ADSS – Employer Guide

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Employer Mobile App

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Mobile App Basics

- The DCI Mobile App is used for real-time entries
- Preferred, EVV-compliant method
- Can be downloaded on a mobile device or tablet
- Use for clocking in & out
- Quick & easy
- View all entries including status & details

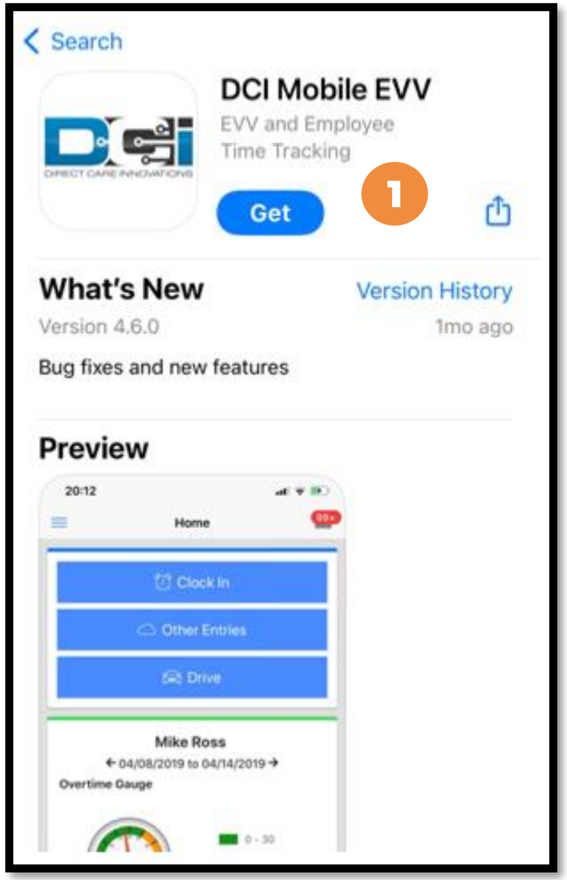
Download DCI Mobile EVV

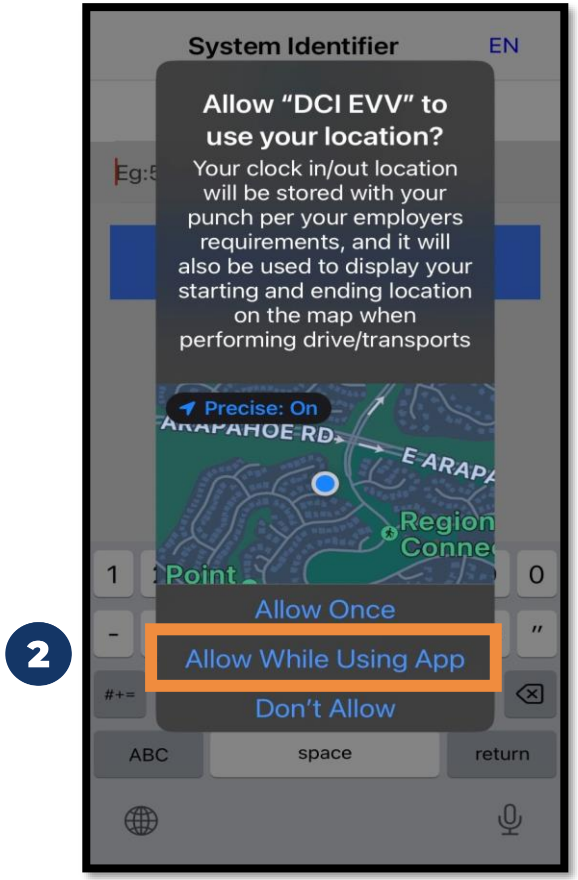
1. Download the ***DCI Mobile EVV*** App

2. Select **Allow While Using App** only when accessing the app for the first time or after a new download to give the app access to the device's location
   - Location is only captured at clock in & out

***Please note!**

- There is more than one DCI app available. Please be sure to select the one labeled **DCI Mobile EVV.**
- Users may need to set app permissions. Media access is not necessary.





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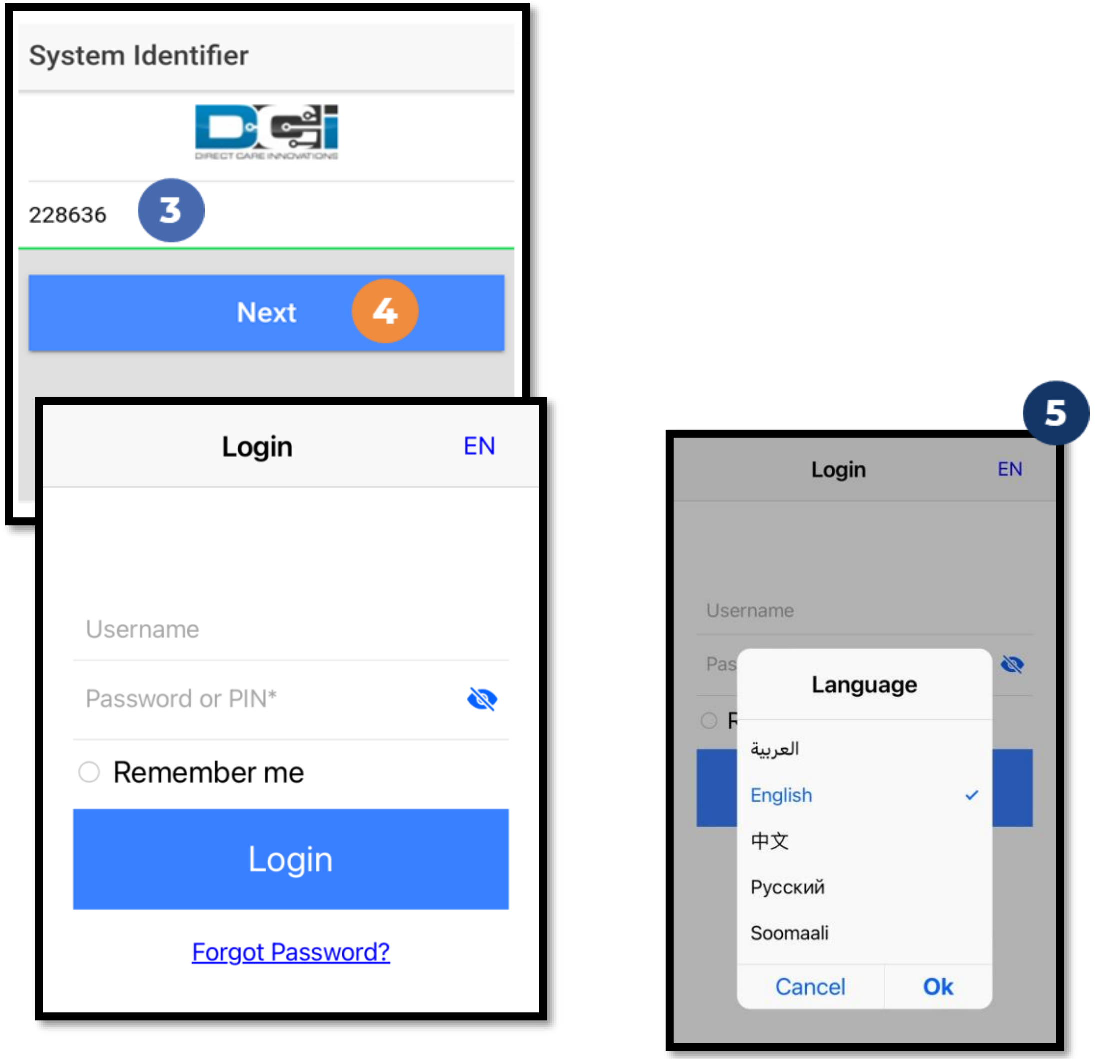
Download DCI Mobile EVV

3. Enter System Identifier: **228636**

4. Click the blue **Next** button to access the login screen

5. Click the language button **(EN)** in the top right corner to change the language in the app
   - Preferred language is only available for employees
   - Choose from seven languages!



