

DCI Time Entry Guide

**Veteran Directed Care
(VDC) Programs**

Presented By: Acumen Fiscal Agent



Acumen Fiscal Agent

Innovation • Opportunity • Freedom

Welcome to Acumen!



OUR MISSION

Acumen Fiscal Agent facilitates freedom, choice and opportunity through innovative fiscal agent solutions.

OH & PA VDC Programs

We work with many
AAAs across the
country.



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AAA7 – Area Agency on Aging, Region 7



AOoA – Area Office on Aging NW Ohio



WR AAA – Western Reserve Area Agency on Aging



DHAD – Direction Home Aging & Disabilities Akron Canton



AAA9 - Area Agency on Aging, Region 9



DHEO – Direction Home of Eastern Ohio



AAA5 - Area Agency on Aging, Region 5



COAAA – Central Ohio Area Agency on Aging



PA PCA – Philadelphia Corporation for Aging

Meet the OH/PA Team



Paige Boxrud
Client Services Agent
WR AAA & AAA9

Melissa Miller
Client Services Agent
DHEO, AAA7, PA PCA

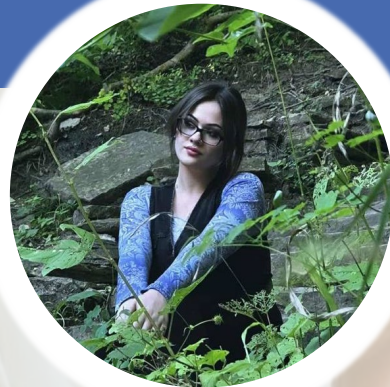


Nick Pennington
Executive Director
All Escalations &
Management

Vicente Mendoza
Client Services Agent
AOoA & DHAD



Breanna Gill
Client Services Agent
COAAA & AAA5



What is DCI?

DCI is an online platform to help manage Employee Time and Service Budget

- Better tools for both Employers & Employees
- Quick & easy time entry & payroll processing

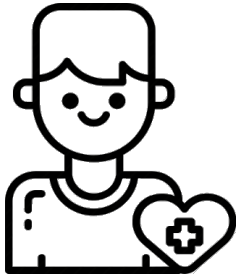
DCI also helps you keep track of the hours worked and service budget

- Our Real-Time and Historical Entry options will help you enter time with confidence and ease.



Roles & Responsibilities

Client



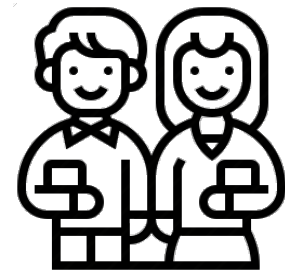
- This is the person who is receiving the care
- Sometimes referred to as participant or Veteran
- DCI profile is not logged into very often

Employer



- This is the person who manages the process
- Some Clients may be their own Employer of Record
- Logs into DCI to manage budgets and time entries
- Authorized Reps can also help complete these tasks

Employee(s)



- This is the person who provides the care
- Sometimes referred to as the attendant or aide
- Logs into DCI often to enter time & notes
- Employee PIN can be used for easier DCI login

Two Ways to Enter Time

Mobile App



- Real Time Entry
- Quick & Easy
- Best for EE's from outside of the home

Web Portal



- Historical Entries
- Manual Approval
- Best for EE's living in the home

DCI Mobile App

Mobile App Basics

- **The DCI Mobile App is meant for Real-Time Entry**
 - Clocking In/Out of each shift
- **Time Management is done in the DCI Web Portal**
 - ER/DR will review time in DCI Web Portal
- **Clocking in for services in is very quick & easy**
 - Clocking In/Out should take less than 60 seconds



