ADSS Employee Guide

Acumen Fiscal Agent
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Employee Mobile App

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

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1. [Download](#) the **DCI Mobile EVV** App

Available on the App Store   GET IT ON Google Play

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
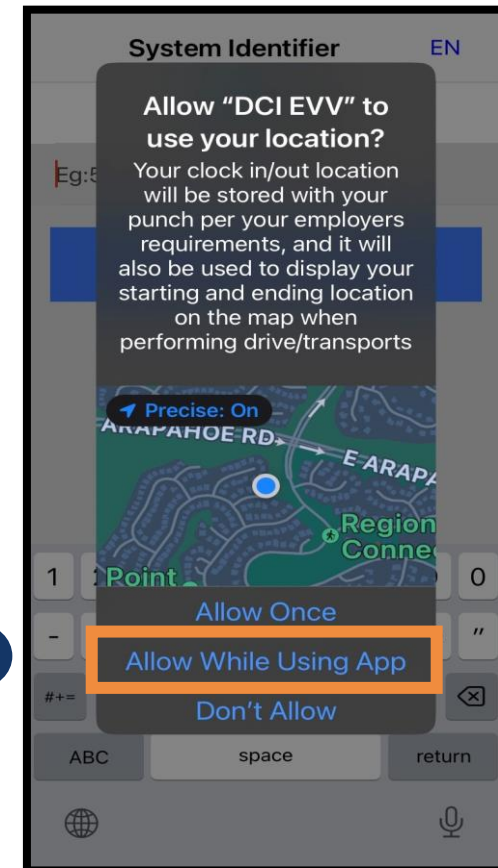
   • Location is only captured at clock in & out

*Please note!

• There is more than one DCI app available. Please be sure to select the one labeled DCI Mobile EVV.

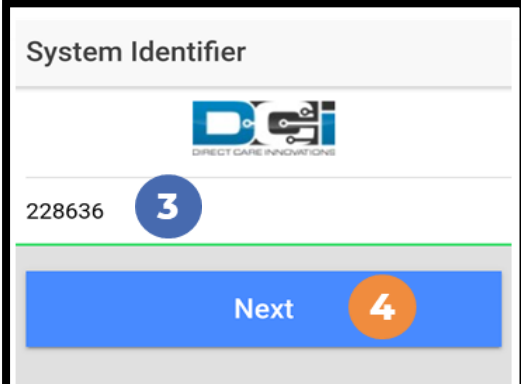• Users may need to set app permissions. Media access is not necessary.
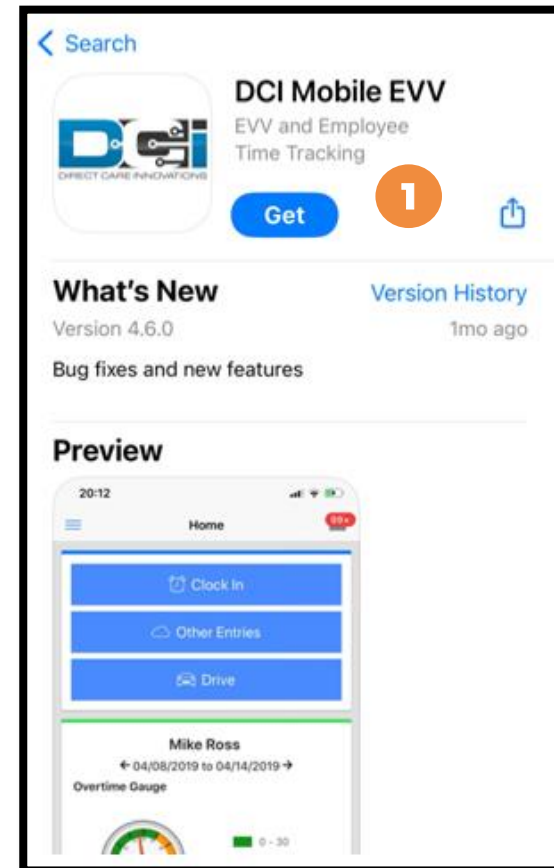
Download DCI Mobile EVV

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
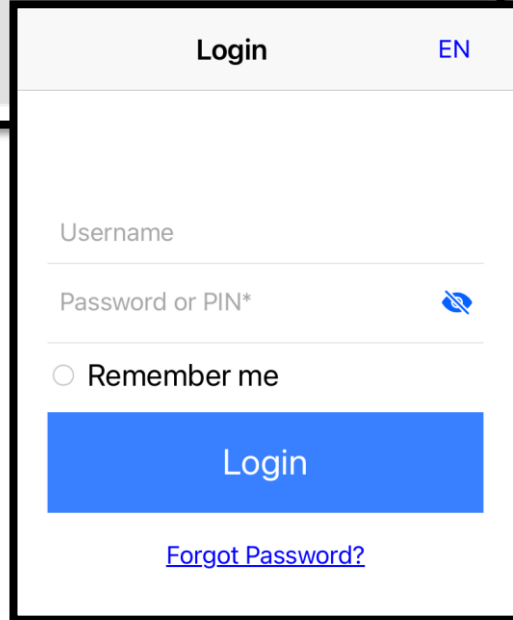
   - Choose from seven languages!