Log into the DCI Mobile App

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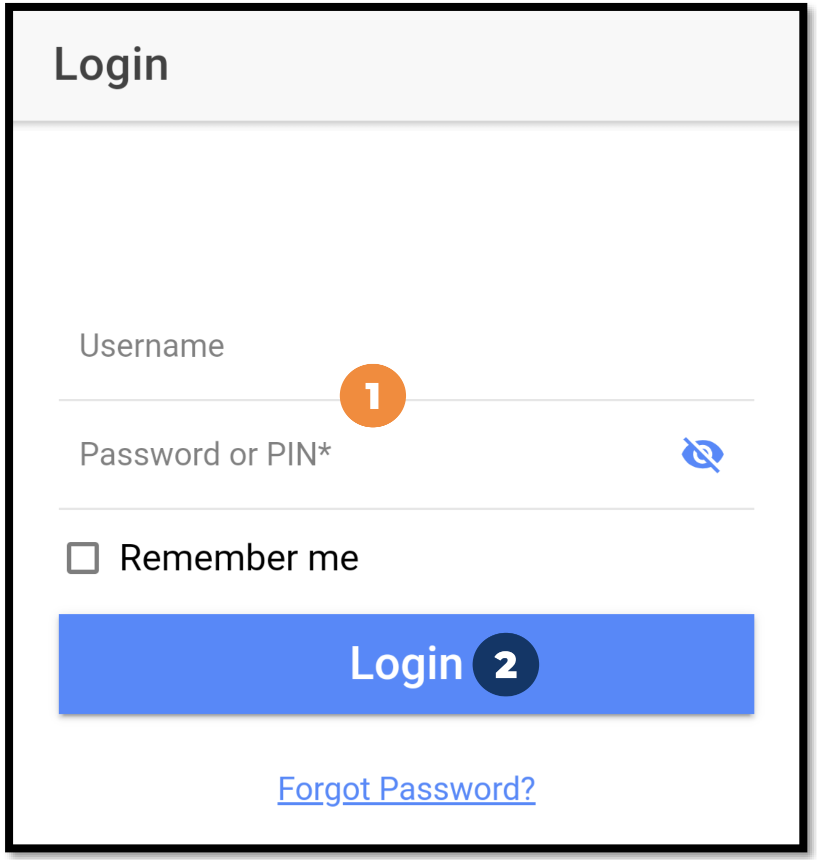
1. Enter employee credentials
   - ✓ Acumen provided a **username, password, and PIN** on the Good To Go letter
   - ✓ Optionally, select “Remember Me” to save the username

     ***Please note:** Do not use on a shared device

2. Click the blue **Login** button to access the mobile app
   - ✓ The **Forgot Password** link is available if necessary but requires a valid email address to be on file

***Please note:** Contact Acumen with any login issues



Mobile App Home Page

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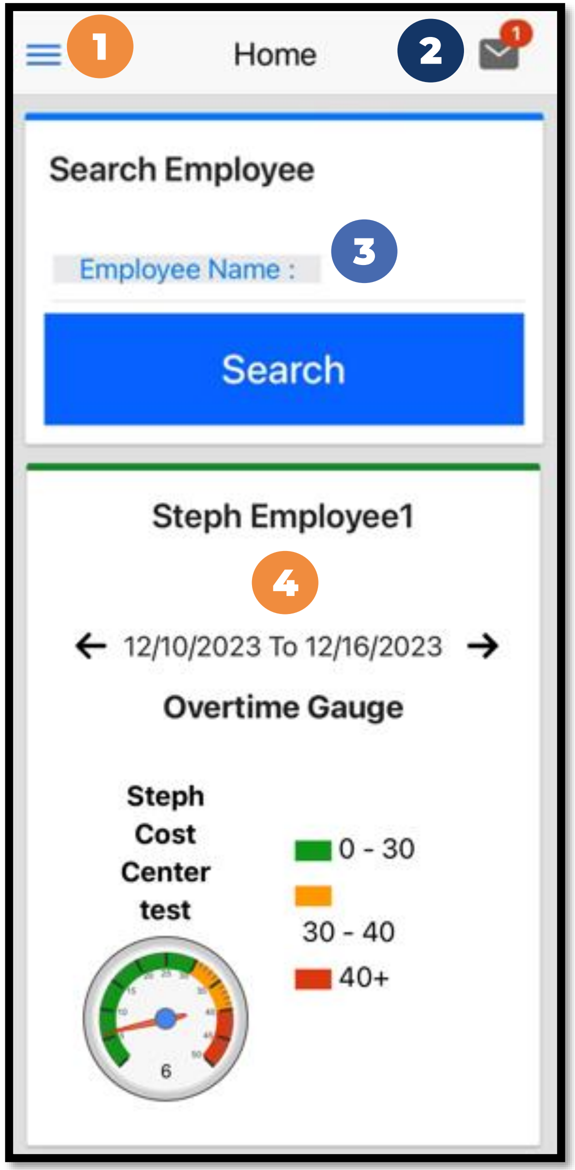
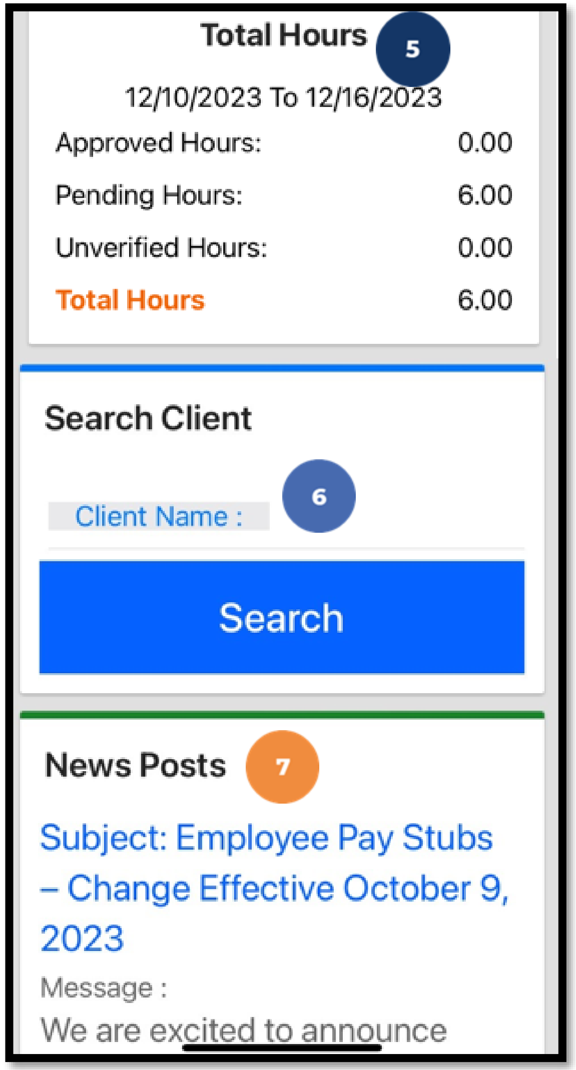
1. Menu Button
   - Use to navigate in the mobile app
   - View all entries including status & details
2. Messaging Module
   - Click to access inbox to view and compose messages
3. Search Employee
   - Click to enter and select an employee
   - Click the blue **Search** button to view the Overtime Gauge and Total Hours widget (see next slide) for the selected employee
   - Click the blue **Reset** button to clear the results
     - ➢ This button only appears when a current search is in progress
4. Overtime Gauge
   - Shows progress and provides a visual representation of hours worked in a week. Does not indicate overtime eligibility.
   - Use the black arrows to toggle between weeks



