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.

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

OH & PA VDC Programs

We work with many AAAs across the country.

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

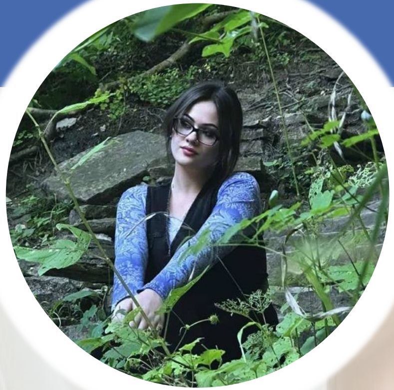
- AAA7 – Area Agency on Aging, Region 7
- AOoA – Area Office on Aging NW Ohio
- WR AAA – Western Reserve Area Agency on Aging
- DHAD – Direction Home Aging & Disabilities Akron Canton
- AAA9 - Area Agency on Aging, Region 9
- DHEO – Direction Home of Eastern Ohio
- AAA5 - Area Agency on Aging, Region 5
- COAAA – Central Ohio Area Agency on Aging
- PA PCA – Philadelphia Corporation for Aging

Meet the OH/PA Team

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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

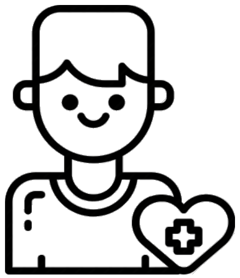
- Our Real-Time and Historical Entry options will help you enter time with confidence and ease.

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

Roles & Responsibilities

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

Client

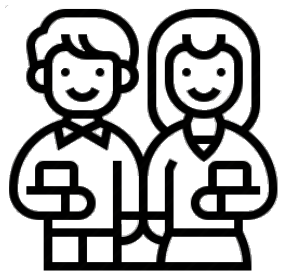


- This is the person who is receiving the care
- Sometimes referred to as participant or Veteran
- DCI profile is not logged into very often

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

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

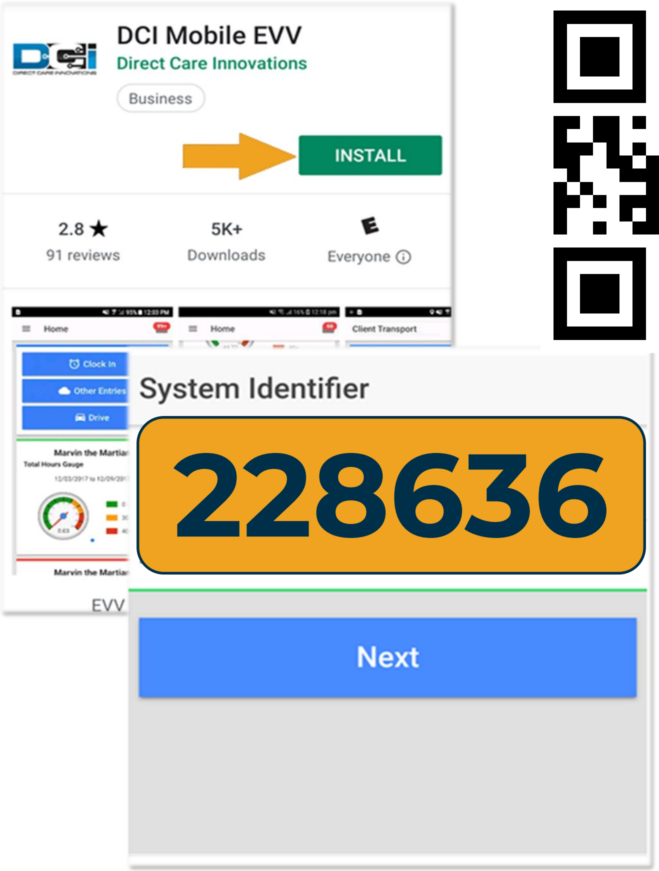
Mobile App Basics

- **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

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

Download DCI Mobile EVV

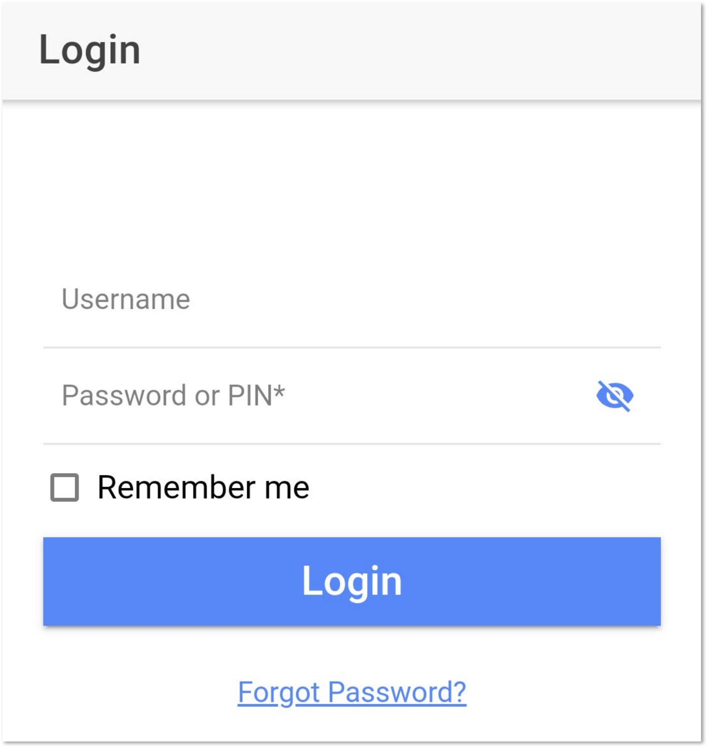
1. Download the ***DCI Mobile EVV*** App
2. Set App Permissions
   - Location is Required
   - Media access is not necessary
3. Select Acumen as your Agent
   3. System ID = 228636
4. Select Next to login



