



TO: Dear PCA and/or MFP Self-Directed Waiver Program Consumer, Participant, Surrogate, PCA, or DCW

FROM: Fiscal Intermediary Department

EOHHS recently announced that they have selected Tempus Unlimited as the sole Fiscal Intermediary for the PCA and MFP Self-Directed Waiver programs, beginning on January 1, 2022. You are receiving this communication because Northeast Arc or Stavros are currently performing your FI services.

Here at Tempus, we are excited about this opportunity to work with you and provide the best experience possible in support of these important programs. We have functioned as an FI since the inception of these programs and have welcomed the growth and changes over the years.

This announcement represents another big change, and Tempus is doing everything possible to ensure a smooth transition. Beginning this summer, pre-populated forms will be provided for completion either electronically or by mail. The data for these forms is being obtained from your current FI and the number of forms required has been reduced to as few as possible. Once received by you, it is very important that the forms are completed and returned as soon as possible. Forms received late or not at all may lead to delays in payroll processing.

At this time, please do not reach out to Tempus or your current FI with questions. Documentation, FAQs and online/in person trainings will be provided in the next several months. All of these documents will be posted to our MA Transition page on our website, <https://tempusunlimited.org/ma-transition>.

Frequently Asked Questions

Q: Why is this change happening?

A: Moving to one FI rather than three FIs will simplify processes for consumers and PCAs and allow EOHHS to more easily oversee the performance and quality of fiscal intermediary services. Other benefits include:

- A single payroll system;
- A simpler process if Consumers want to transfer to a different Personal Care Management (PCM) agency because all PCMs will use the same FI;
- A simpler process for PCAs who might have to use multiple FIs today but will only need to use one FI in the future;
- A more consistent experience with FI processes and customer service; and
- Increased standards and accountability for high-quality FI customer service.



Q: I am a Consumer/Surrogate/PCA/DCW. Is there anything I have to do?

A: Not at this time. Your current FI will continue to provide services through the end of 2021. Beginning this summer, Tempus will contact you with instructions and details about forms that you will need to complete.

Q: Does this impact any other programs?

A: Yes, Tempus Unlimited will also become the single FI in Massachusetts for the SCO, One Care, CDC, VIP, and PACE Programs.

Q: Will the change to a single FI affect my PCA or MFP Self-Directed Waiver services?

A: No, this change will not affect your services through the PCA or MFP Self-Directed Waiver programs. Similarly, your Personal Care Management agency will not change as a result of the change to a single FI.

Q: Will my payroll schedule change?

A: No, you will remain on the same payroll-processing schedule that you have been utilizing in 2021.

Q: Will my authorized hours change due to this transition?

A: No, your existing PA will remain the same.