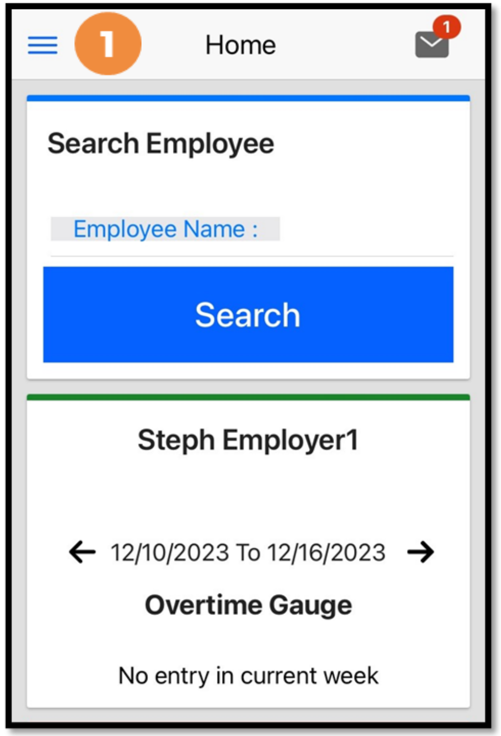
Mobile App Home Page (cont.)

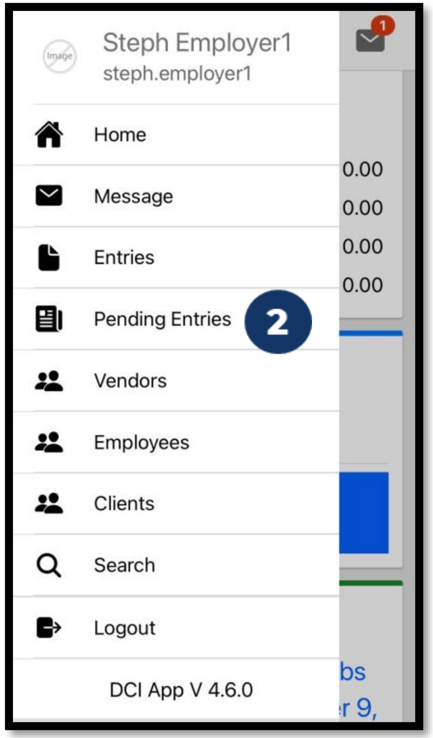
5. Total Hours Gauge
   - Displays a breakdown of the hours worked in a week. Hours are displayed in the following statuses:
     - ➢ Approved Hours - Approved and ready for payment
     - ➢ Pending Hours - Have been worked but still need to be approved
     - ➢ Unverified Hours - Entered on behalf of the employee by an employer, or admin (someone other than the employee) and must be verified by the employee before being approved for payment
     - ➢ Total Hours - Sum of all Approved, Pending, and Unverified hours.
6. Search Client
   - Click to enter and select a client
   - Click the blue **Search** button to view the Total Weekly Hours widget, showing how many hours of service the client received for the week by employee
   - Click the blue **Reset** button to clear the results
     - ➢ This button only appears when a current search is in progress
7. News Posts
   - Displays important messages

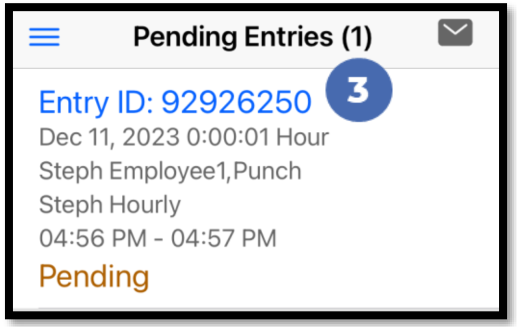


Review & Approve Entries

1. Click the **Menu** in the top left corner of the screen
2. Select **Pending Entries** on the submenu
3. Click the blue **entry ID** hyperlink to open the entry details and take action







Review & Approve Entries (cont.)

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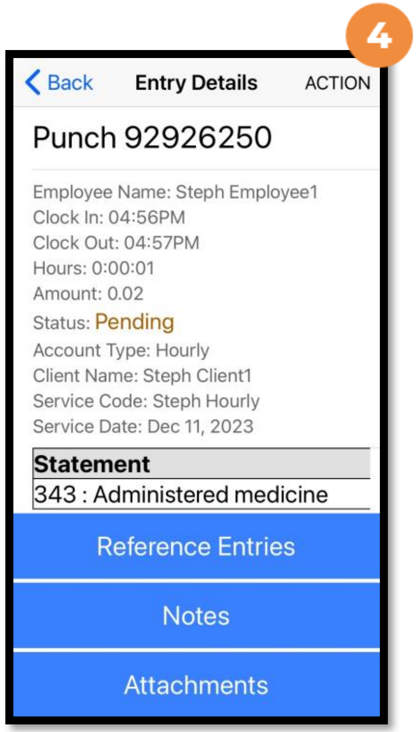
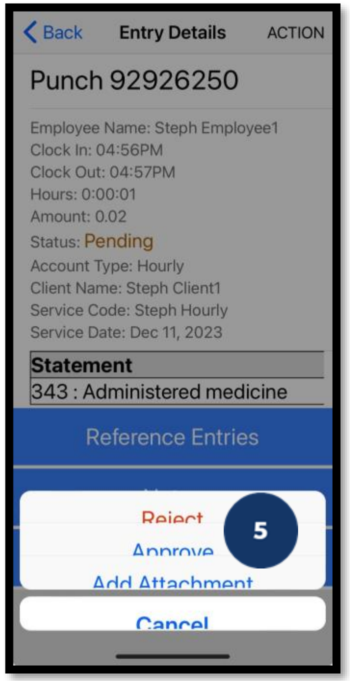
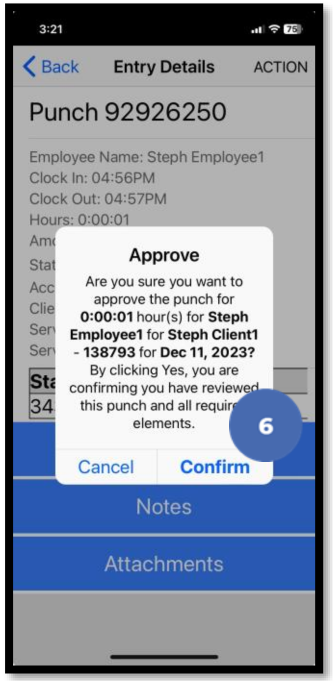
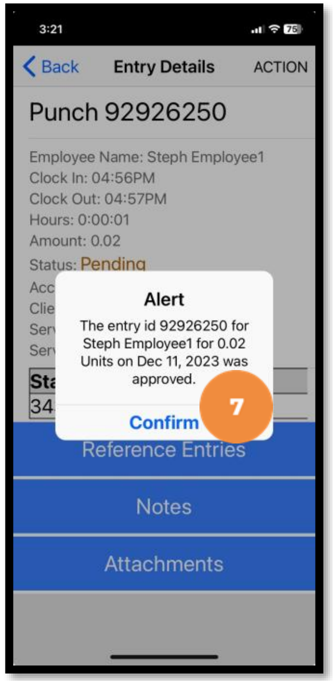
4. Click **ACTION** in the top right corner
5. Select **Reject**, **Approve**, or **Add Attachment**.
6. On the pop-up alert window, view the punch details and Click **Confirm** to initiate the confirmation process.
7. On the pop-up alert window, click **Confirm** again to complete the confirmation process.