Acumen Fiscal Agent
Innovation · Opportunity · Freedom

Log into the DCI Mobile App

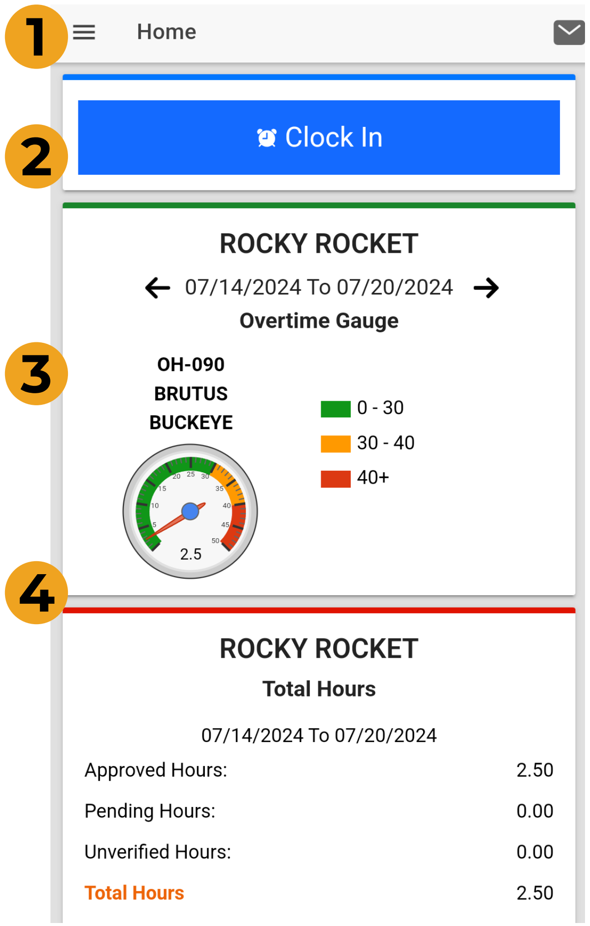
- Enter Employee credentials
  - Provided by Acumen on GTG Letter
- Select Login to access Mobile App
- Select “Remember Me” on your device
- Use Forgot Password link if necessary
  - Requires a valid email on file
- Contact Acumen with any login issues



Acumen Fiscal Agent
Innovation · Opportunity · Freedom

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



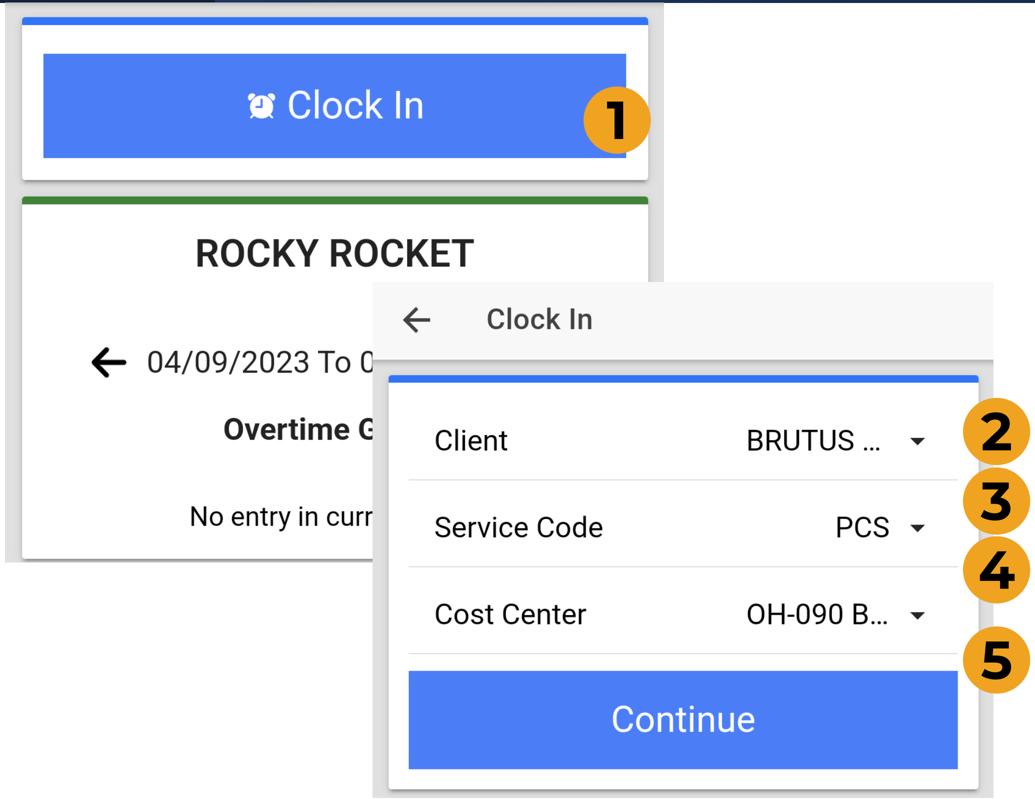
Acumen Fiscal Agent
Innovation · Opportunity · Freedom