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
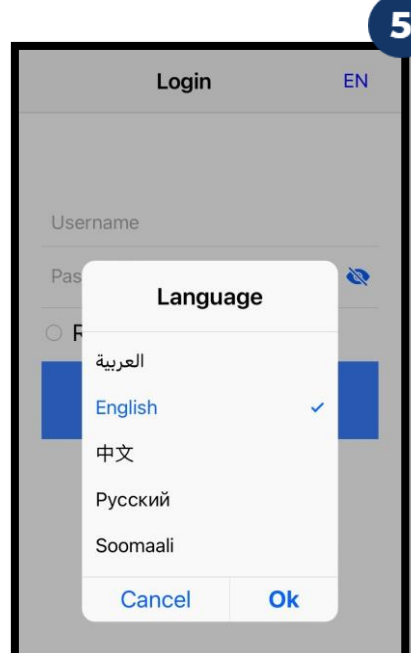
Login

Username ①

Password or PIN* 👁

☐ Remember me

Login ②

Forgot Password?

Mobile App Home Page

1. Menu Button
   - Use to navigate in the mobile app
   - View all entries including status & details
2. Clock In Button
   - Click to begin the Clock In process
3. Overtime Gauge
   - Shows progress and provides a visual representation of hours worked in a week. Does not indicate overtime eligibility.
4. Total Hours
   - Shows the total hours breakdown by week by approved, pending, and unverified entry status.
5. News Posts
   - Displays important messages
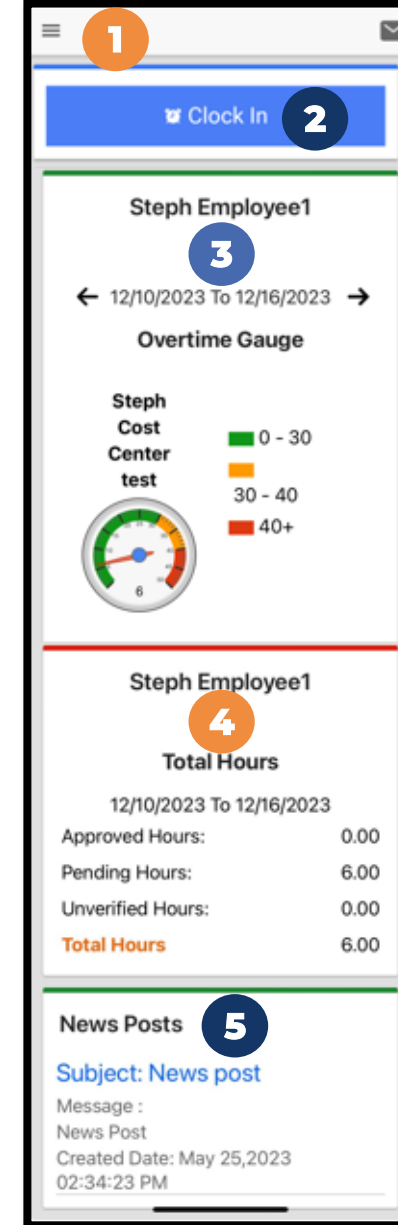
Mobile App Messaging Module

- The DCI messaging module allows users to send and receive secure messages

- Paystubs are sent via secure messaging

  - ❖ **Please note!** Users may receive an error when attempting to view paystubs if the mobile device does not have a pdf viewer installed

  - ✓ Email notifications are sent to the user's personal email address on file and phone number if the mobile number has been verified

    - ➢ These notifications provide a link for the user to log in to DCI to view the message securely. They do not include the message itself.

Mobile App Messaging Module

1. Click the **Mail** icon (envelope) in the top right corner to access the inbox directly
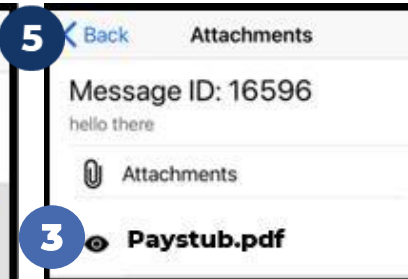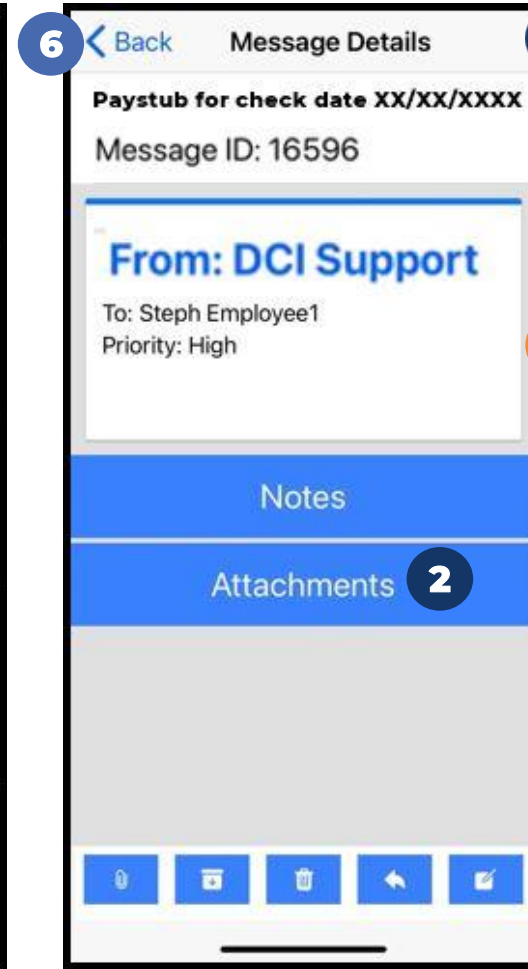
2. Select a message by clicking the **blue link** on the message to view