***Please note:**
If the action taken was to approve the entry, the status changes to Approved and the entry will be processed for payment.

*Entries must be approved within 60 days of the date of service.

*After 60 days the approval will be prohibited as it will violate the timely filing business rule

Employer Web Portal

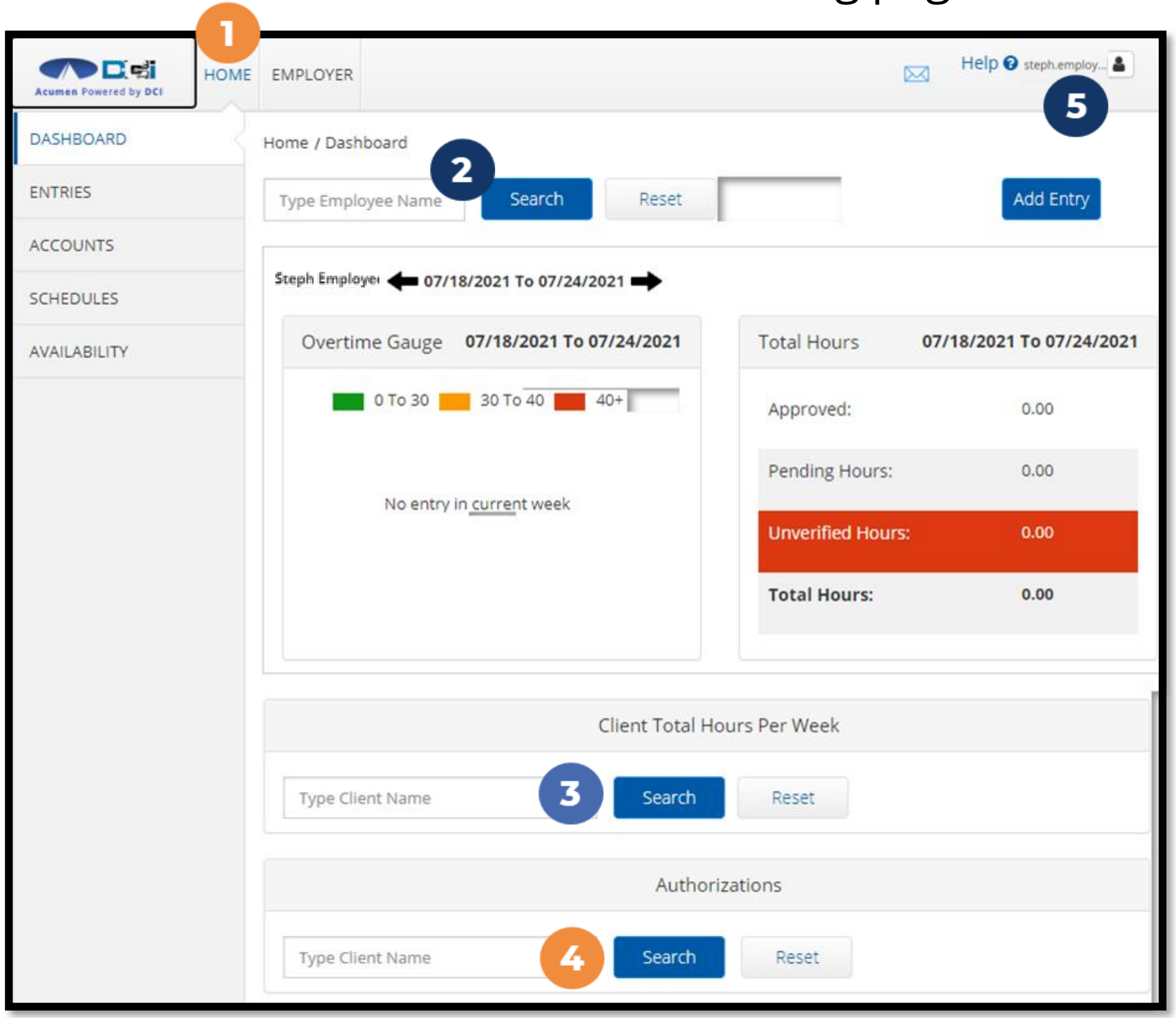
<u>Full Site</u> – Most compatible when accessed via computer or laptop

***Please note!** Employer <u>mobile web portal</u> actions are similar to the web portal but are compatible with a mobile device and do not require horizontal scrolling.

Home Tab Details

1. Select **Home** on the main menu
2. Enter an **employee name** and click the blue **Search** button to view the information below by week. Use the black arrows to toggle between weeks:
   - ✓ Overtime Gauge
   - ✓ Total Hours breakdown
3. Client Total Hours Per Week Widget
   - ✓ Enter the **client name** and click the blue **Search** button to view the total hours worked for the client by week
4. Authorizations (Budget) Widget
   - ✓ Enter the **client name** and click the blue **Search** button to view details of all active authorizations (budgets) detailed on next slide
5. Profile Settings

The **Dashboard** is the landing page



Authorizations (Budget) Widget

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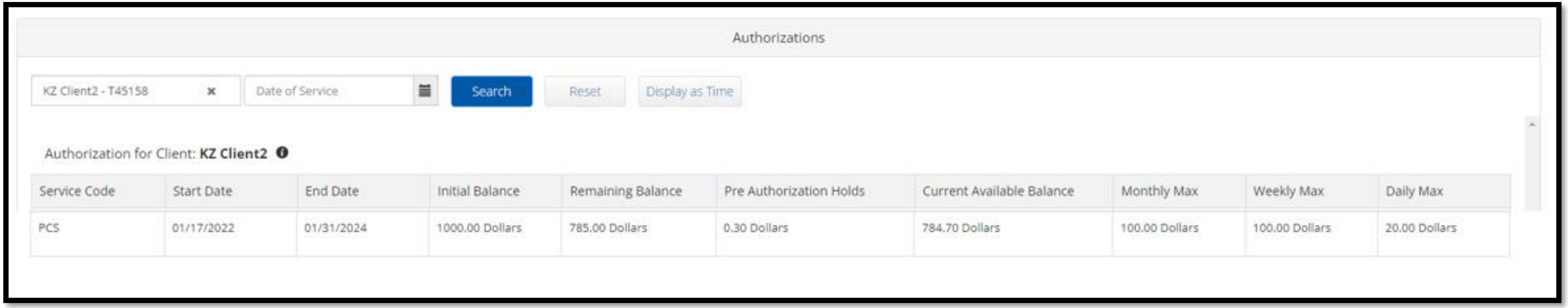

- The authorizations (budget) widget allows the user to search by client (required) to view approved authorizations (budgets) in the past, present, or future.
- Optionally, use both the client and date filter to search for approved authorizations (budget).