Download DCI Mobile EVV

1. Download the **DCI Mobile EVV** App

2. Set App Permissions

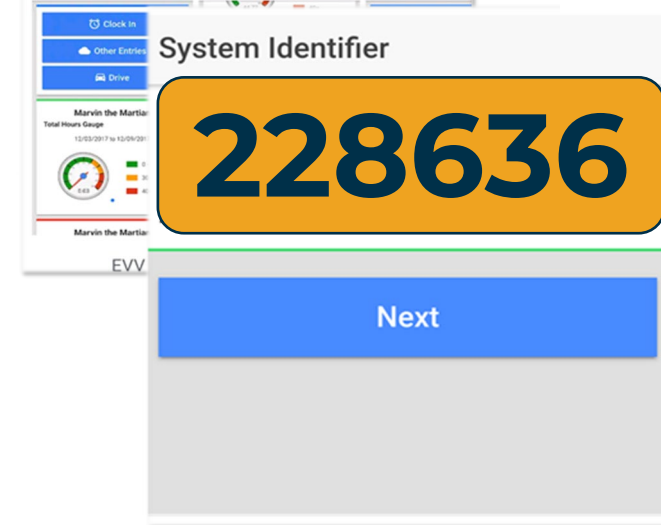
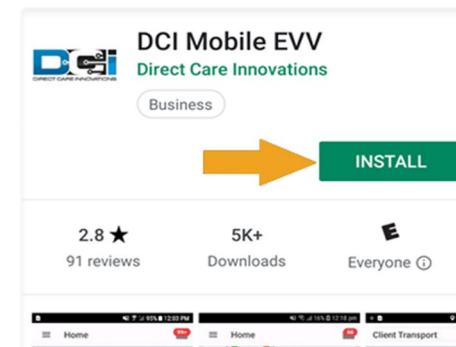
 - Location is Required