   ✓ Dark blue text indicates the message has not been read

   ✓ Light blue text indicates the message has been read
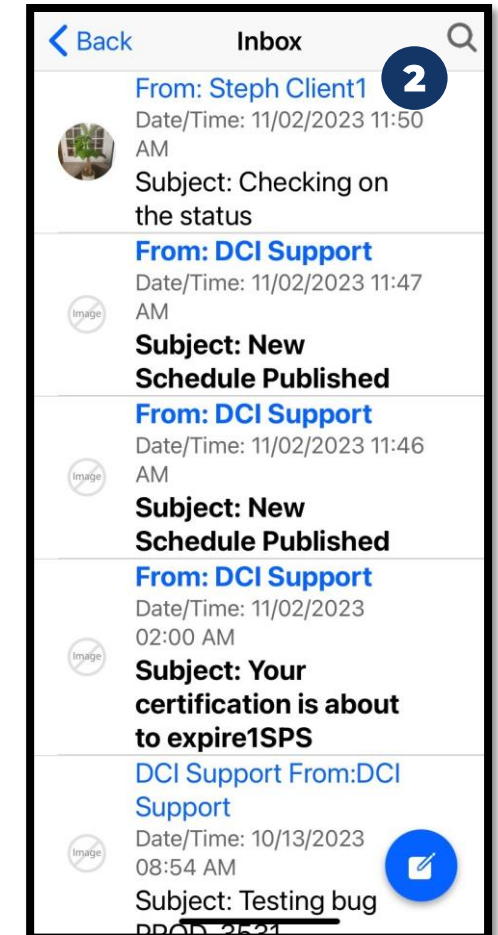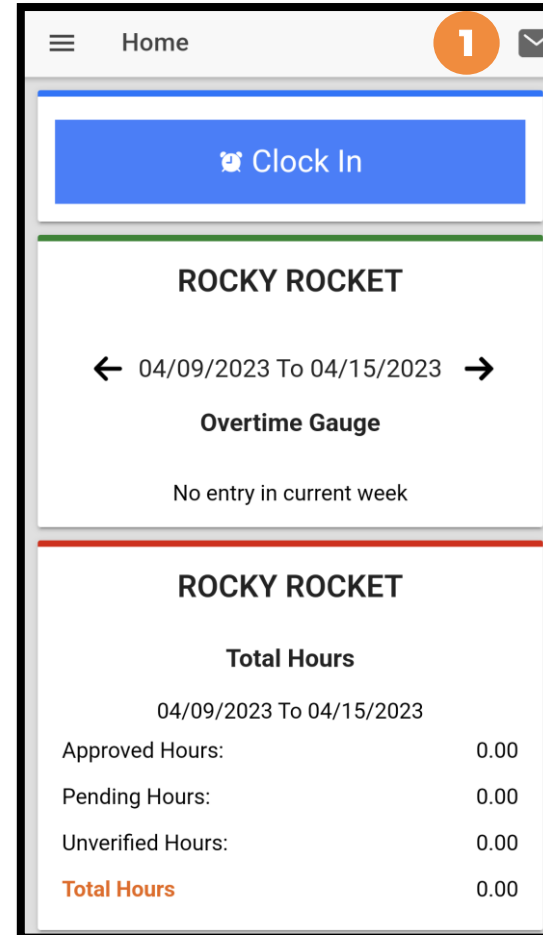
View Paystub via Messaging Module

1. Locate the Paystub message in the inbox and click the **blue link** to view it

2. Click the blue **Attachments** button

3. Click the **eye** icon next to the attachment name to view the attachment

4. Click the **< Back** button in the top left corner to return to the list of attachments

5. Click the **<Back** button again to return to the message details

6. Click **<Back** in the top left corner to return to the inbox
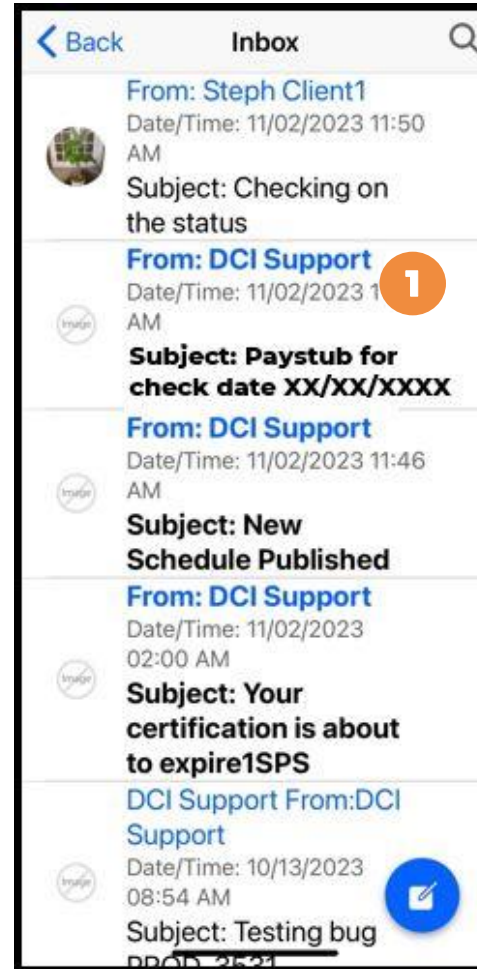
Employee Clock In/Out Process

Overview Mobile App Clock In

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Employee Arrives to Begin Shift →
Open DCI Mobile EVV App on Smartphone or Tablet →
Log in with Username & Password or PIN