Clocking In/Out in the DCI Mobile App

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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



Acumen Fiscal Agent
Innovation · Opportunity · Freedom

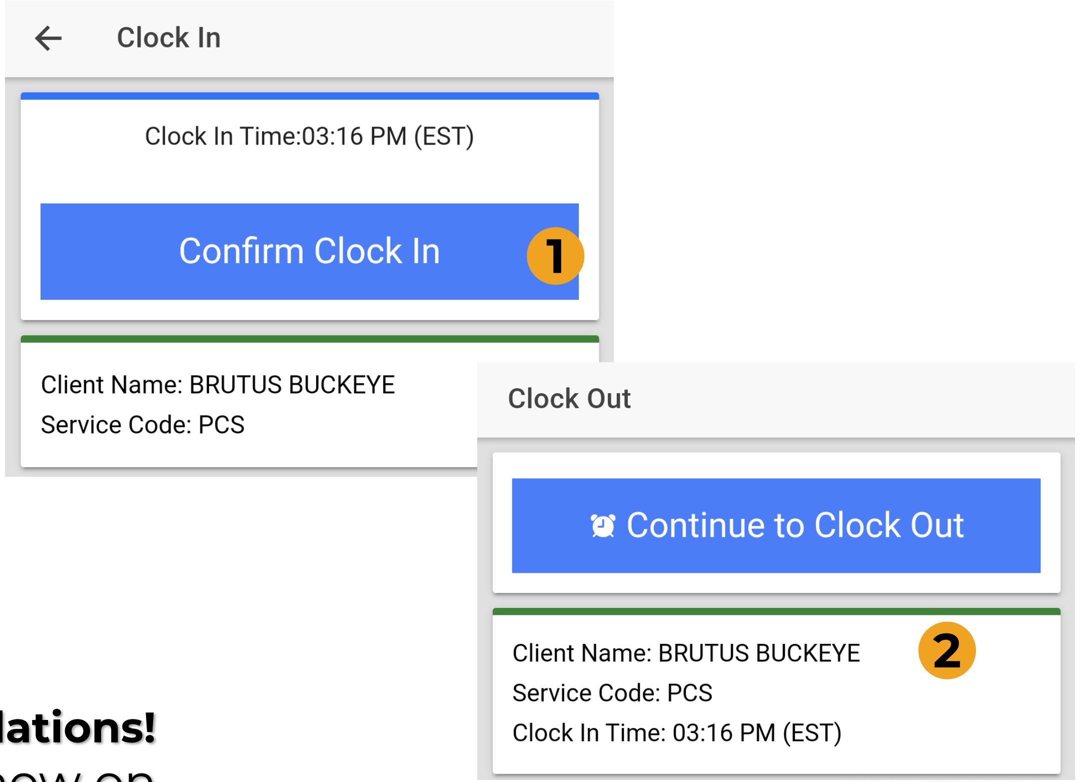
Confirm Clock In

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



Congratulations!
You are now on the clock.

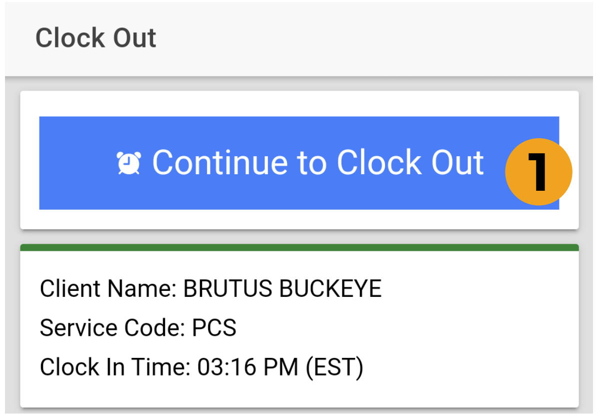
Acumen Fiscal Agent
Innovation · Opportunity · Freedom

