



DCI Mobile App Guide

Welcome to Acumen!

Thank you for joining the Acumen
Family!

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

Helping create a positive, long lasting
impact on people's lives.



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 will also help keep you compliant with the
21st Century Cures Act

- Our EVV compliant time entry options will help you meet all of the new requirements



Roles & Responsibilities

Client



- This is the person who is receiving the care
- Sometimes referred to as participant or individual
- DCI profile is not logged into very often
- Client PIN/Password is used for EVV

Employer



- This is the person who manages the process
- Some Clients may be their own Employer
- 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

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
- 2 Options for Verification with EVV
 - PIN/Password entered by Employer
 - Picture taken of Client by Employee



Download DCI Mobile EVV

1. Download the *DCI Mobile EVV* App



Scan Me

2. Set App Permissions

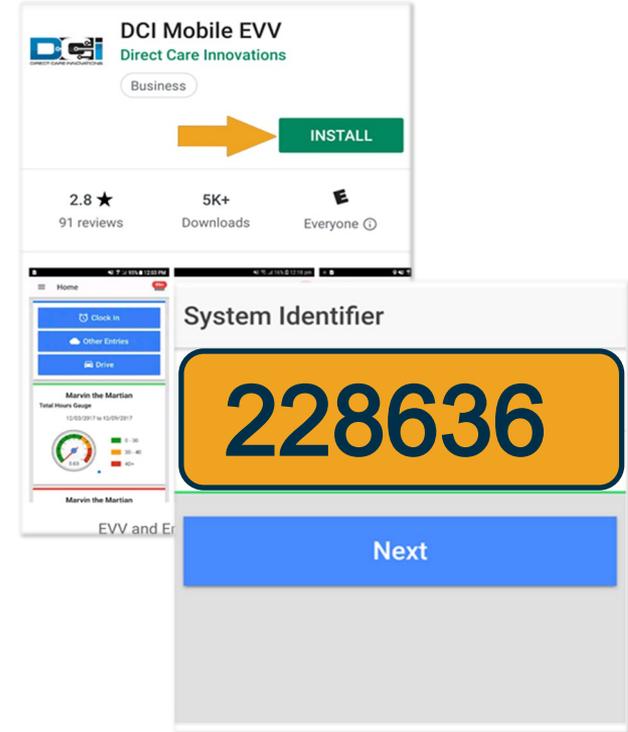


- Location is Required



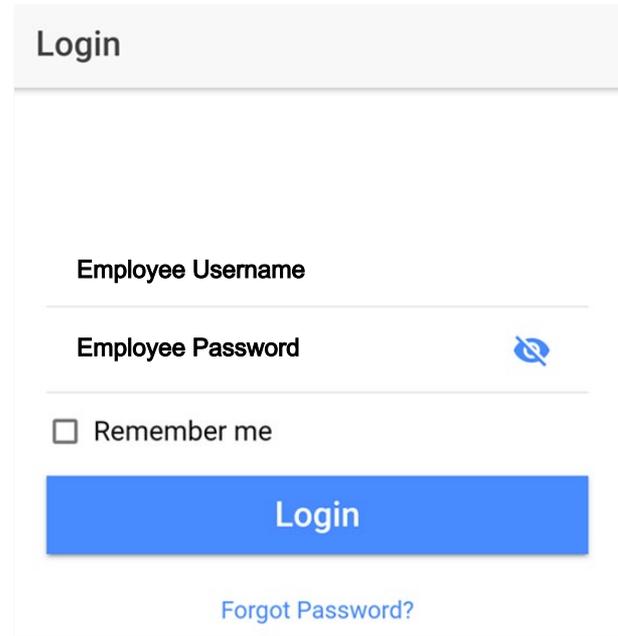
- Media access is optional

3. Enter System Identifier: **228636**
4. Select Next to login



Log into the DCI Mobile App

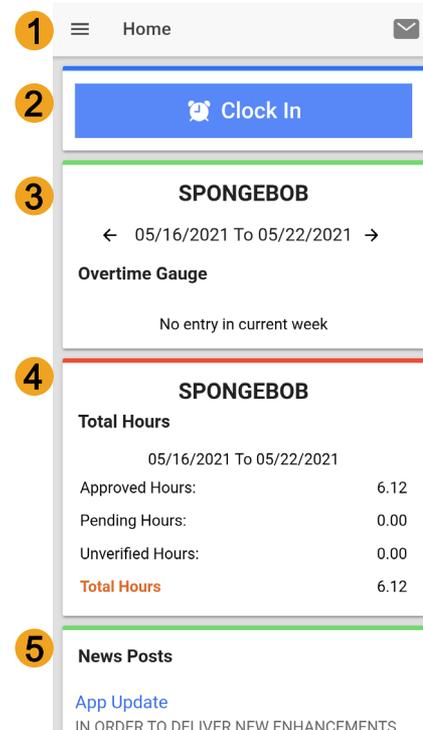
- Enter Employee credentials
 - Provided by Acumen on GTG Letter