Navigate to Pending Entries

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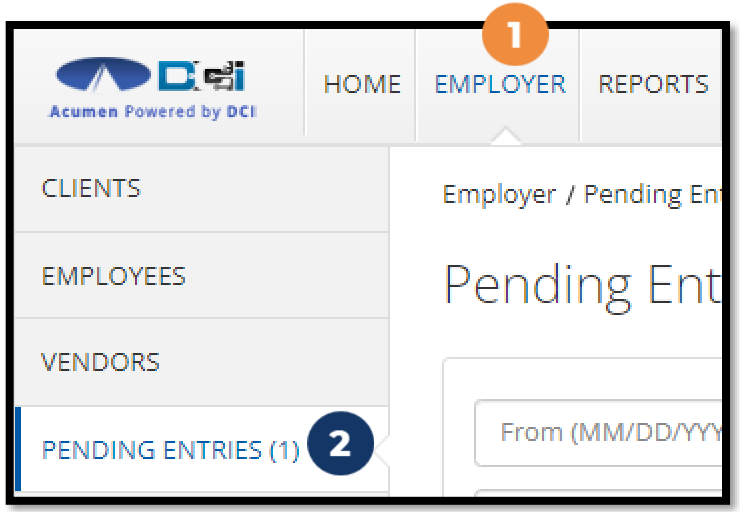
1. Click **Employer** on the main menu
2. Select **Pending Entries** on the submenu
   - ✓ The number of pending entries displays in parenthesis on the submenu



All entries requiring review/action appear in the table

Approve	Punch ID	Service Date	Start Time	End Time	Cost Center	Client/ Program Name	Employee/ Program Name	Service Code/Type	Amount	EVV	Needs Review
A R	68312	Dec 19, 2023	01:06 PM	01:10 PM	JVK Cost Center - JVKCostCenter			EVVRequired	0:00:04	No	
A R	68310	Dec 19, 2023	12:47 PM	12:51 PM	JVK Cost Center - JVKCostCenter			EVVRequired	0:00:04	YES	
A R	68306	Dec 19, 2023	11:57 AM	12:46 PM	Kenneth Cost Center - KEN			Hourly	0:00:49	YES	
A R	68304	Dec 19, 2023	01:18 PM	01:18 PM	Default Cost Center - 00-000			DPI Hourly	0:00:00	YES	

Facial Recognition Setup

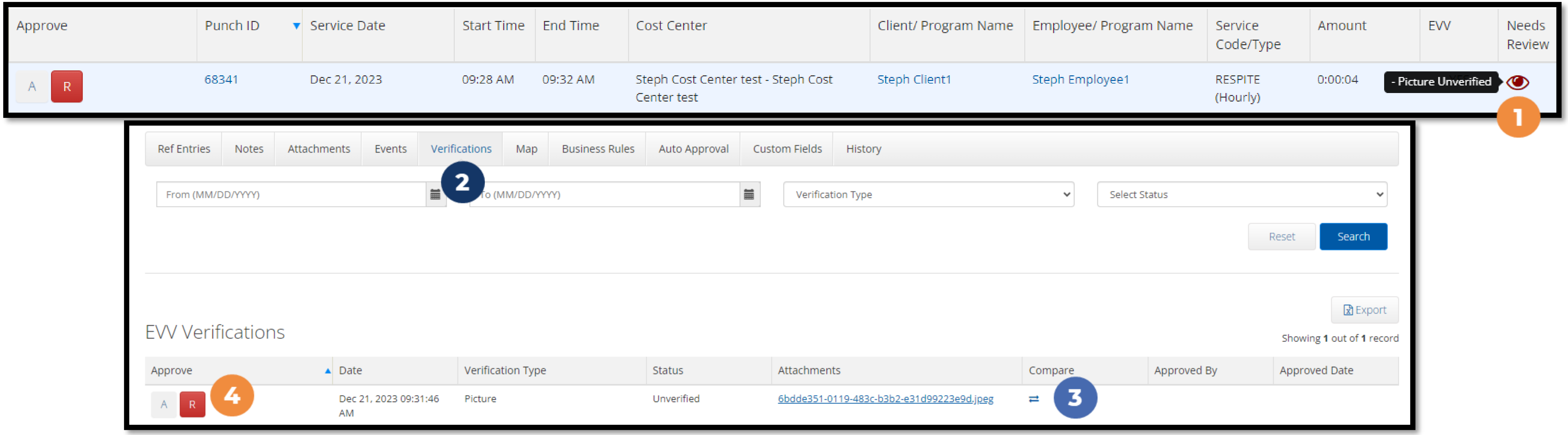
1. Take a picture of the client (participant). Photos must comply with the requirements below:
   - Participant is the only individual in the photo
   - Participant is facing the camera directly with a full face in view
   - Participant is not wearing sunglasses, hat, or any other accessory that alters the Participant's appearance.
   - Photos are taken with a solid color background
   - Photo size is 2MB or less
   - JPG format
2. Email the picture to Acumen Customer Service at customerservice@acumen2.net
   - ***Please note!** A valid email must be on file for the employer/client (participant) to set up facial recognition. The photo must be sent from the email on file.*
   - Type "Photo - Facial Recognition Setup" in the email subject line
   - Enter the client's name, state, and program (ADSS) in the body of the email
   - Acumen will send notification when setup is complete
     - ✓ Your employee will now be able to use Picture as an EVV option at clock out when using the mobile app

How does facial recognition work?

Facial recognition is the process of identifying or verifying a person's identity by comparing their face to a collection of pictures of them. It "learns" over time and becomes more accurate with each submission. Acumen will collect, but not share photos. Photos are stored in a secure business cloud and are only used by our facial recognition technology to verify that the client was present for the employee's visit.

Verify Picture

1. If an entry has a red eye icon in the Needs Review column, hover over it to see why it needs review. If it states, “Picture Unverified”, **click anywhere on the entry row** to open the punch details page.
2. Select the **Verifications** tab
3. Click the **double arrows** in the Compare column to compare the client’s profile picture with the EVV picture taken by the employee during the shift
4. Click the **A** to approve the picture or the red **R** to reject it. The punch may now be approved or rejected.