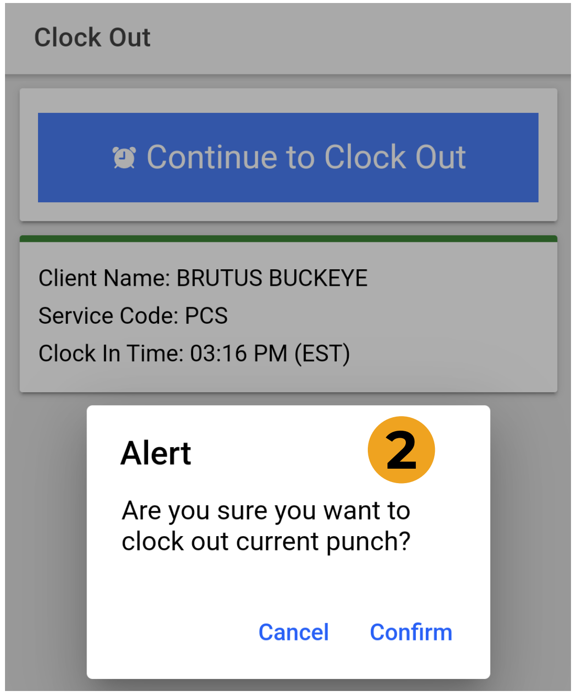
Clock Out on Mobile App

Employee logs into Mobile App

1. Select Continue to Clock Out

2. Alert will ask to cofirm

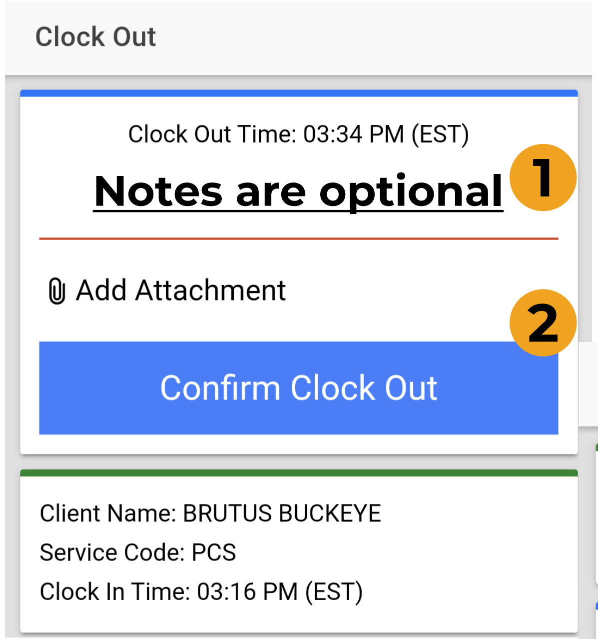


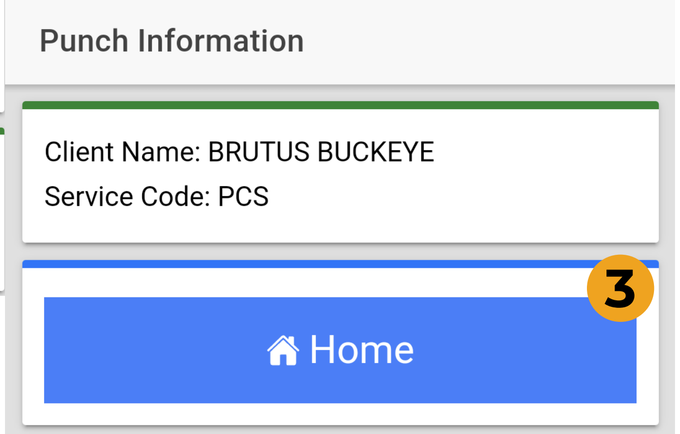


Acumen Fiscal Agent
Innovation · Opportunity · Freedom

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





Congratulations!
Your shift is complete.