- Select Login to access Mobile App
- Select “Remember Me” on personal device
- Utilize Forgot Password link if necessary
 - Requires a valid email on file
- Contact Acumen Agent with login issues



The screenshot shows the login interface of the DCI Mobile App. At the top, there is a header labeled "Login". Below the header, there are two input fields: "Employee Username" and "Employee Password". The "Employee Password" field has a blue eye icon to its right, indicating a toggle for password visibility. Below the password field, there is a checkbox labeled "Remember me". At the bottom of the form, there is a large blue button labeled "Login". Below the button, there is a link labeled "Forgot Password?" in blue text.

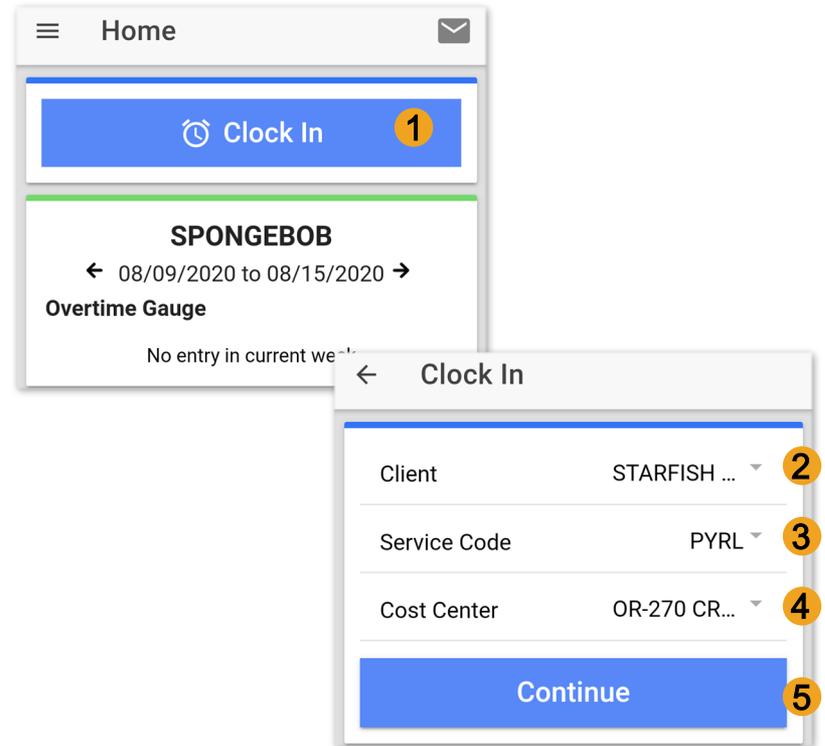
Mobile App Home Page

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 OT hours
 - Not applicable in all states
4. Total Hours Breakdown
 - Shows the current calendar week
5. News Posts
 - Will show relevant updates



Clock In on Mobile App

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



Electronic Visit Verification

(EVV)

1. Select Confirm Clock In
 - * *This will start the time for the shift*
2. Choose Password or Picture
 - Employer Enters PIN or Password
 - Employee Takes Picture of Client*
 - *Requires Facial Recognition
 - Do NOT use until FR is setup
3. Verification Confirmation Alert
 - EVV is complete when shown