 - Media access is not necessary

3. Select Acumen as your Agent

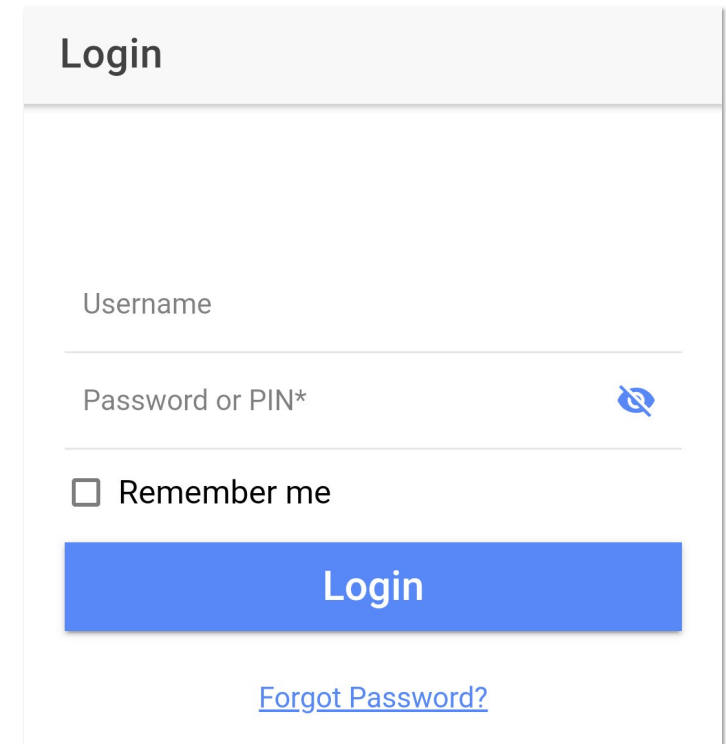
3. System ID = 228636

4. Select Next to login



Log into the DCI Mobile App

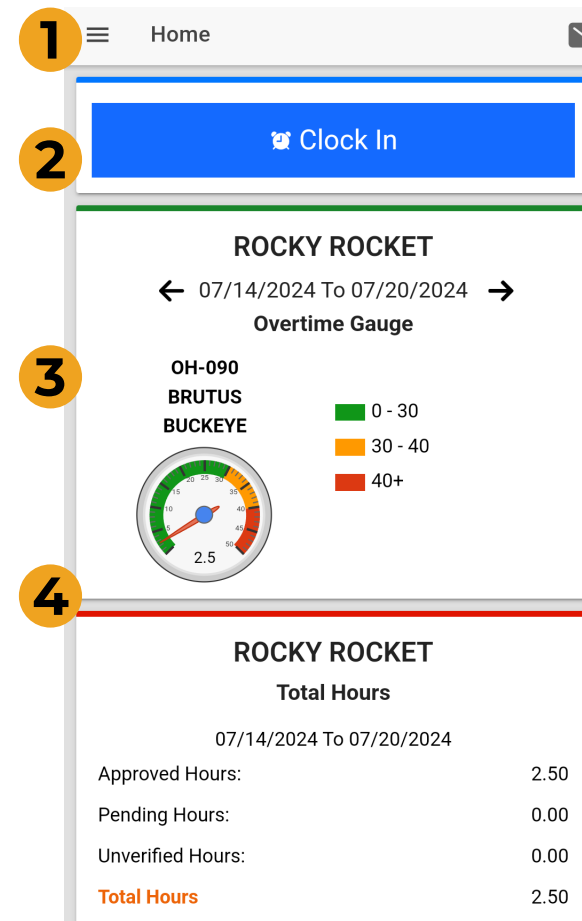
- Enter Employee credentials
 - Provided by Acumen on GTG Letter
- Select Login to access Mobile App
- Select “Remember Me” on your device
- Use Forgot Password link if necessary
 - Requires a valid email on file
- Contact Acumen with any login issues



The screenshot shows a mobile app login interface. At the top, the word "Login" is displayed in a grey header. Below this, there are two input fields: "Username" and "Password or PIN*", each with a horizontal line underneath. To the right of the password field is a blue eye icon for toggling visibility. Below the password field is a checkbox labeled "Remember me". A large blue button with the text "Login" is centered below the checkbox. At the bottom of the form, there is a blue link that says "Forgot Password?".

Mobile App Dashboard

1. Menu Button
 - Use to navigate in Mobile App
2. Clock In Button
 - Begin Clock In/Out process
 - See next slide for details
3. Overtime Gauge
 - Shows total hours this week
4. Total Hours Breakdown
 - Shows status of current entries



Clocking In/Out in the DCI Mobile App

Clock In on Mobile App

1. Tap Blue Clock In Button
2. Select Client Name
 - Auto-filled for a single client
3. Select Service Code
 - Auto-filled for a single service
4. Cost Center is always auto-filled
5. Select Continue

1

ROCKY ROCKET

← 04/09/2023 To C

Overtime G

No entry in curr

← Clock In

Client BRUTUS ...

Service Code PCS

Cost Center OH-090 B...

Continue

2

3

4

5

Confirm Clock In

1. Select Confirm Clock In

* *This will Start the time for the shift*

2. Punch Confirmation

- Clock Out page is shown with Clock In time displayed

← Clock In

Clock In Time: 03:16 PM (EST)

