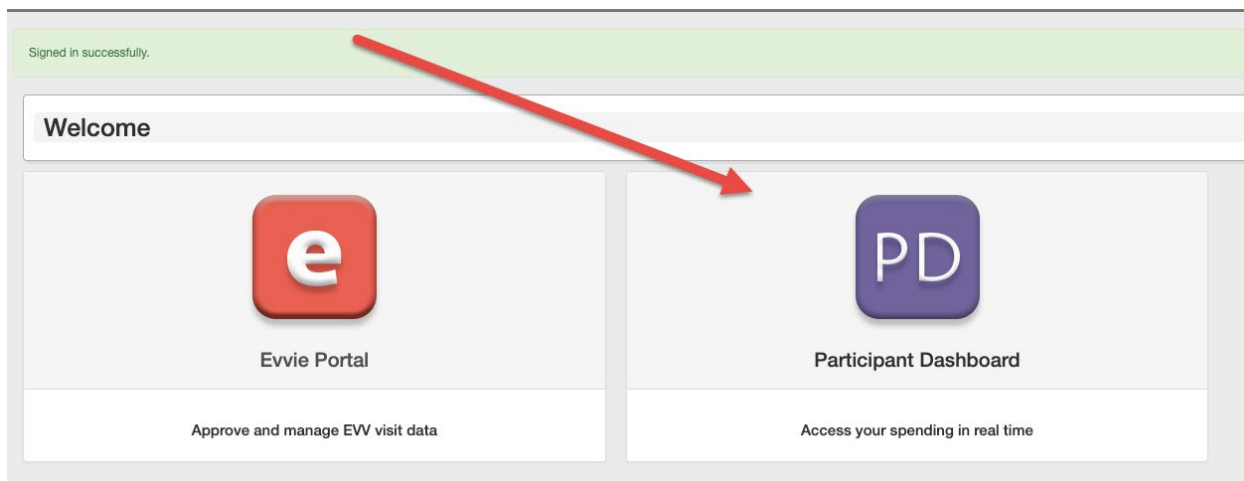
Overutilization Action Plan (OAP) Letter

Some MCOs use the Overutilization Action Plan (OAP) letter. If your usage is greater than what is expected weekly for more than one pay period, you will receive an OAP letter. You will continue to receive the OAP letter every pay period until your usage is back on track. This letter informs you that you might run out of hours before the authorization period is over.

You may also receive a phone call from Tempus to offer support in getting back on track with the authorized hours.

PARTICIPANT DASHBOARD

The Participant Dashboard is a tool that you and Participants can use to see information about enrollment, authorizations, pay rates, and payments made. You can access the Participant Dashboard by logging into your FMS One account at: https://fms-one.bluebedrock.com/users/sign_in and choosing PD.



You can find more details about the Participant Dashboard, including how to set it up and log in, by reviewing the “Participant Dashboard User’s Guide” on the Tempus website at: <https://pa.tempusunlimited.org/resources/>

Here is what you will find on the Participant Dashboard.

Participant Section

The Participant section provides the Participant name and “C#.”

Enrollments Section

The Enrollments section gives a snapshot of the Participant’s current enrollment information and the name and contact details of the current Service Coordinator.

Employers Section

The Employers section provides your information including name, contact details, and SUI/SUTA information. The SUI/SUTA tax rate is important for using the Pay Rate Calculator tool to find out the maximum pay rate you can pay the DCW. See [Setting and Updating Pay Rates](#)

The maximum pay rate you can pay your DCW(s) is shown in this section. This maximum pay rate is specific to you and your DCWs.

SUTA tax rate: [REDACTED]
SUTA tax start date: 01/01/2025
SUTA tax end date: N/A
PAS Max Rate: \$12.82
Respite Max Rate: \$11.40

Employees Section

The Employees section shows a list of your DCWs, including their name, "E#," phone number, email address, status and Good to Go Date.

You can check here for updated enrollment information for new DCWs at any time. If the status shows "Active," the DCW's enrollment is complete. If the status shows "Pending," there are items still needed to complete the enrollment. To see what is still needed, click on the word "Pending." A separate box listing the items still needed will open.

Example:

Employees updated 1s ago

Name: [REDACTED]
Internal Number: [REDACTED]
Phone: [REDACTED]
Email: [REDACTED]
Status: Pending
Start date: 12/24/2024
End date: N/A

- Employee must be active
 - [REDACTED]
 - Requires External ID
 - Requires UID Received Date

The DCW's Good to Go date is listed in this section as well.

Employees updated 0s ago

Name: [REDACTED]
Internal Number: [REDACTED]
Phone: Not found
Email: [REDACTED]
Status: Active
Start date: 06/01/2025
End date: 08/01/2025
Good to Go Date: 06/01/2025

External Resources Section

The External Resources section provides links to helpful resources outside of the Participant Dashboard, such as the Tempus website.

