



MassHealth PCA Program FI Transition Information Session

Executive Office of Health and Human Services
January 2022

CONFIDENTIAL; FOR POLICY DEVELOPMENT PURPOSES ONLY

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1. Meeting Information

2. Background

3. Facts About the FI Transition

4. FI Transition Challenges

5. Steps Being Taken by MassHealth and Tempus

6. Frequently Asked Questions (FAQs)

7. Questions and Feedback

Meeting Information (1 of 2)

- This session will include a presentation by MassHealth, followed by an opportunity for attendees to provide input. **Please hold all comments until the end of MassHealth’s presentation.**

- Please remain on mute during MassHealth’s presentation and while others are speaking.

- Attendees can provide input by either typing their comment into the chat box of Zoom or by unmuting and verbally giving their comments.
 - MassHealth asks that individuals providing comments indicate their role as a stakeholder. For example, identifying if you are a consumer, a PCA, a PCM employee, etc.
 - Feedback will be prioritized in the following order:
 1. A MassHealth representative will read any comments submitted in the chat box.
 2. A MassHealth representative will call on anyone using the “raise hand” feature.
 3. Time permitting, attendees will have the opportunity to unmute and provide feedback.

Meeting Information (2 of 2)

- MassHealth anticipates that many individuals will want to provide feedback. We ask that you be as concise as possible to ensure that all attendees who want to provide input have time to do so.

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Background (1 of 2)

- Prior to January 1, 2022, the MassHealth PCA program used three Fiscal Intermediaries:
 - Northeast Arc
 - Stavros
 - Tempus Unlimited
- A Fiscal Intermediary, or “FI,” is an agency that performs certain administrative tasks for Consumers
 - For example, FIs help with functions like processing PCA payroll, withholding state and federal taxes, and sending required information to the IRS
 - FIs do not employ PCAs – each PCA is employed by their Consumer-employer
- In 2020, MassHealth announced that on January 1, 2022, it would be moving from three FIs down to one FI

Background (2 of 2)

- To select the single FI, EOHHS went through a competitive “procurement” process
 - Various agencies submitted “bids” to become the sole FI
 - Each bid was evaluated based on comprehensiveness, appropriateness, feasibility, clarity, effectiveness, innovation, and responsiveness, and then compared with the other bids.
 - EOHHS procured a group of PCA users and stakeholders to review sections of each bid and provide feedback to EOHHS
 - EOHHS selected Tempus Unlimited, which submitted the best bid
- EOHHS has spent several months planning for the FI transition and communicating this change to Consumers, PCAs, and other stakeholders

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Facts About the FI Transition

- As of January 1, 2022, every Consumer and PCA in the MassHealth PCA program is now using Tempus FI
- For Consumers who switched from a different FI, this change did **not** affect your PCM agency or your approved PCA hours
- Consumers' Prior Authorizations have automatically been changed to reflect Tempus as the FI
- Consumers and PCAs who switched from a different FI must fill out certain paperwork and return it to Tempus; however, **Tempus will continue issuing payments to PCAs, even if they have not returned their transition paperwork.**
- Tempus accepts timesheets by mail, email, fax and e-timesheet

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FI Transition Challenges

- Since 1/1/22, Tempus FI has received roughly 6,000 calls per day
 - The high number of calls has significantly increased wait times
 - When there are too many people waiting on hold, some callers are unable to connect
- Following the transition, MassHealth identified and corrected Prior Authorization (PA) related issues and will continue to do so for any new PA-related issues
 - These issues were mostly for Consumers in SCO and One Care plans
- Consumers and PCAs have voiced other issues regarding the FI transition related to PCA payroll
- MassHealth continues to hear from Consumers and PCAs who are concerned and frustrated about the FI transition. MassHealth and Tempus have been working around the clock to address these issues, as detailed in the following slides.

MassHealth takes these concerns extremely seriously and is taking immediate steps to resolve all outstanding issues.