Confirm Clock In **1**

Client Name: BRUTUS BUCKEYE
Service Code: PCS

Clock Out

Continue to Clock Out **2**

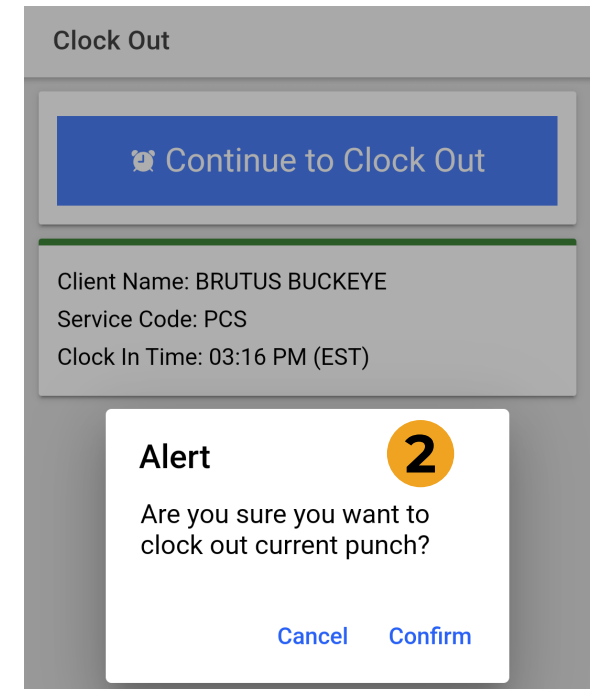
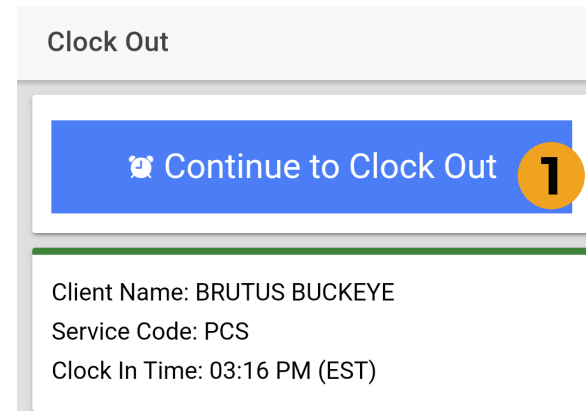
Client Name: BRUTUS BUCKEYE
Service Code: PCS
Clock In Time: 03:16 PM (EST)

Congratulations!
You are now on
the clock.

Clock Out on Mobile App

Employee logs into Mobile App

1. Select Continue to Clock Out
2. Alert will ask to confirm



Confirm Clock Out

1. Notes are Optional

- Discuss w/ ER if necessary

2. Select Confirm Clock Out

* *This will Stop the time for the shift*

3. Punch Confirmation

- Punch details are shown
- Select Home when ready

The screenshot displays the 'Clock Out' interface. At the top, it shows 'Clock Out Time: 03:34 PM (EST)'. Below this, the text '**Notes are optional**' is highlighted with a yellow circle containing the number '1'. Underneath, there is an 'Add Attachment' option with a paperclip icon, also marked with a yellow circle containing the number '2'. A large blue button labeled 'Confirm Clock Out' is positioned below the attachment option. The bottom section, titled 'Punch Information', shows 'Client Name: BRUTUS BUCKEYE' and 'Service Code: PCS'. At the very bottom, a blue button with a home icon and the text 'Home' is marked with a yellow circle containing the number '3'.

Congratulations!
Your shift is complete.

Mobile App Process Timeline

This process will start when an employee is ready to begin their scheduled shift



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1

Open mobile app & login with username & password

2

Select blue Clock In/Out button at the top of the screen

3

Select client name & Select service code (PCS)