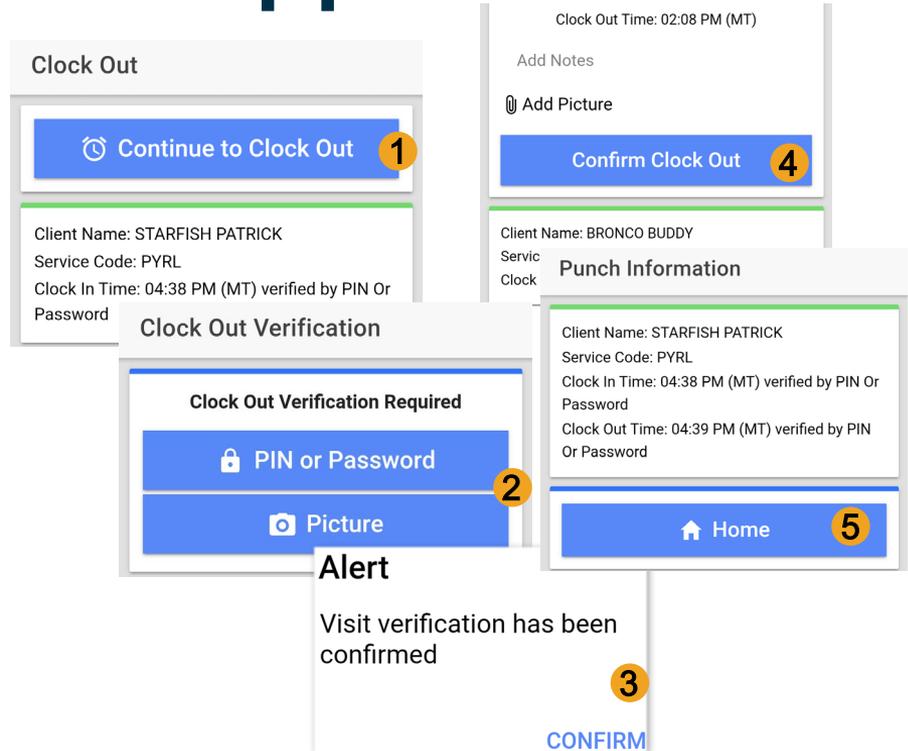
Congratulations!
You are now on the clock.

The image displays three overlapping screenshots from a mobile application, illustrating the Electronic Visit Verification (EVV) process:

- Top Screenshot (1):** Titled "Clock In", it shows the "Clock In Time: 04:38 PM (MT)" and "EVV Location: - None -". A blue button labeled "Confirm Clock In" is highlighted with a yellow circle containing the number 1.
- Middle Screenshot (2):** Titled "Clock In Verification", it shows "Client Name: STARFISH F" and "Service Code: PYRL". Below this, there are two options: "PIN or Password" (with a lock icon) and "Picture" (with a camera icon). The "Picture" option is highlighted with a yellow circle containing the number 2.
- Bottom Screenshot (3):** Titled "Alert", it displays the message "Visit verification has been confirmed". A blue button labeled "CONFIRM" is at the bottom right, highlighted with a yellow circle containing the number 3.