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Steps Being Taken by MassHealth and Tempus (1 of 3)

- Tempus will be making a one-time payment to certain PCAs who were paid before the transition but have not yet been paid in January 2022
 - MassHealth will release more information about this soon
- MassHealth will reimburse PCAs for certain overdraft and/or late fees directly related to the FI transition
 - This will be available specifically to PCAs whose paychecks were delayed because of administrative issues related to the FI transition
 - MassHealth is working with the PCA Union (1199SEIU) on the details of this plan and will release more information about this soon
- As of 1/13/22, PCAs will receive a confirmation text and email within 2 business days of submitting their timesheet. PCAs will receive another confirmation text and email by the morning after Tempus has processed their timesheet.
- Until further notice, Tempus is making multiple payments each week to get PCAs paid as quickly as possible

Steps Being Taken by MassHealth and Tempus (2 of 3)

- Timesheets faxed to Northeast Arc or Stavros are automatically being sent to Tempus. Tempus is also processing payroll submitted on old Northeast Arc and Stavros timesheets.
- Tempus is adding a “call back” feature to its phone system. This will allow callers to leave their phone number and receive a call back from Tempus (instead of waiting on hold).
- MassHealth is hiring another company to assist Tempus with their call center and reporting capabilities, to reduce call wait times and ensure timely payment to PCAs
- MassHealth will continue supporting and communicating with Consumers and PCAs, including:
 - Sending out communications to Consumers/PCAs with important updates
 - Ensuring Consumers receive skills training for timesheet-related issues
 - Holding regular public information sessions through February, as needed

Steps Being Taken by MassHealth and Tempus (3 of 3)

- MassHealth will continue to meet with PCA program stakeholders and ensure that all issues are immediately investigated and addressed.

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Frequently Asked Questions (1 of 3)

▪ How do I submit timesheets to Tempus?

- Timesheets can be sent to Tempus Unlimited by
 - **Fax:** (800) 359-2884
 - **Mail:** 600 Technology Center Dr., Stoughton, MA 02072
 - **Email:** MAFMS@tempusunlimited.org
 - **E-timesheet:** timesheets.tempusunlimited.org

▪ Should I sign up for e-timesheet?

- Consumers are **strongly** encouraged to use e-timesheet
 - E-timesheet is faster and easier than fax, and has less potential for errors.
 - E-timesheet users also get immediate confirmation that their timesheets were received.
 - To learn more about signing up for e-timesheet, please visit tempusunlimited.org/fi-transition-e-timesheet-migration

Frequently Asked Questions (2 of 3)

- **How do I confirm that Tempus received my timesheet?**
 - All PCAs and Consumers will now receive a text and/or email confirmation within 2 business days of submitting their timesheet to Tempus

- **How do I update my phone number and/or email address with Tempus?**
 - To update your phone number or email address, please visit:
<https://tempusunlimited.org/pca-form-contact/>

- **When will I get paid by Tempus?**
 - For the immediate future, Tempus will be issuing more frequent payments than the normal schedule noted below
 - The normal timeline for payment is as follows:
 - Timesheets should be submitted to Tempus by 4:00pm on the Monday following a pay period
 - Timesheets submitted on time will be paid by the following:
 - Thursday at 5:00pm (e-timesheets)
 - Friday at 5:00pm (timesheets sent by fax, mail, email, or in-person)

Frequently Asked Questions (3 of 3)

- **Am I allowed to submit “future time,” or time that my PCA hasn’t yet worked, to Tempus?**
 - No. You should never submit a timesheet that includes a shift that your PCA has not yet worked.
 - You can submit your timesheet to Tempus once your worker(s) have completed all shifts in the pay period.
- **Will I still get paid if I haven’t sent Tempus my FI transition paperwork?**
 - Yes. MassHealth has directed Tempus to pay PCAs who have not yet returned their FI paperwork.
 - Tempus will contact Consumers and PCAs who have not returned their transition paperwork at a later time.

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- MassHealth anticipates that many individuals will want to provide feedback. We ask that you be as concise as possible to ensure that all attendees who want to provide input have time to do so.

For more information about the FI transition, please visit:

<https://tempusunlimited.org/ma-transition/>