Tap the blue "Clock In" button (top of the screen) →
Select Client Name & Service Code →
Confirm Clock In (time begins for the shift)

Overview Mobile App Clock Out

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End of Shift → Open DCI Mobile EVV App on Smartphone or Tablet → Log in with Username & Password or PIN

Tap the blue "Clock Out" button (top of screen) → Select EVV Option
- Pin/Password
- Client Portal Signoff
- Picture
→ Ensure Verification Confirmation
- Alert will appear on screen

Optionally Add Notes or/and Attachments → Select the Task(s)/Statement(s) that was completed during the shift (required) → Confirm Clock Out (time ends for the shift)
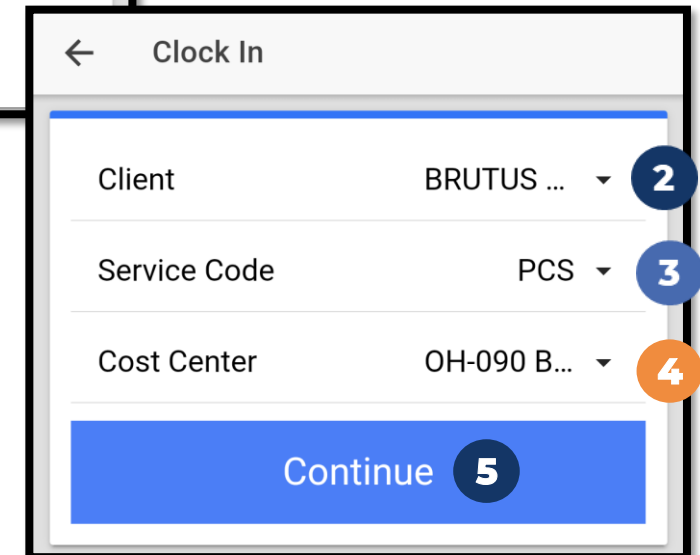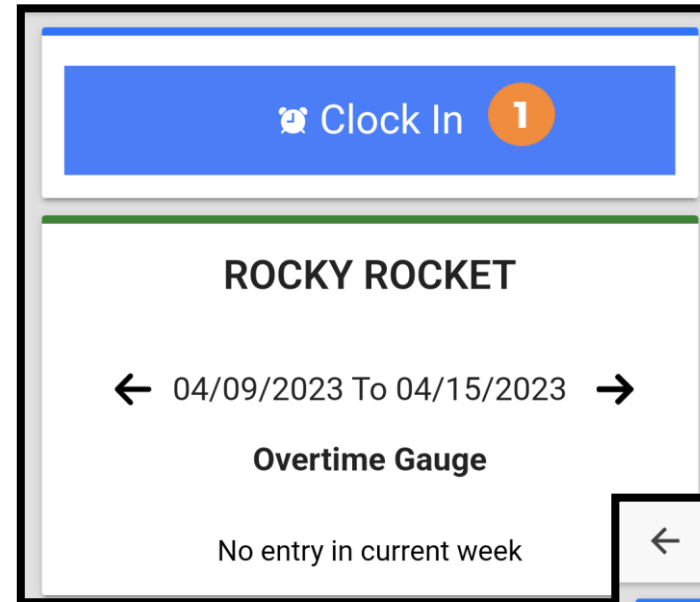
Clock In on Mobile App

1. Click the blue **Clock In** Button

2. Select the Client's Name

   - Auto-fills for a single client

3. Select the Service Code

   - Auto-fills for a single service

4. Cost Center is always auto-filled

5. Click the blue **Continue** button
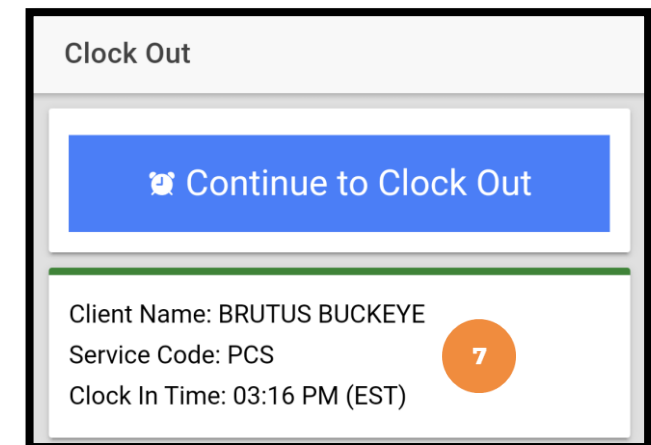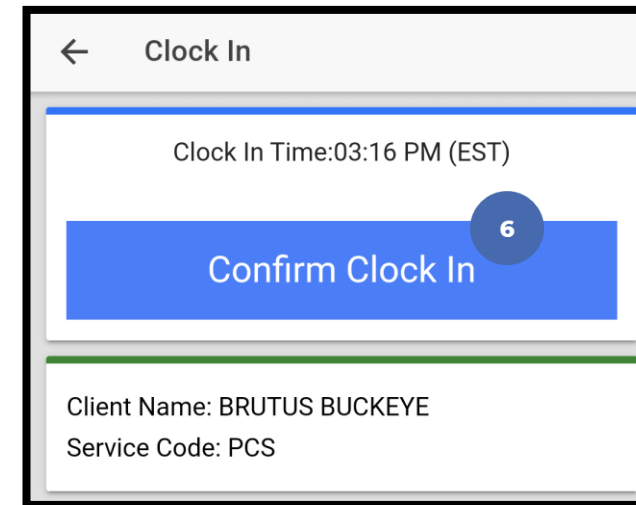
Clock In on Mobile App (cont.)