4

Confirm Clock In/Out

5

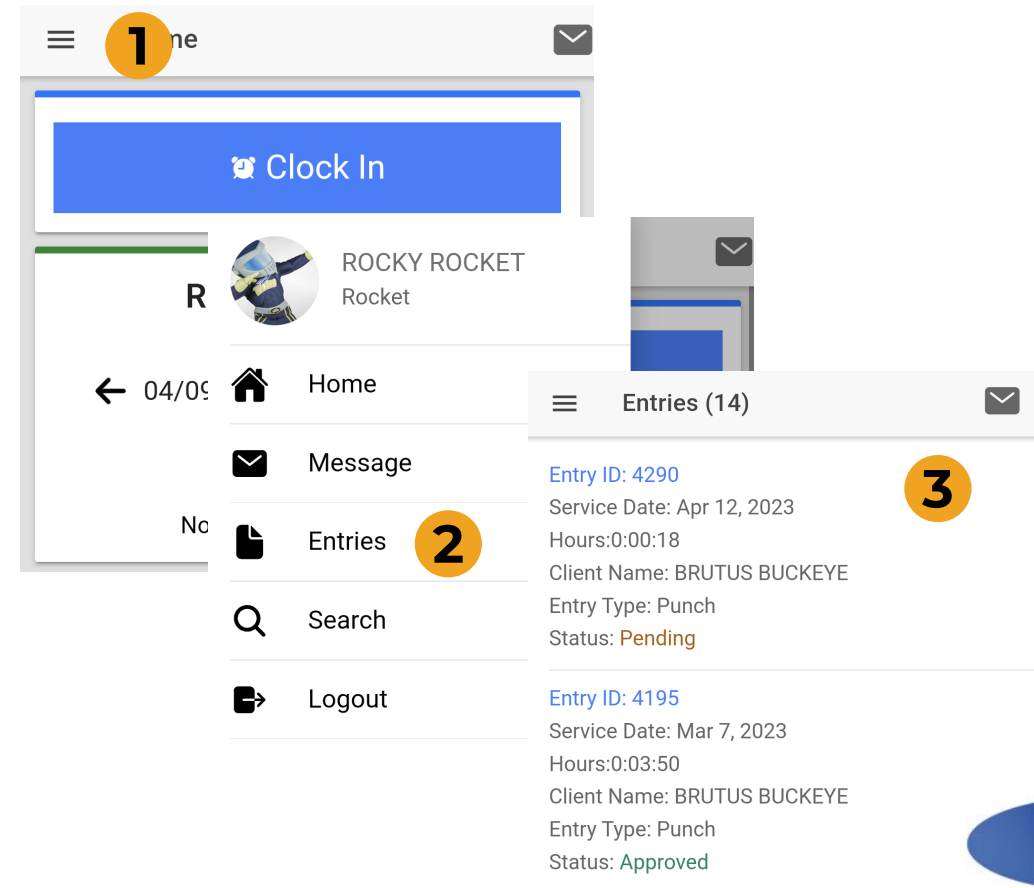
Real-Time Punch is confirmed. **User is Clocked In!**

6

To Clock Out: Repeat Steps 1, 2 & 4

Review Employee Entries

1. Select Menu on top left of screen
2. Select Entries to view list
3. View complete list of entries
 - Employees verify time is correct
 - Employer will approve time



DCI Web Portal

For Employees

Web Portal Basics

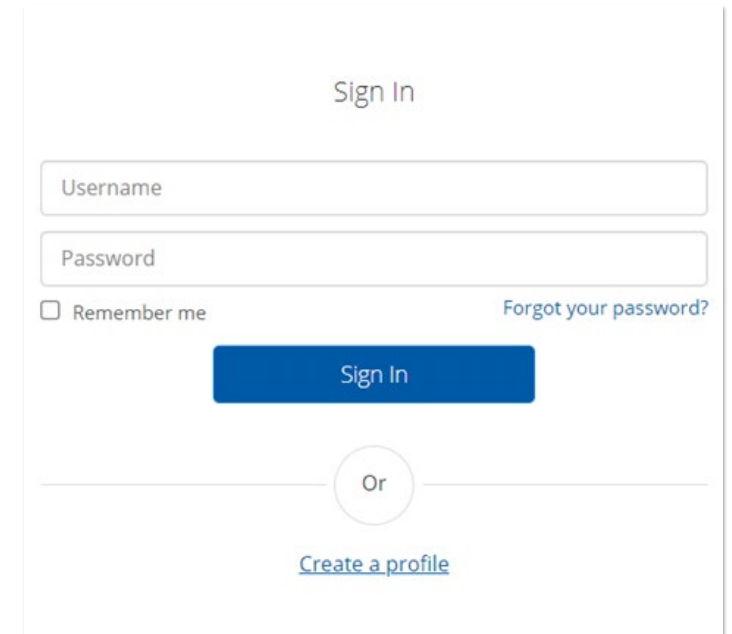
- The DCI Web Portal is accessible via the internet on multiple devices
- Desktop and laptop computers will give you access to the Full Site
- The Mobile Web Portal is optimized for smartphones & tablets
- Employees use this portal to view, enter, or edit their time as needed
- Employers use this to manage their employee's time and service budget



