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NOTICE: EOHHS Awards Fiscal Intermediary Contract to Begin on January 1, 2022

July 2021

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

Last year, the Massachusetts Executive Office of Health and Human Services (EOHHS) announced that starting January 1, 2022, the MassHealth Personal Care Attendant (PCA) program and Moving Forward Plan (MFP) Self-Directed Waiver program would begin using a single Fiscal Intermediary (FI) rather than using three different FIs.

EOHHS has selected Tempus Unlimited as the only Fiscal Intermediary for the PCA and MFP Self-Directed Waiver programs, beginning on January 1, 2022.

The selection of Tempus Unlimited was carefully considered. EOHHS released a competitive procurement for fiscal intermediary functions in September 2020. This procurement allowed organizations to submit proposals to become the single FI. At the same time, EOHHS procured a group of Consumers, Waiver Participants, PCAs, and other stakeholders to help review certain sections of each proposal and provide comments to EOHHS. EOHHS and the group of Consumers, Waiver Participants, PCAs, and other stakeholders reviewed multiple proposals from different organizations that wanted to become the single FI. EOHHS selected Tempus Unlimited because it was the strongest proposal.

Please continue reading to learn more information about the selection of Tempus Unlimited as the single FI and what this means for you.

Please continue reading on reverse side →



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

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.

Is there anything I need to do now?

No, there is nothing you need to do right now. If you currently have fiscal intermediary services through Northeast Arc FI or Stavros FI, you will receive additional information during the Summer of 2021 about completing new forms for Tempus FI.

What happens next?

By January 1, 2022, Tempus Unlimited will provide your FI services. As noted above, if you currently use Northeast Arc FI or Stavros FI, you will receive more information during the Summer of 2021 about completing new forms for Tempus FI. If you currently use Tempus FI, you will not need to complete any additional paperwork. Please note that Tempus FI currently performs, and will continue to perform, the same core FI functions as Northeast Arc FI and Stavros FI (such as new hire packets, payroll processing, etc.).

Why is this change happening?

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.

When will I receive more information?

More information will be provided in the coming months. At this time, **please do not call your FI regarding this letter.** If you currently use Northeast Arc FI or Stavros FI, you will receive another letter in the summer of 2021. Consumers with questions about the change to a single FI can contact their PCM agency.