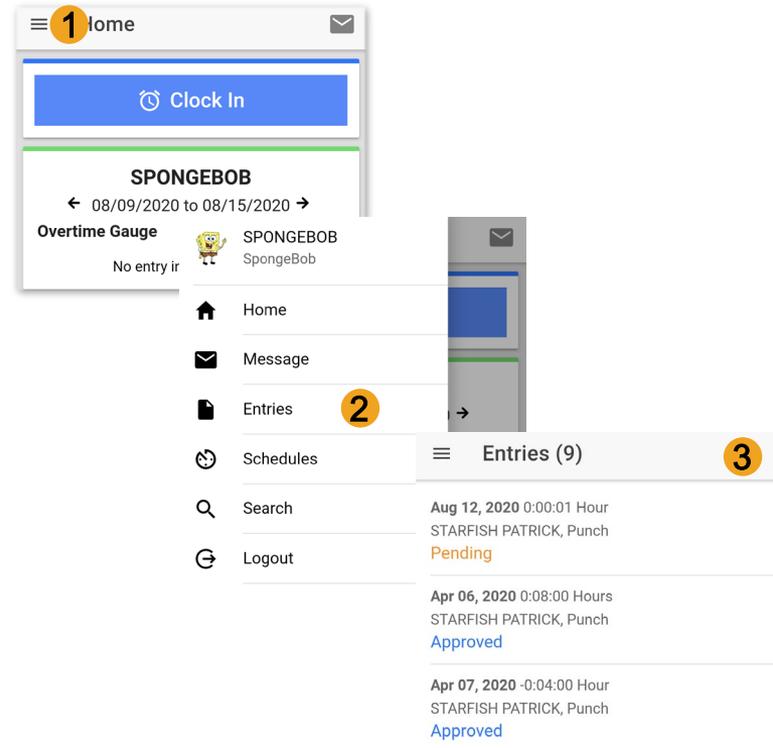
Clock Out on Mobile App

1. Select Continue to Clock Out
2. Choose Password or Picture
 - Employer Enters PIN or Password into Employee Phone
 - Employee Takes Picture of Client*
 - *Requires Facial Recognition
3. Verification Confirmation Alert
 - EVV is complete when shown
4. Confirm Clock Out
 - * *This will stop the time for the shift*
5. Review punch details > Select Home



Review Employee Entries

1. Select Menu on Top Left of Screen
2. Entries Button will show a complete list of submitted time entries
3. Ensure All Time is Entered & Approved
 - Employees should verify all time is submitted & approved
 - Employer will approve time as needed



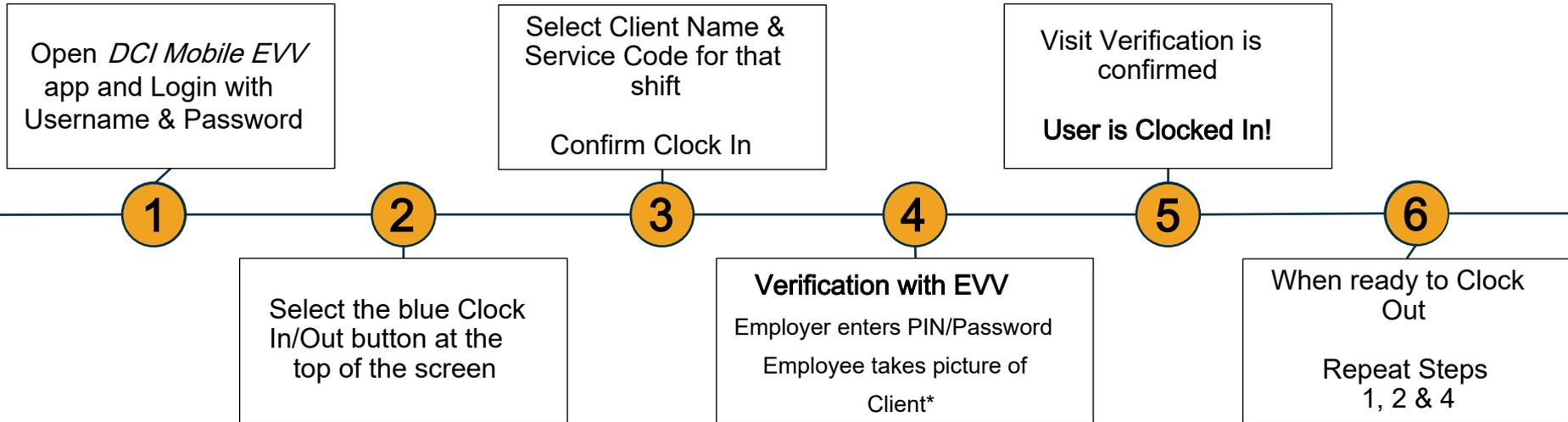
Facial Recognition Setup

- Picture is sent by the Client, Employer or Rep
- Client picture is similar to a drivers license photo
 - A headshot on a plain background
- Email Picture to Customer Service
 - “Facial Recognition Setup” in Subject Line
- Enter Client Name & State in the body of email
- Acumen will notify Employer once complete



Mobile App Process Timeline

Process starts when the Employee is ready to begin their shift.



*Requires Facial Recognition

DCI Tips & Tricks

1. All Employers and Employees must have a unique valid email address in DCI
2. Login and take action as often as possible to become familiar with DCI and the tasks
3. Users are locked out after 3 bad attempts
 - Contact Acumen Customer Service for help
4. Employees will use the Mobile app
 - Employers use the DCI Web Portal
5. Employees will always enter their own time
 - Employers will Approve or Reject



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 Acumen Agent for more help
 - Contact Customer Service if you don't know your assigned agent



Phone: (877) 211-3738



acumenfiscalagent.com



Thank you!

Visit the **Acumen Help Center** to learn more at:
acumenfiscalagent.zendesk.com