Manage Pending Entries

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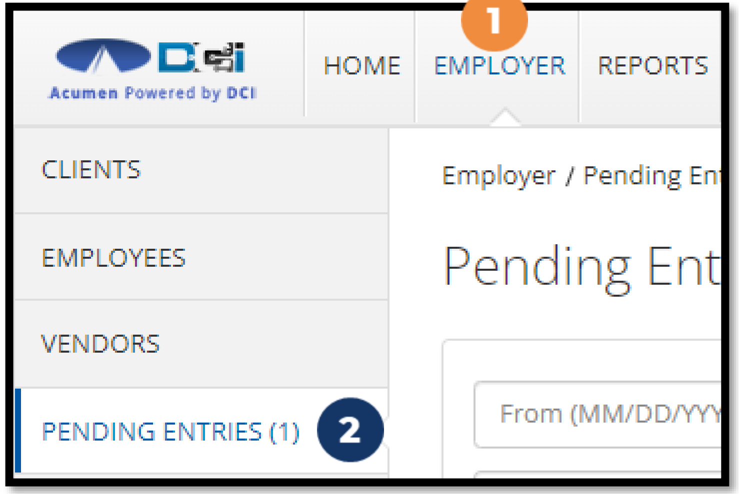
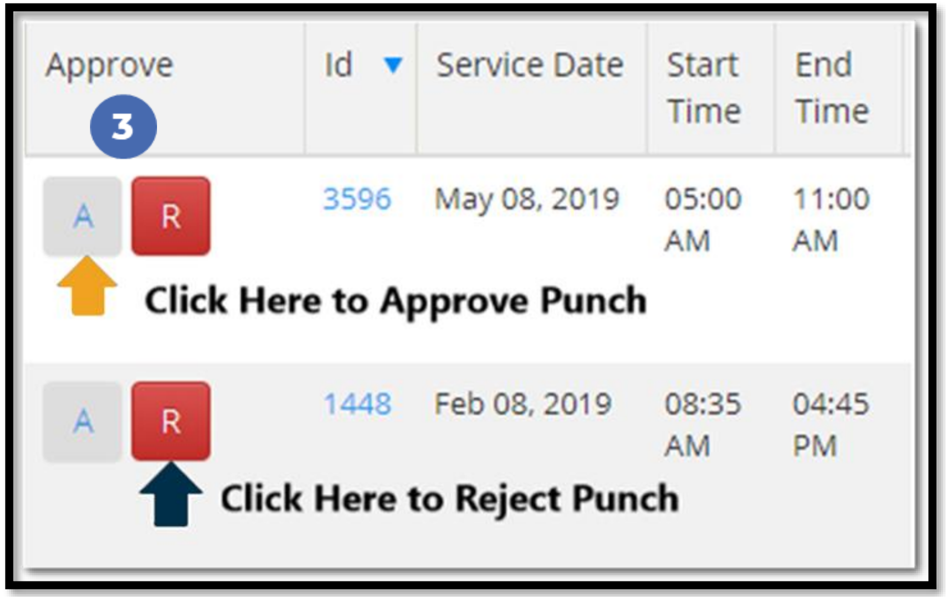
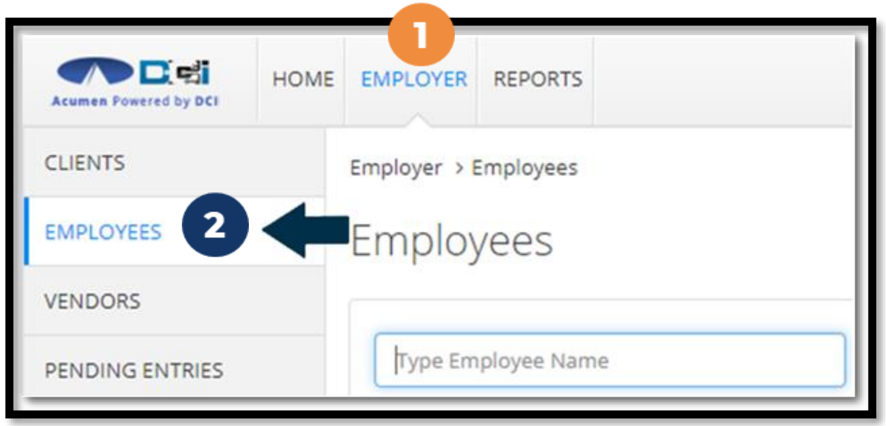
1. Click **Employer** on the main menu
2. Select **Pending Entries** on the submenu
   - ✓ The number of pending entries displays in parenthesis on the submenu
3. Any punch that requires approval is listed here
   - ✓ Review each entry
     - ➢ Click on the entry to view all details
   - ✓ Approve or reject
     - ➢ Click the **A** on the entry line to approve
       - ❖ **Entries must be approved within 60 days of the date of service**
       - ❖ **After 60 days the approval will be prohibited as it will violate the timely filing business rule**
     - ➢ Click the red **R** on the entry line to reject
       - ❖ If an entry is rejected, ask the employee to re-enter the time correctly in the DCI web portal.

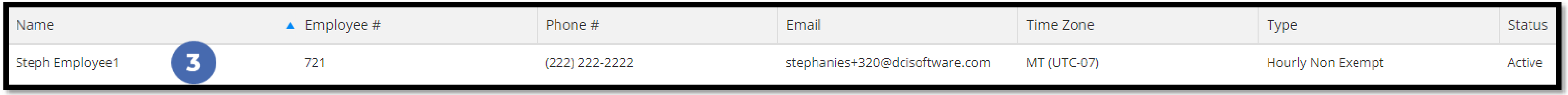




Using the Employees Page

1. Click **Employer** on the main menu
2. Select the **Employees** tab from the submenu
3. Click anywhere on the selected employee's line





Name	Employee #	Phone #	Email	Time Zone	Type	Status
Steph Employee1 (3)	721	(222) 222-2222	stephanies+320@dcisoftware.com	MT (UTC-07)	Hourly Non Exempt	Active

Using the Employees Page (cont.)

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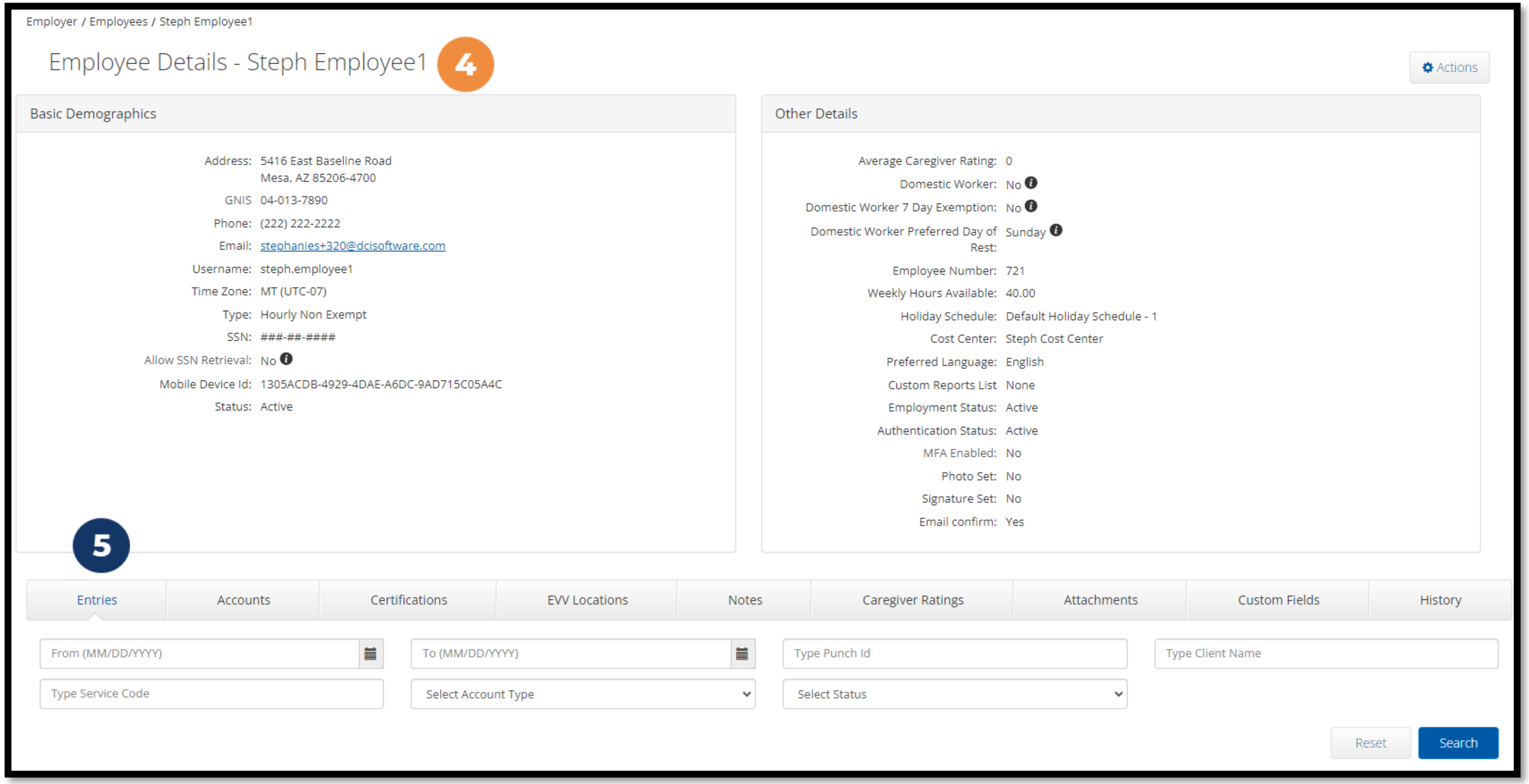
4. View the employee details page

5. Scroll down to the Entries tab



Using the Employees Page (cont.)

