



# Phone EVV Guide

# Why DCI & Phone EVV?

- **DCI is an online platform to help manage Employee Time**
  - Better tools for both Employers & Employees
  - Faster and easier time entry & payroll processing
- **DCI will also help keep you compliant with the 21<sup>st</sup> Century Cures Act**
  - As long as DCI is used properly to enter time with EVV.
- **Phone EVV is a time entry option that is EVV Compliant**
  - Should only be used by those with limited access to smartphone or computer
- **Real-Time = Clock In/Out at Start/End of Shift (Preferred)**
  - Historical = Entering a full shift after that fact
    - Used only for missed punches and corrections



# Phone EVV Setup

- **Confirm Client phone number on file w/ Acumen**
  - This is the number all Employees must call from
- **Client Phone number must be a Landline or VOIP**
- **Employees need the of the following info ready:**
  - Employee last 4 of SSN
  - Employee PIN (MMDD of Birthday)
  - MMDD of Birthday (Same as above)
- **Employees need Client Name & Service Code**
  - This is the Client & Service Code for that shift
- **Client PIN is needed for Historical time entry**
  - Client PIN is on Employer GTG Letter



# Employee Sign-In

**This is the Sign-In process for all Phone EVV Entries:**

1. Employee calls (844) 608-0047 to start their shift
2. Enter last 4 of Employee SSN
3. Enter Employee PIN
4. Enter Employee Month/Day of Birth



# Real-Time Entry: Clock In

**Use these steps to clock in at the beginning of shift:**

1. Press #1 for Hourly
2. Confirm Client Name with prompt given
3. Press #1 for Real-Time entry
4. Select Service Code with the prompts given
5. Continue without or Select EVV Location
6. Press #1 to confirm and save punch
7. Recording will read back punch details and disconnect

**Congratulations!** You are now on the clock.



# Real-Time Entry: Clock Out

**Use these steps to clock out at the end of the shift:**

1. Follow instructions for [Employee Sign-In](#)
2. Recording will announce that there is an open punch
3. Confirm if you want to Close punch
4. Continue without or Select EVV Location
5. Punch will be closed – Employee is Clocked Out
  - Press #2 to disconnect or Press #1 to open new punch



# Historical Entries (1/3)

**Historical Entries are used for a missed punch or punch correction.**

*Client or Employer must be present at the end of this process.*

1. Follow instructions for [Employee Sign-In](#)
2. Press #1 for Hourly
3. Confirm Client Name with prompt given
4. Select #2 for Historical Punch
5. Select Service Code with the prompts given



# Historical Entries (2/3)

## Enter Date & Time in proper format

1. Enter Date of Service in MMDDYYYY format
  - Ex: August 1, 2019 = 08012019
2. Enter Clock-In time in HH:MM
  - Ex: 8:30 = 0830
3. Select AM (#1) or PM (#2)
4. Enter Clock-Out time in HH:MM
5. Select AM (#1) or PM (#2)
6. Continue without or Select EVV Location x2 (Clock In & Out)
7. Recording will read back Punch Details - Press #1 to Confirm





# Historical Entries (3/3)

## Client or Employer must be present for this step

1. Initiate Client Validation > Hand the phone to Client/Employer
  - Client/Employer will Press #1 when ready
2. Client/Employer will review punch details
  - Press #1 to Accept or #2 to Reject
3. Client/Employer will validate with Client PIN
  - Punch will be created with EVV
4. Phone will Disconnect and shift will be approved



# Troubleshooting

- **Trouble Signing in?**
  - Call Customer Service to confirm Date of Birth & Last 4 of SSN
  - Log into the DCI Portal and [Add/Change Employee PIN](#)
- **Trouble Clocking In?**
  - Only call from Client Phone #, Call Outreach to confirm
  - Contact Customer Service to confirm budget details if needed
- **Trouble with Historical Entries?**
  - Enter Date & Time in correct format (MM/DD/YYYY & HH:MM)
  - Be aware of other employee shifts, Don't overlap with their shifts
- **Trouble with Client Validation?**
  - Client/Employer reach out to Customer Service to reset Client PIN



# Add/Change PIN

**This step must happen in the DCI Web Portal**

1. Select Username > Then Settings
  - Located in the top right corner
2. Select Change PIN or Add New PIN
  - Add New PIN after Reset
  - Change PIN anytime
3. Enter New PIN & Confirm
  - Then Select “Change PIN”

HOME

Acumen Powered by DCI

CHANGE PASSWORD

CHANGE PIN

CHANGE SECURITY QUESTION

Help ? avalanche

avalanche

Settings

Logout

Current Pin: 0000

New Pin: 1234

Confirm Pin: 1234

Cancel Change Pin



# Where to go for help?

- **Utilize our DCI Training Materials for more help**
  - This will give you a full list of Training Materials for DCI
- **Contact your Customer Service for more help**



NC Phone: (877) 901-5827

WI Phone: (877) 901-5826



[acumenfiscalagent.zendesk.com](https://acumenfiscalagent.zendesk.com)



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# Thank you!

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