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- Enter Employee credentials
 - Provided by Acumen on GTG Letter
- Select Sign In to access Portal
- Select “Remember Me” on your device
- Use Forgot Password link if necessary
 - Requires a valid email on file
- Contact Acumen with any login issues

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The screenshot shows the login interface for the Acumen DCI Portal. At the top, it says "Sign In". Below this are two input fields: "Username" and "Password". Under the "Password" field, there is a checkbox labeled "Remember me" and a link that says "Forgot your password?". A blue "Sign In" button is positioned below these fields. Below the button, there is a horizontal line with a circle containing the word "Or" in the center. Below the line is a link that says "Create a profile".

Log into the DCI Portal

Employee Dashboard is the landing page

1. Entries tab to view a complete list of submitted time entries
2. Overtime Gauge & Total Hours for the current calendar week
3. Add Entry to enter a Historical time punch - See next slide

The screenshot shows the Employee Dashboard interface. At the top, there is a navigation bar with the Acumen logo and 'HOME' button. Below this is a sidebar menu with 'DASHBOARD', 'ENTRIES', 'ACCOUNTS', and 'PROFILE CERTIFICATION'. The main content area displays the user's name 'ROCKY ROCKET' and the current week '07/14/2024 To 07/20/2024'. A callout '1' points to the 'ENTRIES' tab in the sidebar. A callout '2' points to the 'Overtime Gauge' and 'Total Hours' section. A callout '3' points to the 'Add Entry' button. The Overtime Gauge shows a needle pointing to 5.5 on a scale from 0 to 60. The Total Hours section shows a table with the following data:

Total Hours	07/14/2024 To 07/20/2024
Approved:	2.50
Pending Hours:	3.00
Unverified Hours:	0.00
Total Hours:	5.50

Portal Dashboard

Once logged in

1. Review all current time entered
2. Gather all time worked since last submission
3. Select Add Entry to submit new entry

Note:

The web portal is only for historical entries

The screenshot shows the Acumen Fiscal Agent web portal dashboard. The left sidebar contains navigation options: DASHBOARD, ENTRIES (marked with a yellow circle '1'), ACCOUNTS, and PROFILE CERTIFICATION. The main content area displays the user 'ROCKY ROCKET' for the period '07/14/2024 To 07/20/2024'. It features an 'Overtime Gauge' with a legend (0 To 30, 30 To 40, 40+) and a gauge showing 5.5 hours. To the right, a 'Total Hours' summary table is shown. A blue callout box labeled 'Add Entry' (marked with a yellow circle '3') is positioned at the top, with an arrow pointing to a similar button in the top right corner of the dashboard.

Total Hours	07/14/2024 To 07/20/2024
Approved:	2.50
Pending Hours:	3.00
Unverified Hours:	0.00
Total Hours:	5.50

Add New Entry

1. Skip first 3 fields

- They are auto-filled

2. Enter Client Name

- Then select from list

3. Select Service Code

- PCS is Auto-filled

4. Select Service Date

5. Enter Start/End Time

- Must be in the past

6. Notes are optional

7. Select Save & Yes

Congratulations!
Your entry is submitted

Add New Entry

Entry Type: * Punch

Employee Name: ROCKY ROCKET

Account Type: * Hourly

Client: * BRUTUS BUCKEYE - OH1234

Service Code: * PCS

Service Date: * 07/21/2024

Check In: * 10:00 AM Check Out: * 2:00 PM

Check Out Date: 07/21/2024

Diagnostic Code: Diagnostic Code

Notes: Add Notes for Punch

Cancel Save

Complete New Entry

DCI Web Portal

For Employers

Pending Entries is the landing page for ERs

1. All entries will flow through the Pending Entries page
2. Employers are required to review entries regularly
3. Inform employees of any rejected punches to be corrected