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

Mobile App Process Timeline

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

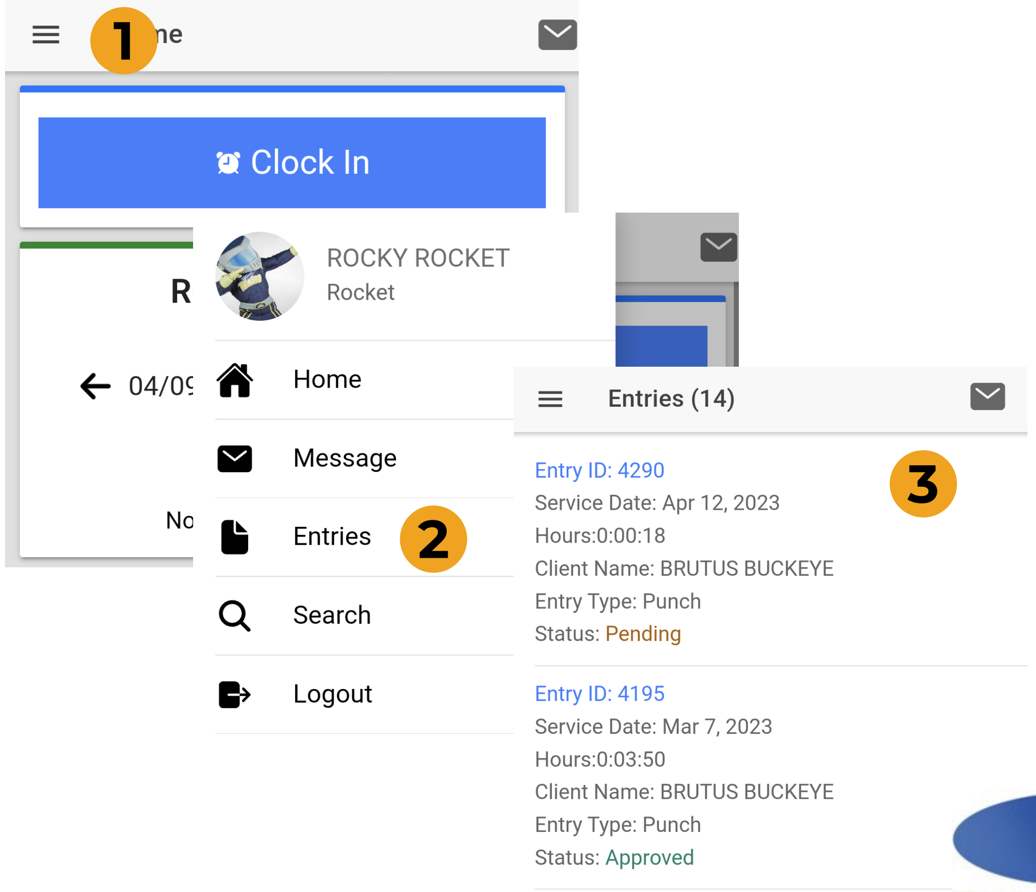
Acumen Fiscal Agent

Innovation · Opportunity · Freedom

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



Acumen Fiscal Agent
Innovation · Opportunity · Freedom

DCI Web Portal

For Employees

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

Web Portal Basics

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

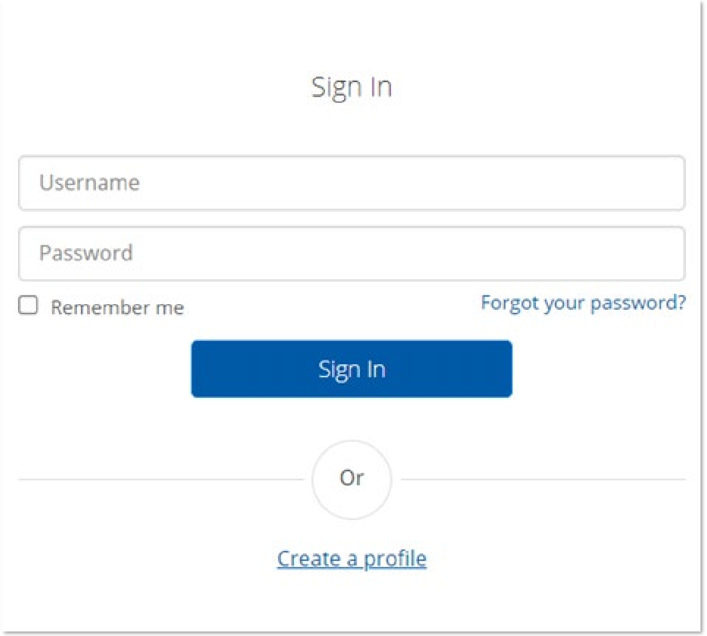
- The DCI Web Portal is accessible via the internet on multiple devices
- Desktop and laptop computers will give you access to the Full Site
- The Mobile Web Portal is optimized for smartphones & tablets
- Employees use this portal to view, enter, or edit their time as needed
- Employers use this to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

acumen.dcisoftware.com

Log into the DCI Portal

- 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

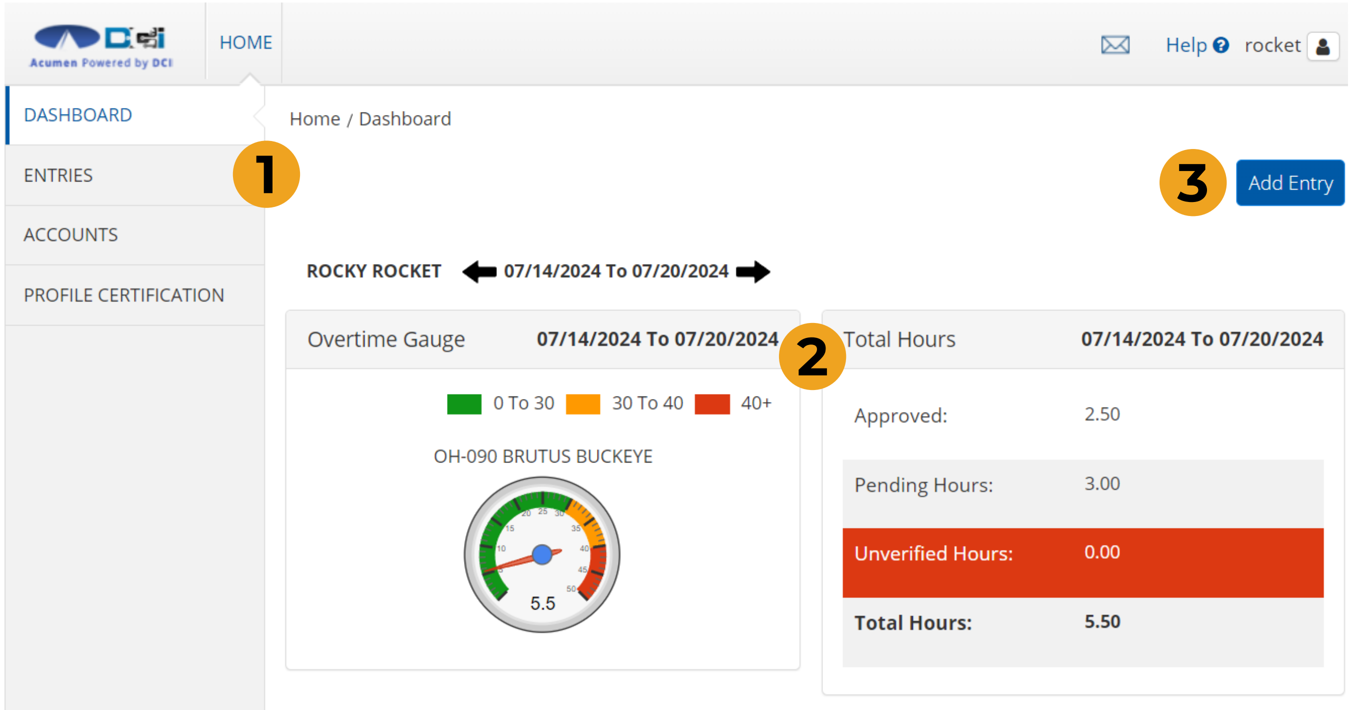
acumen.dcisoftware.com



Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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*