6. View the punch entries for the employee

7. Ensure all time for the pay period is entered and approved before the submission due date

Entries 6

Export

Showing **13** out of **13** records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
1897873	Jul 12, 2023			Client Transportation	1897872	Steph Cost Center - 75	Steph Client1	Client Transportation	0.00	Approved
1894616	Jun 07, 2023	05:00 AM	08:00 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:03:00	Approved
1894612	Jun 04, 2023	04:00 PM	05:00 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:01:00	Approved
1894611	Jun 03, 2023	04:00 PM	06:00 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:02:00	Approved
1897872	Jul 12, 2023	06:22 AM	06:25 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:03	Pending
1894620	Jun 23, 2023	07:18 AM	07:19 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:01	Pending
1894609	Jun 22, 2023	02:55 PM	02:56 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:01	Pending
1894607	Jun 22, 2023	02:51 PM		Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0.00	Rejected

7

Entry Status

- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters on behalf of an Employee. It is important to resolve the unverified entries, or they will not be paid.
- **Unvalidated:** Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour.
- **Pending:** Entries that are awaiting review and approval by the Employer
- **Rejected:** Entries that have been rejected by the Employer or a system process
- **Approved:** Entries that have been approved by the Employer and are ready to be processed
- **Processed:** Entries that have been processed and are ready for payroll

Using Reports

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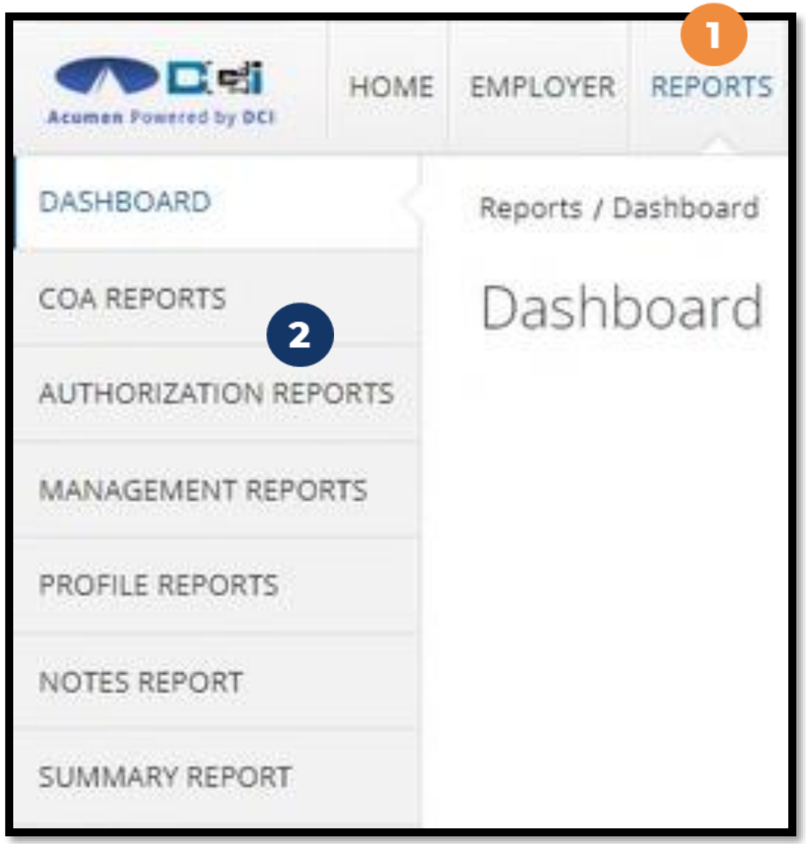
1. Select **Reports** on the main menu
2. Select a report category from the submenu
   - ✓ **COA Reports**
     - ➢ Punch Entries Report – Use the filters to locate specific entries
   - ✓ **Authorization (Budget) Reports**
     - ➢ Authorization Run Rate Report – View the budget usage breakdown by client, account type, or service code.
   - ✓ **Notes Reports**
     - ➢ Punch Entry Notes and Canned Statements (Tasks) Report - Pull service notes and canned statements (tasks) entered on punches
   - ✓ **Summary Report** - Breakdown of punches and percentages of budget remaining



Phone IVR
(Interactive Voice Response)

*Option when access to a mobile device or computer is limited

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Historical Entry

***Please Note!** The employee initiates the call, but the client or employer must be present for the following final steps:*

1. Hand the phone to the client/employer who presses #1 when ready
2. The client/employer reviews the punch details and presses #1 to accept or #2 to reject the entry
3. The client/employer will validate the call using their PIN
4. The punch is created
5. The phone disconnects and the shift is recorded

***Having trouble validating the entry?**

- ✓ Employer calls Acumen to reset their client PIN

Paper Timesheets

***Available for a limited time during transition. End date for usage to be communicated.**

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ADSS Paper Timesheets

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- Should only be used temporarily due to EVV requirements & will be discontinued at the direction of ADSS in the coming months.
  - ✓ Using DCI mobile app is the best practice
- Please note:
  - ✓ Accurate, legible, black ink is preferred, and all entries should be made within the boxes.
  - ✓ Submit on time (see payment schedule)
  - ✓ The **Payroll-AL@acumen2.net** email is for timesheet submittal only
  - ✓ Submit the timesheet only once with a distinct subject line
  - ✓ Attach a clear, high-quality attachment. Best practice is a PDF, instead of images in the body of the email, or links that Acumen cannot access for security reasons.
  - ✓ If you work multiple shifts per day, please include each shift on its own line.
  - ✓ Do not submit your time in multiple formats. For example, if you already submitted the time entry (shift) in the mobile app do not also submit the time entry (shift) on a timesheet.
  - ✓ Only include the dates and times worked
  - ✓ Please do not put notes about your shifts or time not worked in the margins or at the top of the timesheet UNLESS you are noting a correction to a previously submitted timesheet
  - ✓ For corrections to a previously submitted timesheet, write CORRECTED at the top and only resend those entries that need to be corrected – do not resend your corrected timesheet with shifts that have already been sent accurately.
- Must be **<u>submitted and approved</u>** within **<u>60 days of the date of service.</u>**
  - ❖ **After 60 days the approval will be prohibited as it will violate the timely filing business rule**