Employer / Pending Entries

Pending Entries

1

Approve	Service Date	Start Time	End Time	Pay Rate	Amount	Client Name	Employee Name	Service Code
A R	Jul 22, 2024	09:30 AM	01:30 PM	15.00	0:04:00	BRUTUS BUCKEYE	ROCKY ROCKET	PCS
A R	Jul 21, 2024	11:00 AM	02:00 PM	15.00	0:03:00	BRUTUS BUCKEYE	ROCKY ROCKET	PCS
A R	Jul 20, 2024	09:00 AM	12:30 PM	15.00	0:03:30	BRUTUS BUCKEYE	ROCKY ROCKET	PCS
A R	Jul 18, 2024	02:30 AM	05:30 AM	15.00	0:03:00	BRUTUS BUCKEYE	ROCKY ROCKET	PCS



A = Approve
R = Reject

Pending Entries

Review employee entries each pay period

1. Employees can only get paid for Approved entries
2. Select Employees, then scroll down to select your employee
3. Review entries to ensure approval
 - Punch status on the right side

Payroll Deadlines
The 1st & 16th of
each month



Entries

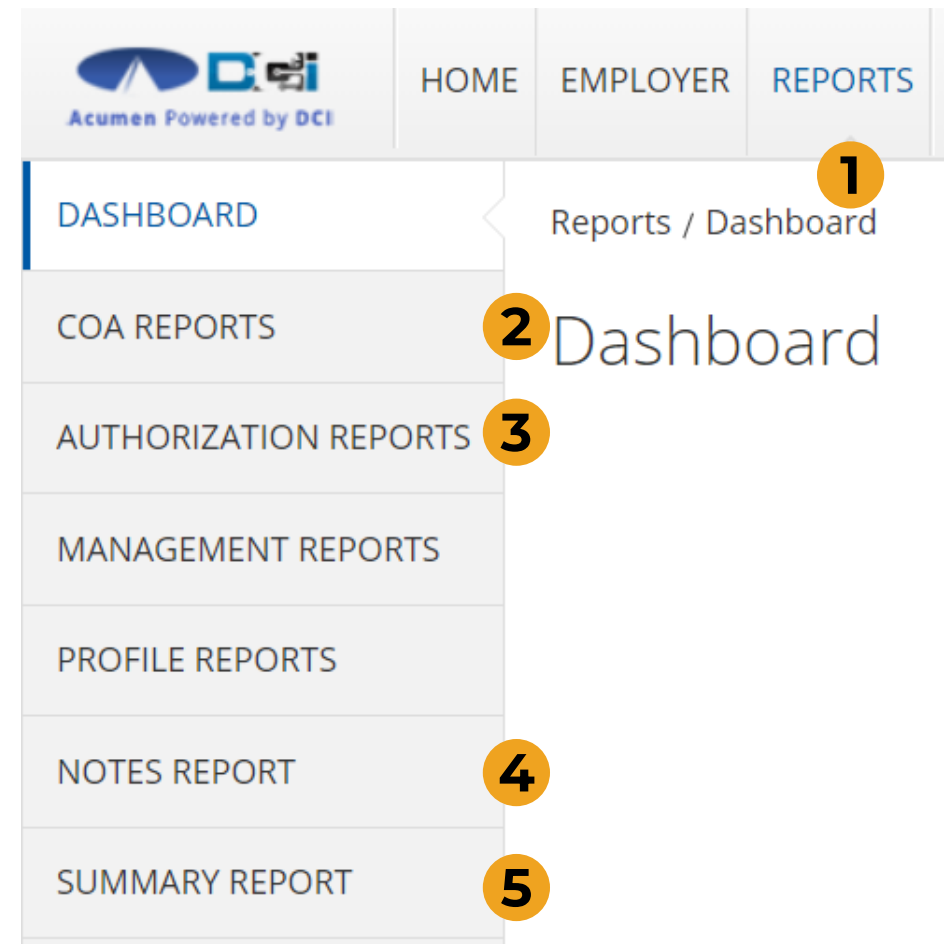
Showing 30 out of 61 records

Id	Service Date	Start Time	End Time	Client/ Program Name	Service Code	Amount	Status
5261	Jul 16, 2024	11:00 AM	01:30 PM	BRUTUS BUCKEYE	PCS	0:02:30	Approved
5260	Jul 11, 2024	11:30 AM	02:30 PM	BRUTUS BUCKEYE	PCS	0:03:00	Approved