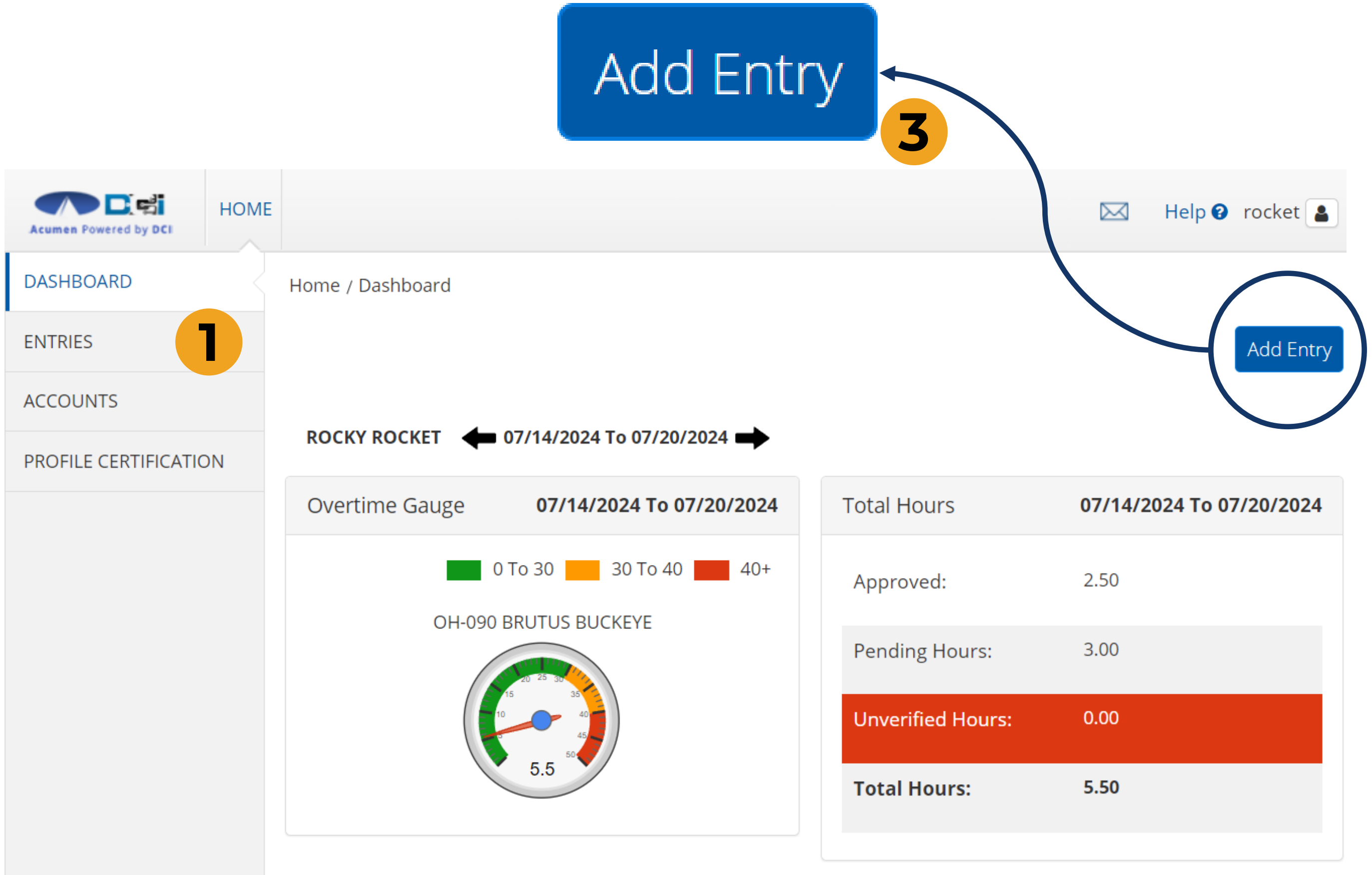
Portal Dashboard

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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



