

## FI Transition Fact Sheet

Updated 11/1/21

- Beginning January 1, 2022, Tempus Unlimited will become the only Fiscal Intermediary (FI) serving the MassHealth Personal Care Attendant (PCA) and MFP Self-Directed Waiver programs
- **All Consumer-employers and PCAs who DO NOT CURRENTLY use Tempus Unlimited as their FI must complete and return paperwork to Tempus Unlimited before December 17, 2021**, at the very latest.
  - Note: If a consumer or PCA currently uses Tempus Unlimited as their FI, they do not need to take any action
- Tempus has already mailed pre-filled forms to all Consumers and PCAs who are affected by the transfer.
  - Any Consumer/PCA who has already received their forms must complete them and return them to Tempus Unlimited right away
  - Any Consumer/PCA who has not received the forms should contact Tempus Customer Service and/or visit the [Tempus transition website](#). Tempus will mail new pre-filled forms to any Consumer or PCA, upon request.
- Consumers and PCAs can complete their forms by:
  - Filling out the pre-filled forms they received in the mail
  - Contacting Tempus to ask for pre-filled forms to be mailed to their home
  - Filling out their forms online through the Tempus “Paperworkr” application (for more information, visit the [Tempus transition website](#), or call/email Tempus customer service)
  - Downloading blank forms from the [Tempus transition website](#) and filling them out
- Completed forms should be immediately returned to Tempus by email, mail, or fax:
  - Email: [MAFMS@tempusunlimited.org](mailto:MAFMS@tempusunlimited.org)
  - Fax: (800) 359-2884
  - Mail: 600 Technology Center Dr., Stoughton, MA 02072
- Consumers or PCAs with questions can also join an online help session, hosted by Tempus staff:
  - Help sessions are hosted three times per week:
    - Mondays from 4pm-5pm
    - Wednesdays from 9am-10am
    - Friday from 12pm-1pm
  - Help session links and information can be found by visiting the [Tempus transition website](#) and clicking “Get Help”

### Consumers or PCAs with questions should:

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

or

Contact Tempus Customer service at:

**877-479-7577** or **MAFMS@tempusunlimited.org**