6. Select Confirm Clock In

    * *This will start the time for the shift*

7. Clock In Details Summary

    - Clock in is successful when the blue **Continue to Clock Out** button displays

    - Clock in details display in summary form
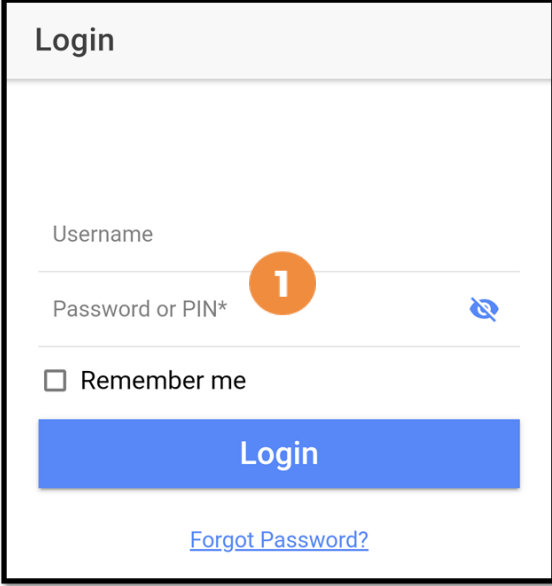
    *Please note: Users do not need to stay logged into the mobile app during their shift and cannot take any other action until clocked out.

← Clock In

Clock In Time:03:16 PM (EST)

Confirm Clock In (6)

Client Name: BRUTUS BUCKEYE
Service Code: PCS

Clock Out

☎ Continue to Clock Out

Client Name: BRUTUS BUCKEYE
Service Code: PCS (7)
Clock In Time: 03:16 PM (EST)

Clock Out - EVV Option #1

Client PIN or Password

1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
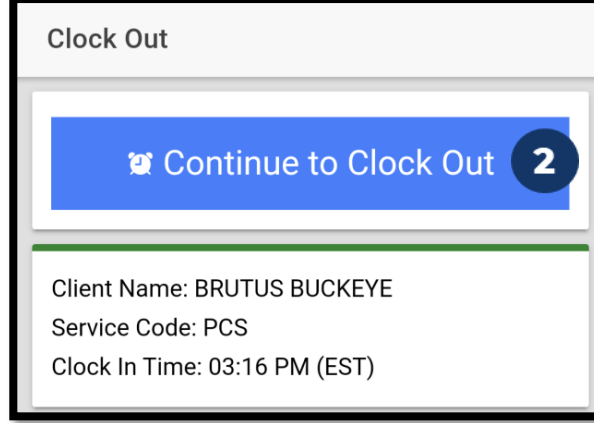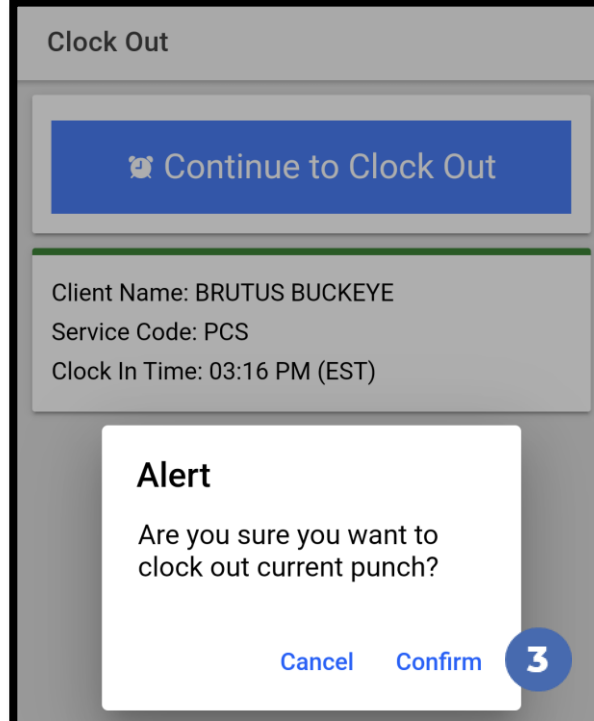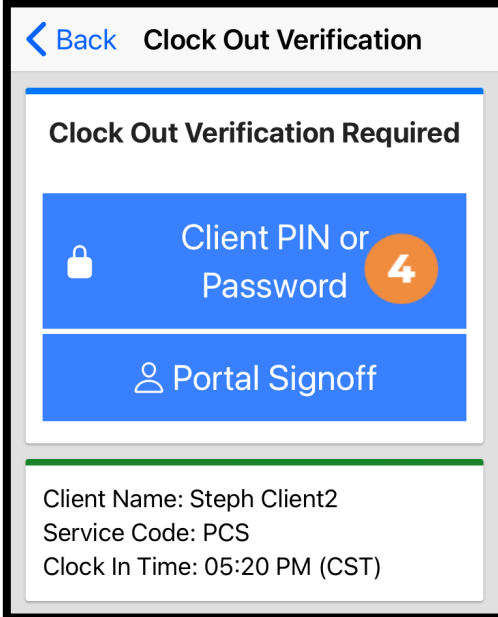3. Select **Confirm** to proceed with clocking out

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Client PIN or Password

4. Select the clock out verification type:
   - ✓ Client PIN or Password

5. Hand the mobile device to the client or employer, who enters the Client PIN or Password (client PIN or password issued on the Employer Good to Go/Welcome letter).