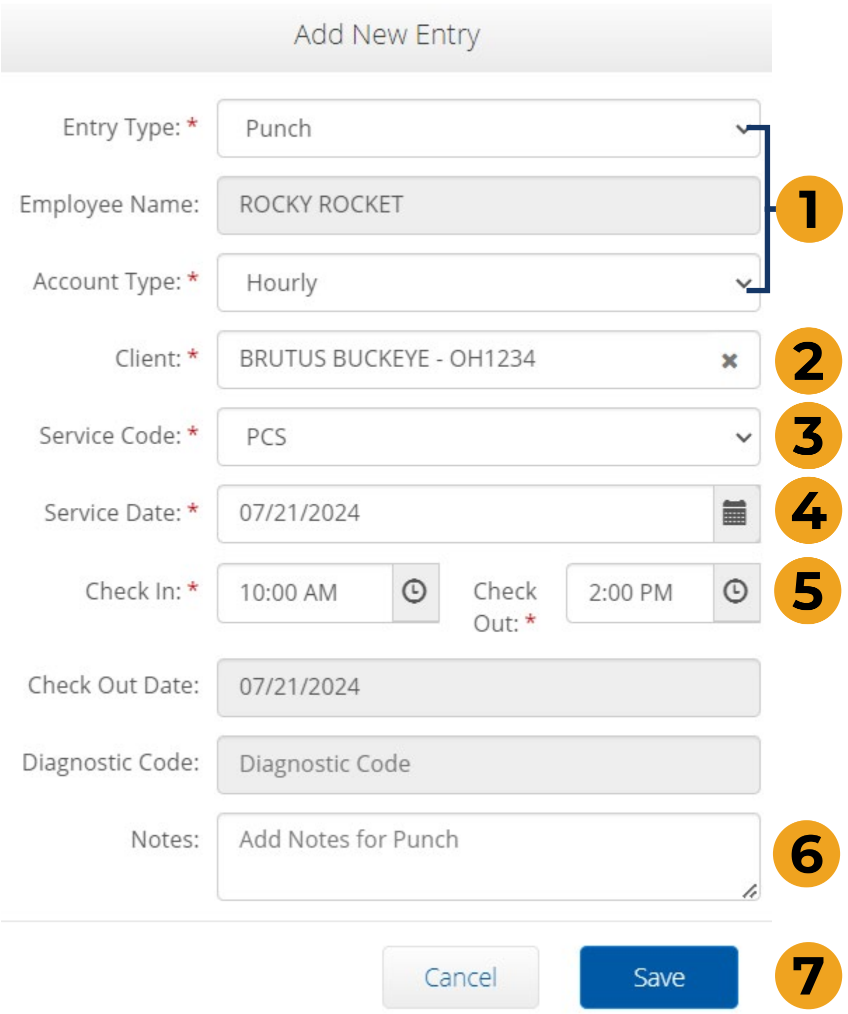
Add New Entry

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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



Complete New Entry

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

DCI Web Portal

For Employers

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

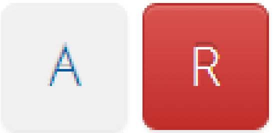
Pending Entries is the landing page for ERs

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



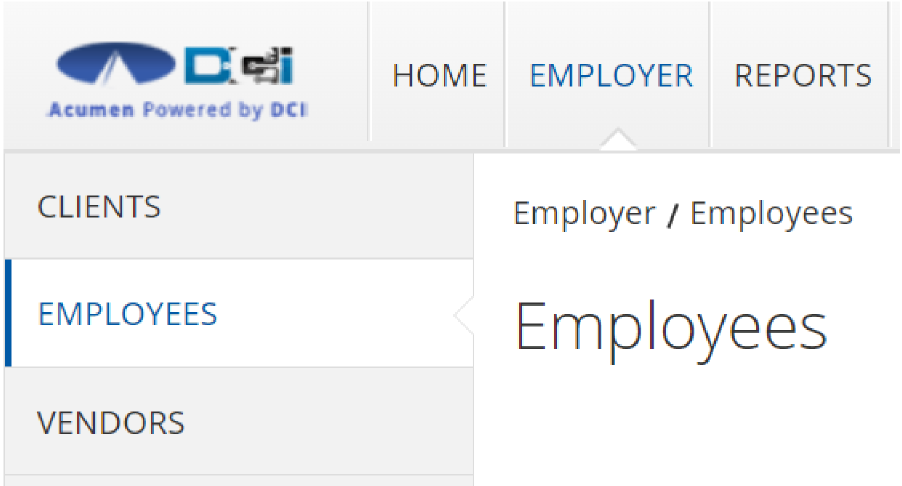
A = Approve
R = Reject

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

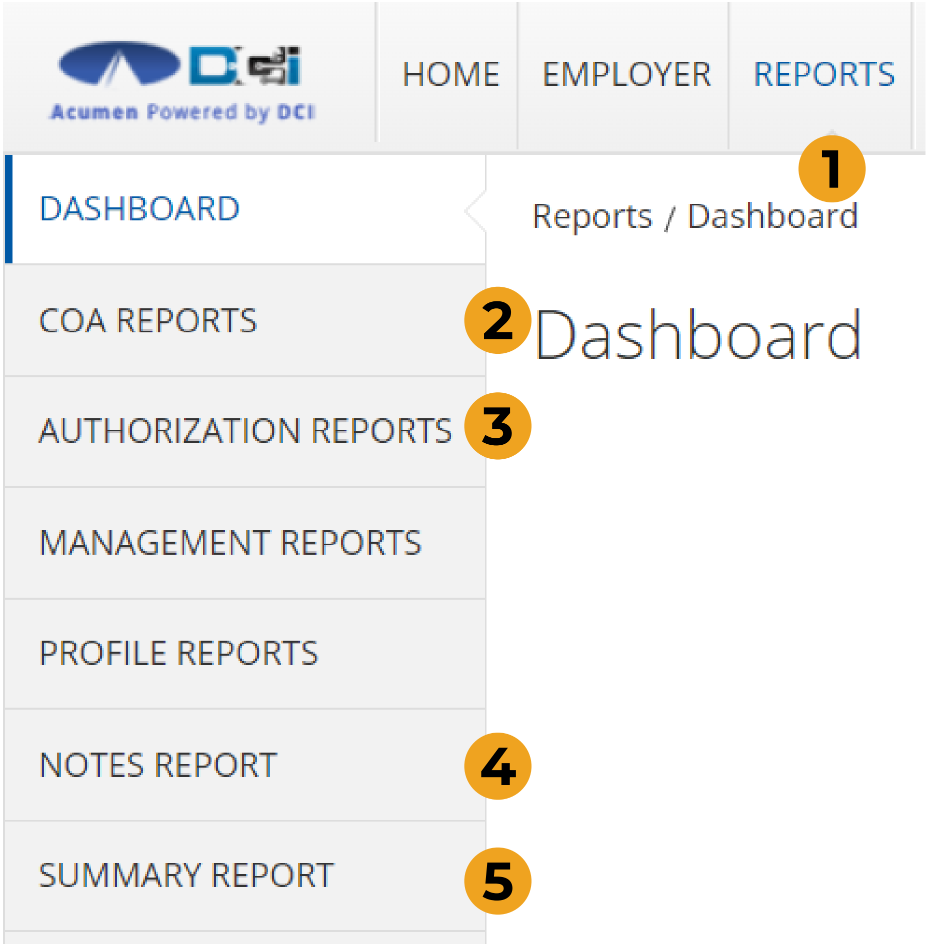
Id	Service Date	Start Time	End Time	Client/ Program Name	Service Code	Amount	Status
5261	Jul 16, 2024	11:00 AM	01:30 PM	BRUTUS BUCKEYE	PCS	0:02:30	Approved
5260	Jul 11, 2024	11:30 AM	02:30 PM	BRUTUS BUCKEYE	PCS	0:03:00	Approved