Budgets Section

The Budgets section gives information about authorizations and pay rates.

Click “View budget line items” to see a list of the authorizations showing how many hours the Participant has been approved for a date span.

Authorizations are listed by date with the newest at the top. You will see the following fields:

- **Service Code.** This is the service that is available to the Participant.
- **Identifier.** This is a number the MCO assigned to the authorization.
- **Start Date and End Date.** This is the date span of the authorization.
- **Amount.** This is the total number of hours authorized for the date span.
- **Usage.** This is the total number of hours that have been used as of the last processed pay period.
- **Balance.** This is the number of hours remaining as of the last processed pay period.
- **Expected Weekly Usage.** This is the number of hours expected to be used per week based on the Participant's authorized hours in their PCSP.
- **Average Weekly Usage.** This is the average number of hours used per week since the beginning of the authorization.
- **Expected Run Out Date.** This is the date all hours in the authorization will be used if you continue using hours at the average weekly rate. If there is underutilization, this date will default to the end date of the authorization.

SERVICE CODE	IDENTIFIER	START DATE	END DATE	AMOUNT	USAGE	BALANCE	EXPECTED WEEKLY USAGE	AVERAGE WEEKLY USAGE	EXPECTED RUN OUT DATE
Service: Personal Assistance Services Service: Personal Assistance Services OT		03/01/2025	05/31/2025	735.75	400.25	335.50	55.98	30.45	05/31/2025

Pay Rates

To view the DCW pay rate information, click on “View budget rate records.” A list of the DCWs will display along with the following information:

- **Service.** This is the service the pay rate is for.
- **Rate.** This is the gross pay rate of the DCW.
- **Start Date.** This is the date that the pay rate started.
 - For newly enrolled DCWs, this is the “Good to Go” date.
- **End Date.** This is the date the pay rate ended.
 - If End Date is N/A, the rate shown is what the DCW is currently being paid.
 - If you have changed the DCW's pay rate at any time, past pay rates will be listed with their date range.

- If you want to change a DCW's pay rate, see [Setting and Updating Pay Rates](#).

SERVICE	RATE	START DATE	END DATE
Personal Assistance Services	\$12.00	10/01/2022	05/31/2024
Personal Assistance Services	\$12.50	06/01/2024	N/A

Timesheets Section

The Timesheets section shows information on the DCW's submitted (approval locked) timesheets. Submitted timesheets for each DCW by pay period are listed. For detailed information, click on "View timesheet line items." The following information will be shown:

- **Service.** This is the service the DCW performed.
- **From and To.** This is the date and time the DCW clocked in and out of their shift.
- **Rate.** This is the pay rate for the DCW.
- **Hours.** This is the number of hours submitted by the DCW.
- **Amount.** This is the rate multiplied by the number of hours.

If the DCW was paid for overtime, you will see OT in the Service line. Overtime pay is time and a half of the regular hourly rate. The hours worked are shown in the regular service line, and the additional overtime pay is shown in the OT line. The total is all hours worked, including overtime hours.

SERVICE	FROM	TO	RATE	HOURS	AMOUNT
Personal Assistance Services	11/26/2024 at 03:24PM	11/26/2024 at 07:35PM	14.56	4.25	61.88
Personal Assistance Services OT	11/26/2024 at 03:24PM	11/26/2024 at 07:35PM	7.28	4.25	30.94
Personal Assistance Services	11/26/2024 at 08:11PM	11/27/2024 at 12:00AM	14.56	3.75	54.60
Personal Assistance Services OT	11/26/2024 at 08:11PM	11/27/2024 at 12:00AM	7.28	3.75	27.30
Personal Assistance Services	11/27/2024 at 09:31AM	11/27/2024 at 01:12PM	14.56	3.75	54.60
Personal Assistance Services OT	11/27/2024 at 09:31AM	11/27/2024 at 01:12PM	7.28	3.75	27.30
Personal Assistance Services	11/30/2024 at 12:00AM	11/30/2024 at 04:10AM	14.56	4.25	61.88
Personal Assistance Services OT	11/30/2024 at 12:00AM	11/30/2024 at 04:10AM	7.28	4.25	30.94
TOTAL					16.00

Reports Section

This section does not have information and can be ignored.

Letters Section

If you have been sent an OAP (Overutilization Action Plan) letter for overutilization, a copy of the letter is provided here.

Help

Click Help for Tempus contact information.

The main page shows the most recent information. If you want to see past information, you can click on the menu tabs at the top of the page.