6. The client or employer clicks the blue **Submit** button when ready

7. The client or employer clicks **Confirm** to validate the PIN or password and hands the mobile device back to the employee
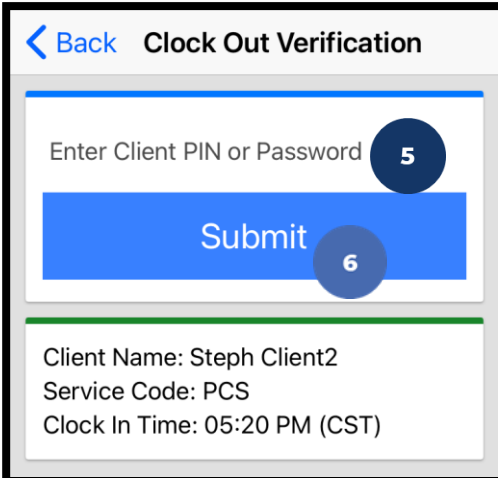
‹ Back   **Clock Out Verification**

Clock Out Verification Required

🔒   Client PIN or Password **4**

👤 Portal Signoff

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)
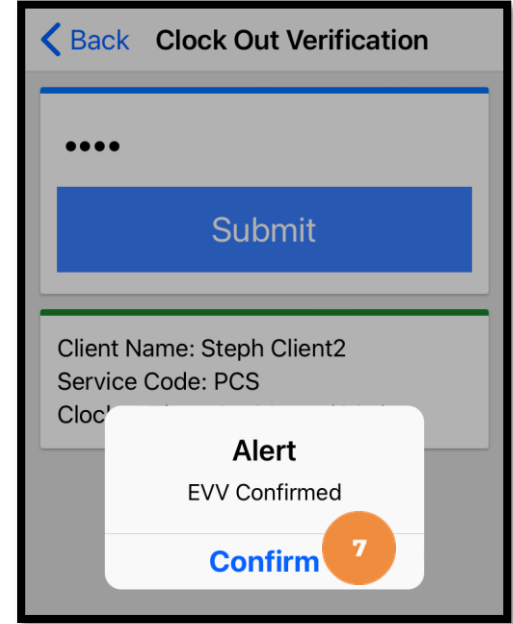

‹ Back   **Clock Out Verification**

Enter Client PIN or Password **5**

Submit **6**

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)

‹ Back   **Clock Out Verification**

••••

Submit

Client Name: Steph Client2
Service Code: PCS
Cloc...

Alert
EVV Confirmed

Confirm **7**

Clock Out – EVV Option #1 (cont.)

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The employee:

8. Enters any notes for the punch (optional)

9. Adds an attachment for the punch (optional)

10. Selects the task(s)/statement(s) that was completed during the shift
    - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
    - ✓ The entry cannot be saved without a selection

11. Clicks the blue **Confirm Clock Out** button when ready
    - ✓ *This will stop the time for the shift*

12. Punch Confirmation
    - • Punch details are shown
    - • Click the blue **Home** button when ready

Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes ⑧

📎 Add Attachment ⑨

- ◯ Personal hygiene
- ⬤ Cleaning ⑩
- ◯ Grocery shopping

Confirm Clock Out ⑪

Client Name: Steph Client2
Service Code: PCS

Punch Information

Client Name: Steph Client2
Service Code: PCS
Clock Out Time : 05:22 PM (CST)
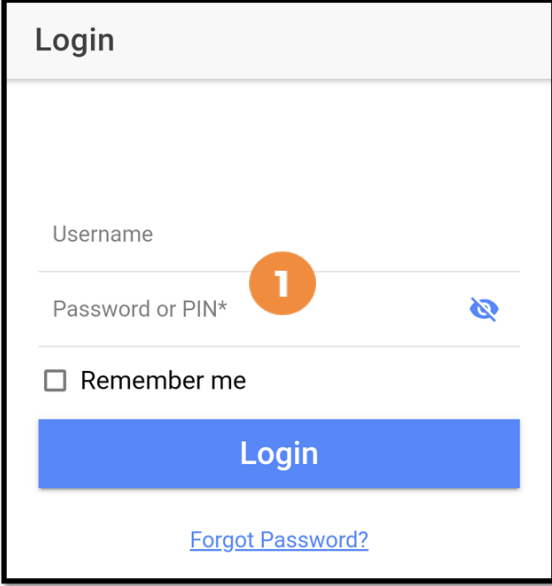verified by Client PIN or Password ⑫

🏠 Home

Congratulations!
The shift is complete.

Clock Out - EVV Option #2

Picture

1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
3. Select **Confirm** to proceed with clocking out

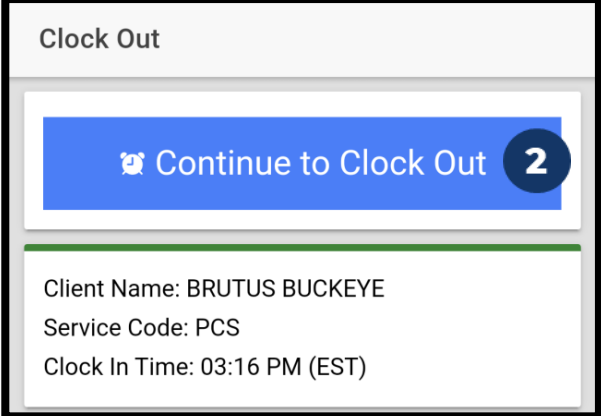*Please note:* The employer must complete facial recognition setup prior to using the Picture EVV option.