Review Employee Entries

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

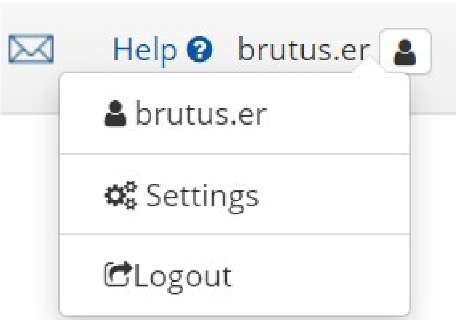
Profile Settings

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

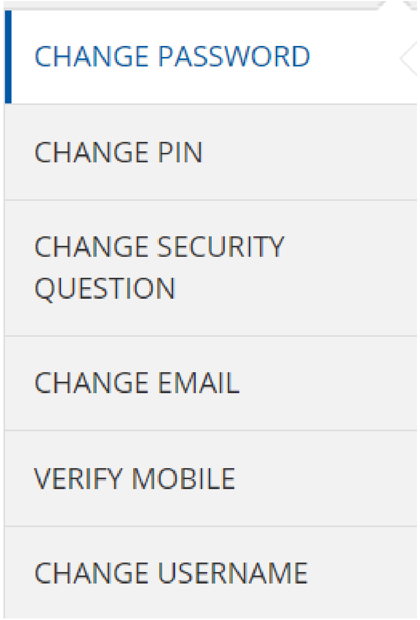
Change Profile Settings

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



Acumen Fiscal Agent
Innovation • Opportunity • Freedom

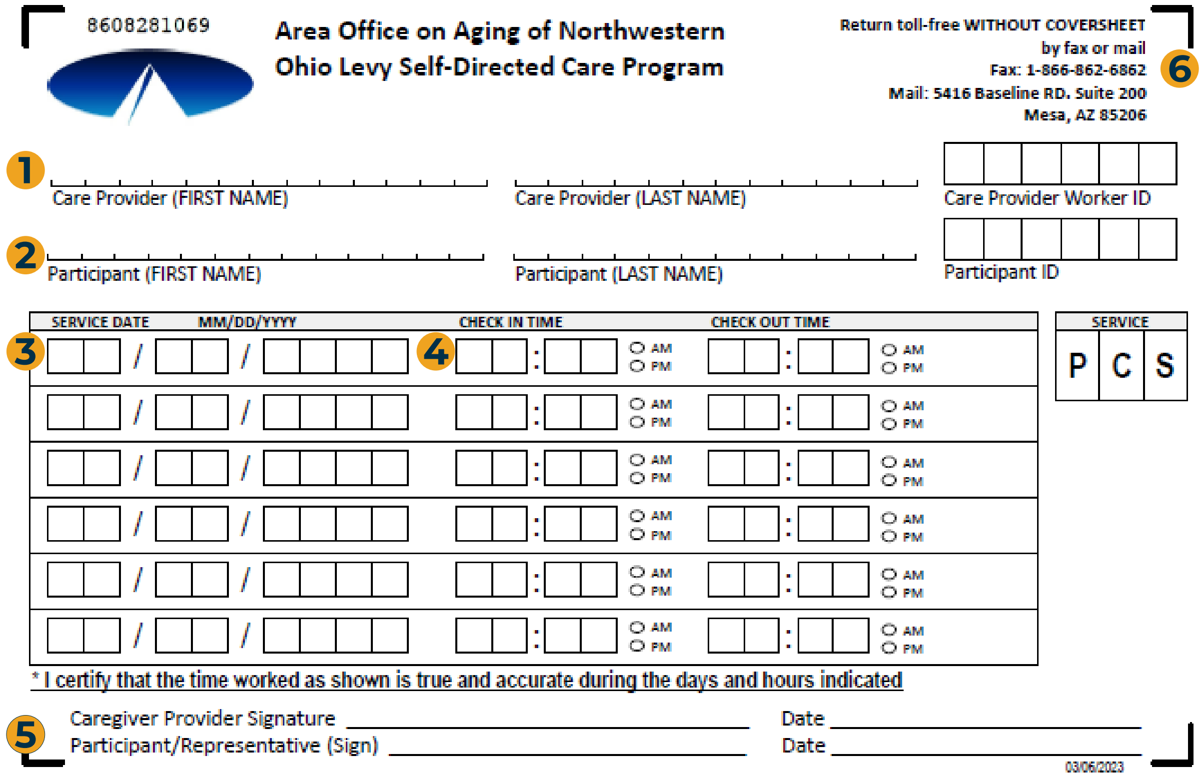
Timesheet Basics

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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
Fax: 1-866-862-6862
Mail: 5416 Baseline RD. Suite 200
Mesa, AZ 85206

6

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
3 / /	4 : AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM

SERVICE		
P	C	S

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

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

03/06/2023

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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

acumenfiscalagent.com

acumenfiscalagent.com

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

THANK YOU!

Acumen Fiscal Agent
Enrollment@acumen2.net
866-862-6861