Review Employee Entries

Reporting features are optional for employers

1. Select “Reports” Tab from **Employer Tab**
2. **COA Reports** - This will show you a full list of punches from the selected date range.
3. **Authorization Reports** - Authorization Run Rate Report will show budget usage breakdown.
4. **Note Reports** - Here you can pull any Service Notes entered on entries
5. **Summary Report** - Gives a breakdown of punches and percentages of budget remaining.



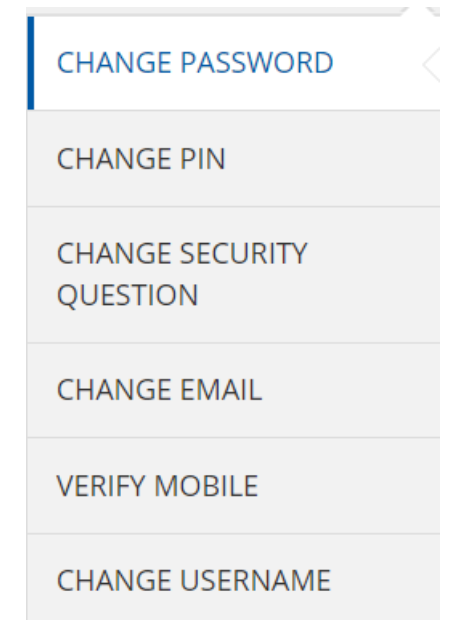
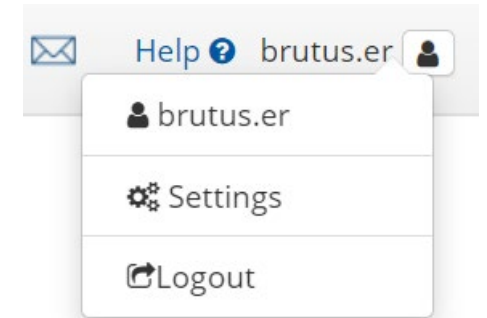
Reporting Features

Profile Settings

Change Profile Settings

Once logged in

1. Select Username > Settings
 - Located in the top right corner
2. Select profile setting to change
 - Username/Password is unique
 - Employee PIN can make the login process easier on a mobile device
 - Email address is needed for password recovery



Timesheet Basics

Timesheet Basics

Program approval is required to use paper timesheets

1. Enter Employee name & ID
2. Enter Client name & ID
3. Enter Service Date
4. Enter Start & End Time
5. Employee/Employer Signature
6. Submit via Fax or Mail

8608281069 **Area Office on Aging of Northwestern Ohio Levy Self-Directed Care Program** Return toll-free WITHOUT COVERSHEET by fax or mail **6**
 Fax: 1-866-862-6862
 Mail: 5416 Baseline RD, Suite 200
 Mesa, AZ 85206

1 Care Provider (FIRST NAME) _____ Care Provider (LAST NAME) _____ Care Provider Worker ID _____

2 Participant (FIRST NAME) _____ Participant (LAST NAME) _____ Participant ID _____

SERVICE DATE	MM/DD/YYYY	CHECK IN TIME	CHECK OUT TIME	SERVICE
3		4		P C S

5 Caregiver Provider Signature _____ Date _____
 Participant/Representative (Sign) _____ Date _____

* I certify that the time worked as shown is true and accurate during the days and hours indicated

03/06/2023

Need more help?

- Visit our [DCI Training Materials](#) for more help
 - This will give you a full list of Training Materials for DCI
- Contact your Acumen Agent for more help
 - Contact Customer Service if you don't know your assigned agent



Phone: (866) 862-6861



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THANK YOU!



Acumen Fiscal Agent



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