ADDITIONAL INFORMATION

Updating CLE/DCW Information

If your name, address, phone, or email changes, you must submit a “Participant/Common Law Employer (CLE) Information Change Form” to Tempus.

If the DCW’s name, address, phone, or email changes, the DCW must submit a “Direct Care Worker (DCW) Information Change Form” to Tempus.

These forms can be found on Tempus’s website at <https://pa.tempusunlimited.org/forms/>

Please note:

- For all name changes, a copy of the Social Security Card with the new name must be provided along with the form.
- If the DCW moves in or out of the Participant’s home, please review [Difficulty of Care Tax Exclusion \(DOC\)](#) and [Overtime and FLSA Live-In Exemption](#).

Updating other information such as tax withholdings, exclusions, and exemptions can be completed by submitting the proper forms on the Tempus website at <https://pa.tempusunlimited.org/forms/>

Mandated (Required) Reporting

When reporting serious incidents or concerns about abuse, neglect, or exploitation of the Participant, the confidentiality rule does not apply. DCWs must report these critical incidents.

To report a critical incident, complete the “CHC MCO Critical Incident Reporting Fillable Form.” For more information about critical incident reporting, review the “CHC MCO Critical Incident Reporting” training. The form and training can be found on the Tempus website at <https://pa.tempusunlimited.org/forms/> .

Satisfaction Surveys

You will receive a satisfaction survey from Tempus within 60 days of enrollment. Tempus will also send a satisfaction survey each year. Tempus values your feedback. Please take the time to respond to the survey completely and honestly. Tempus will use this information to improve our services.

Verification of Employment (VOE)

Sometimes the DCW needs to show proof that they are employed. This is called a Verification of Employment (VOE). Examples of why a DCW would need a VOE are if they are renting an apartment or applying for a loan or public benefits. Tempus can provide a VOE. The DCW must request a VOE in writing by emailing Tempus at PAFMS@TempusUnlimited.org.

Complaints and Grievances

Tempus is committed to providing financial management services (FMS) in a professional, courteous, and timely manner. If you, the Participant, or a DCW is not satisfied with Tempus’s services, a complaint or grievance may be filed. To file a complaint or grievance, complete the “Complaint/Grievance Request Form” found on the Tempus website at <https://pa.tempusunlimited.org/forms/>.

TERMS

Authorization – The number of hours (or dollars) available for services during a specific time period. Also known as budget when using Services My Way.

Common Law Employer (CLE) – Person responsible for recruiting, hiring, firing, training, scheduling, supervising, and managing DCW(s). This could be the Participant or a representative chosen by the Participant. This person is considered the legal employer.

Designated Representative – Person designated by the Participant or CLE to perform some or all of the CLE responsibilities.

Direct Care Worker (DCW) – Person hired and managed by the CLE to provide PAS to the Participant. Also known as the employee.

Employee Self-Service (ESS) Portal – Tempus’s electronic system where the DCW and/or CLE can view pay stubs and W-2 Forms.

Electronic Visit Verification (EVV) – A system used by DCWs and CLEs to electronically submit and approve time worked. DCWs and CLEs are required by CMS (Centers for Medicare and Medicaid Services) to use EVV.

Fiscal Employer Agent (F/EA) – The entity that processes timesheets, makes payments, and manages all required employment tax withholdings for DCWs employed by Participants under a Participant-direction model. Tempus is the F/EA for CHC Participants who choose Participant-direction.

Frontline – Provider of Participant-directed DCW orientations and trainings.

Managed Care Organization (MCO) – Insurance providers responsible for the physical health care and Long-Term Services and Supports (LTSS) of Participants enrolled in the plan.

Paperworkr – Tempus’s electronic enrollment tool for completing enrollment forms for the CLE and DCW.

Participant – Person enrolled with the Community HealthChoices Managed Care Organization (CHC-MCO) to receive services.

Person-Centered Service Plan (PCSP) – A plan developed by the Service Coordinator and the Participant to detail the services the Participant needs and how they will receive those services.

Personal Assistance Services (PAS) – Services to help with activities like assistance with walking, dressing, and bathing.

Participant-Directed Services (or Self-Directed Services) – Services that allow the Participant to make decisions about some or all of their waiver services. This is done by employing DCWs and by managing an individual budget (when using Services My Way) to meet the Participant’s service needs.

Service Coordinator – Participant’s point of contact for assessments to determine what services are needed and for questions about Participant-directed PAS.

HANDBOOK UPDATES

A list of updates to this handbook is provided below in table summary. The most recent updates are listed at the top of the table.

Date of Update	Update Summary
31 July 2025	Updated Tempus website <i>Training Materials</i> website link to <i>Tempus Resources</i> website link throughout manual.
31 July 2025	Updated <i>Participant Dashboard: Employees Section</i> to include DCW Good to Go date.