ADSS - Complete Timesheet

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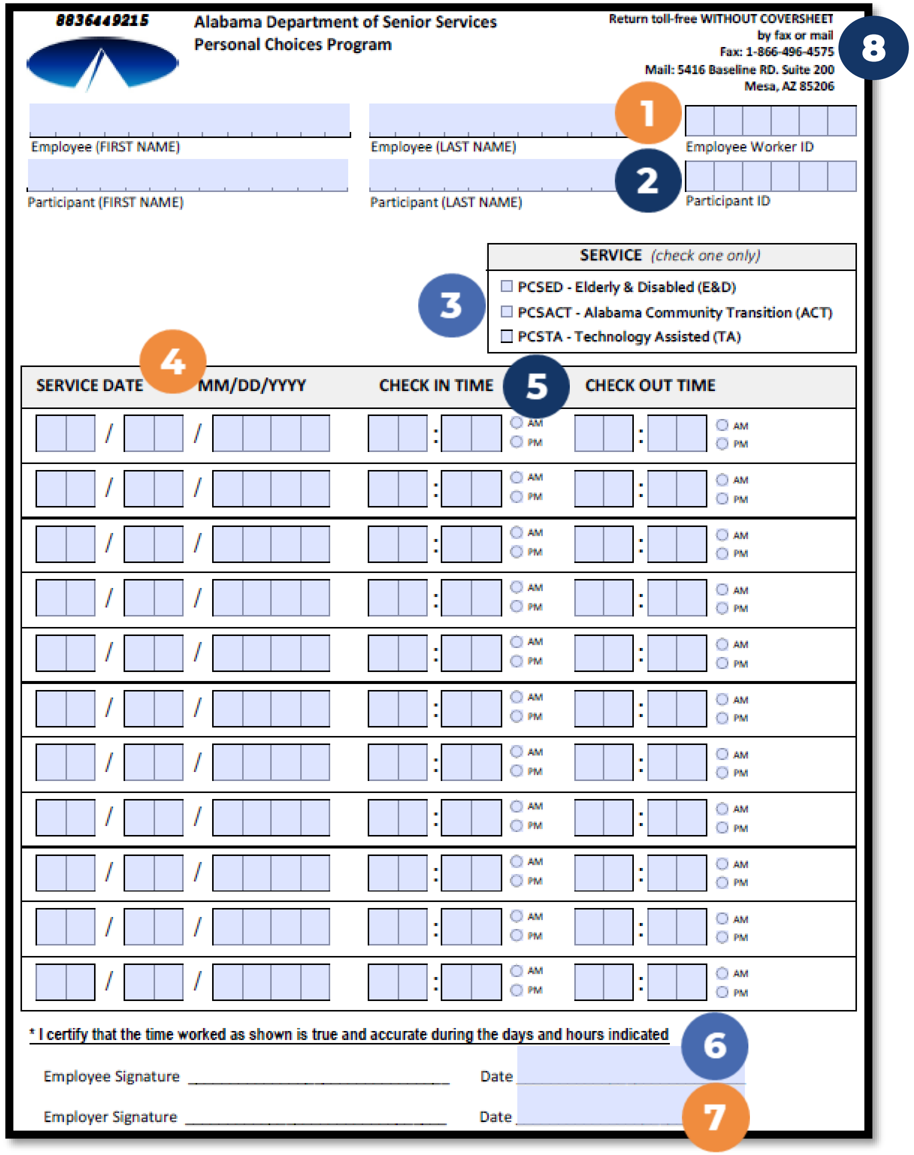
1. Enter Employee (provider) name & ID
2. Enter Participant (client) name & ID

   ***Please note:** Enter your ID#, leaving the remaining boxes blank, i.e., if your ID # is only 4 digits, fill in the first 4 boxes, leaving the last 2 boxes blank.

3. Select one Service based on the waiver
   - ✓ Don't know your waiver? Contact your counselor.
4. Enter Service Date (MM/DD/YYYY)
5. Enter Check In Time & Check Out Time
   - ✓ Select AM or PM for both
6. Employee (provider) Signature & Date
7. Employer (participant/representative) Signature & Date
8. Submit:
   - ✓ Fax: (866) 496-4575
   - ✓ Email: Payroll-AL@acumen2.net

***Please note:** You may submit a secondary timesheet for the same payment period if your entries exceed the lines provided on the primary timesheet



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Alabama Department of Senior Services
Personal Choices Program

Return toll-free WITHOUT COVERSHEET
by fax or mail
Fax: 1-866-496-4575
Mail: 5416 Baseline RD. Suite 200
Mesa, AZ 85206

Employee (FIRST NAME) | Employee (LAST NAME) | Employee Worker ID

Participant (FIRST NAME) | Participant (LAST NAME) | Participant ID

SERVICE *(check one only)*
- ☐ PCSED - Elderly & Disabled (E&D)
- ☐ PCSACT - Alabama Community Transition (ACT)
- ☐ PCSTA - Technology Assisted (TA)

SERVICE DATE MM/DD/YYYY	CHECK IN TIME	CHECK OUT TIME
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
/ /	: AM PM	: AM PM
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/ /	: AM PM	: AM PM

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

Employee Signature ____________________ Date

Employer Signature ____________________ Date

Payroll Schedule & Deadlines

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ADSS Payment Schedule

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Alabama Personal Choices Program - ADSS
Payment Schedule – December 2023 to June 2024

To ensure that your employees are always paid on time, please ensure your employee's time is entered and approved online by the due date, ***even if it falls on a weekend or holiday***. These dates are strictly enforced. Any time that is approved after the due date or payment requests received after that date will be processed for the following payment period. Be sure to have all hours entered and approved by the "Employee Pay/Goods & Services Requests due NO Later Than" date (see next slide). To access the DCI Employer and Employee Portal, go to: http://acumen.dcisoftware.com

***Please note!** All entries must be **entered and approved** within **60 days of the date of service.**

- **After 60 days the approval will be prohibited as it will violate the timely filing business rule**

If you prefer, you may fax your submissions to (866) 496-4575. Acumen's fax machines can receive faxes 24 hours a day, 7 days a week. Please be sure to get verification from the fax machine that your fax was successfully sent. If you have any questions or concerns, contact one of our agents, or our Customer Call Center at (866) 859-0027.

Participants authorized for Cash Needs will be issued payment on the 10th of each month, unless the day is a holiday or weekend in which payment will be issued one (1) business day prior.

ADSS Payment Schedule

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- Time must be entered and approved two days after the payment period end date by 11:59 PM CST
- Pay dates are every other Friday
- Work week is Sunday to Saturday
- Acumen is unable to assist with questions about the status of 2023 W2s as they will be issued by Allied. Please contact Allied directly for 2023 W2 questions.

"Payment Period Start/End Date" is the first/last day of service pay period (days worked).

Payment Period Start Date	Payment Period End Date	Employee Pay/Goods & Service Requests Due NO Later Than	Direct Deposit/ Check Date
12/23/23	12/30/23	Mon, 1/01/24	Fri, 01/12/24
12/31/23	01/13/24	Mon, 01/15/24	Fri, 01/26/24
01/14/24	01/27/24	Mon, 01/29/24	Fri, 02/09/24
01/28/24	02/10/24	Mon, 02/12/24	Fri, 02/23/24
02/11/24	02/24/24	Mon, 02/26/24	Fri, 03/08/24
02/25/24	03/09/24	Mon, 03/11/24	Fri, 03/22/24
03/10/24	03/23/24	Mon, 03/25/24	Fri, 04/05/24
03/24/24	04/06/24	Mon, 04/08/24	Fri, 04/19/24
04/07/24	04/20/24	Mon, 04/22/24	Fri, 05/03/24
04/21/24	05/04/24	Mon, 05/06/24	Fri, 05/17/24
05/05/24	05/18/24	Mon, 05/20/24	Fri, 05/31/24
05/19/24	06/01/24	Mon, 06/03/24	Fri, 06/14/24
06/02/24	06/15/24	Mon, 06/17/24	Fri, 06/28/24

"Direct Deposit/ Check Date" shows the date that payment will be issued. For those payees that have selected direct deposit or pay card this is also the date that funds will be available in their accounts.

"Employee Pay/Goods & Service Requests Due NO Later Than" is the last date that your time sheets or payment requests can be received, or that your DCI approvals can be entered, for the pay period.

- Employees should review withholdings on their paystub and if changes are needed, complete the W4 (for federal taxes) and an A4 (for state taxes) located on our website: www.acumenfiscalagent.com/state/alabama. Return the forms to enrollment@acumen2.net.

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: (866) 859-0027

https://www.acumenfiscalagent.com/state/alabama/

Enrollment: enrollment@acumen2.net

Payment or other questions:

Please complete the Contact Us form

Acumen powered by DCI

Questions?

Thank you!

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

Acumen Fiscal Agent
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