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Login
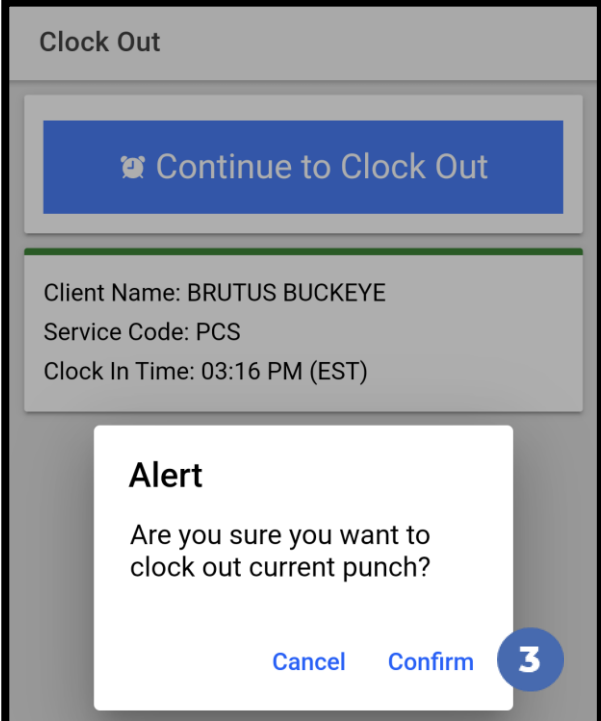
Username

Password or PIN* ①

☐ Remember me

Login

Forgot Password?

Clock Out

🕐 Continue to Clock Out ②

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

Clock Out

🕐 Continue to Clock Out

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

Alert

Are you sure you want to clock out current punch?

Cancel   Confirm ③

Clock Out - EVV Option #2 (cont.)

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Picture

4. Select the clock out verification type:
   ✓ Picture

5. A pop-up stating "DCI EVV" Would Like to Access the Camera appears. Select **Allow**.

6. Click the **camera** icon to take a picture of the client

7. Click the **checkmark** to accept the picture, the X to cancel, or the circular arrow to retake the picture.

8. Click **Confirm** in the alert pop-up box to confirm the punch

*Please note: Client photos taken by the employee for electronic visit verification (EVV) are never stored on the employee's cell phone when using the DCI Mobile App

Clock Out – EVV Option #2 (cont.)

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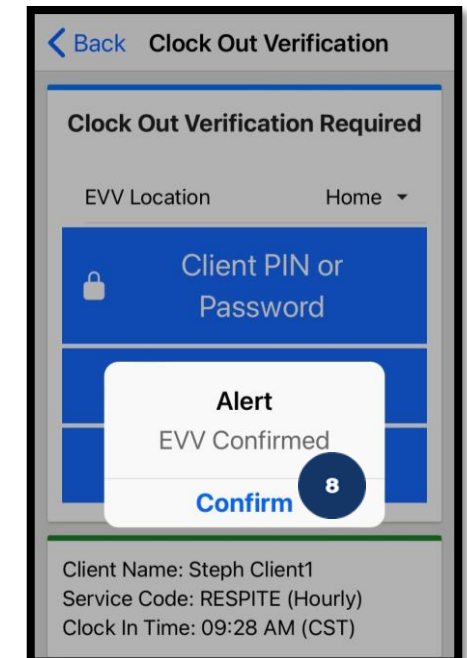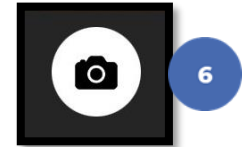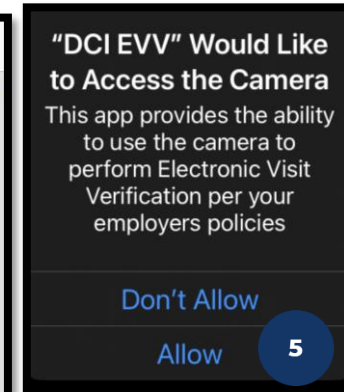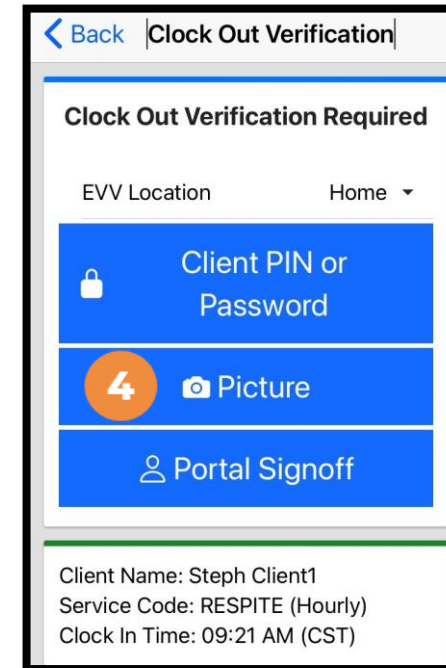
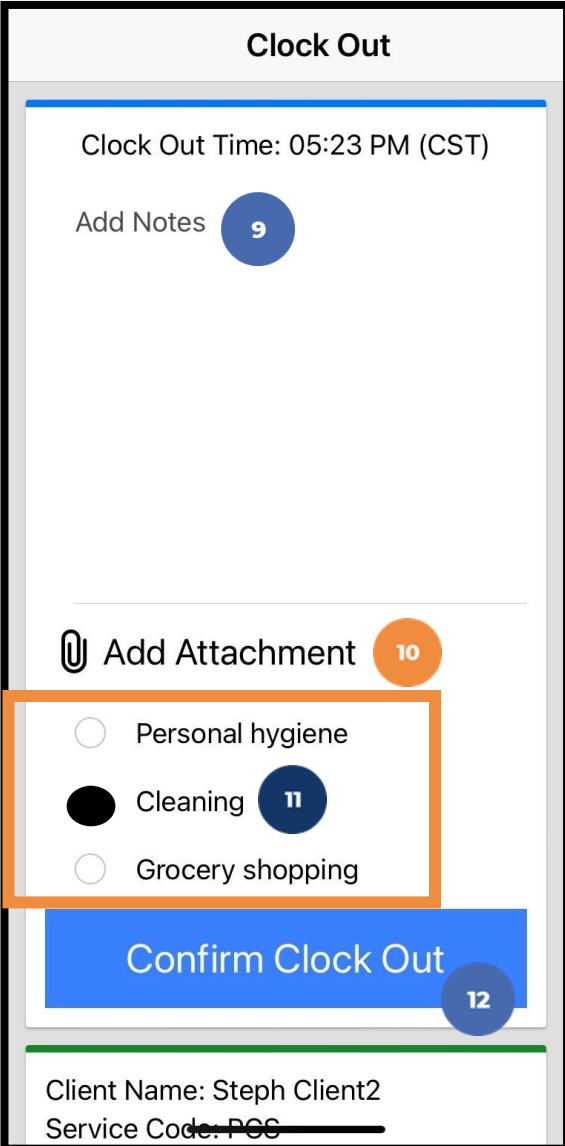The employee:

9. Enters any notes for the punch (optional)

10. Adds an attachment for the punch (optional)

11. **Selects the task(s)/statement(s) that was completed during the shift**
    - ✓ **Tasks/statements are a quick way to document the duties completed with/for the participant**
    - ✓ **The entry cannot be saved without a selection**

12. Clicks the blue **Confirm Clock Out** button when ready
    - ✓ *This will stop the time for the shift*

13. Punch Confirmation
    - ✓ Punch details are shown
    - ✓ Click the blue **Home** button when ready

Clock Out

Clock Out Time: 05:23 PM (CST)

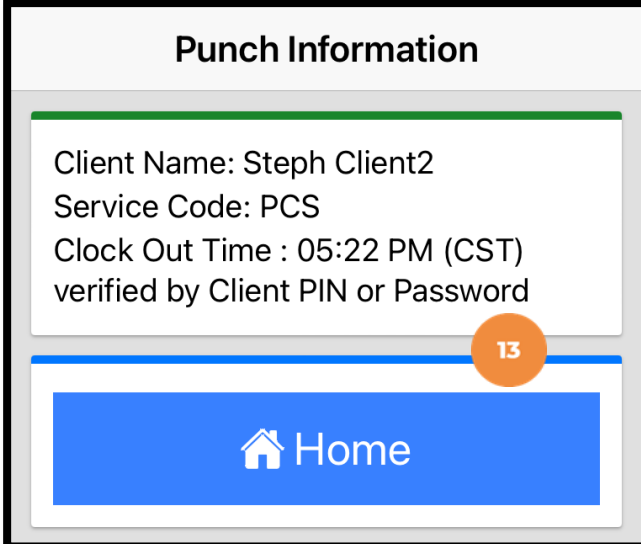Add Notes 9

📎 Add Attachment 10

○ Personal hygiene

● Cleaning 11

○ Grocery shopping

Confirm Clock Out 12

Client Name: Steph Client2
Service Code: PCS

Punch Information

Client Name: Steph Client2
Service Code: PCS
Clock Out Time : 05:22 PM (CST)
verified by Client PIN or Password 13
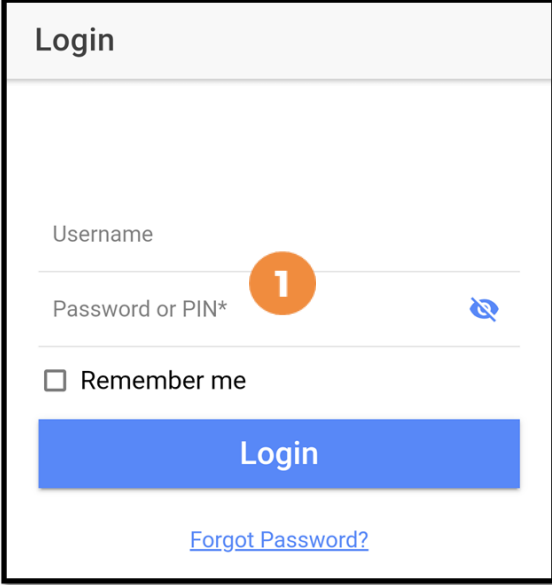
🏠 **Home**

Congratulations!
The shift is complete.

Clock Out – EVV Option #3

Portal Signoff

1. At the end of the shift, log in to the mobile app.

2. Click the blue **Continue to Clock Out** button

3. Select **Confirm** to proceed with clocking out

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Login

Username

Password or PIN* ①

☐ Remember me

Login

Forgot Password?

Clock Out

☎ Continue to Clock Out ②

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

Clock Out

☎ Continue to Clock Out

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

Alert

Are you sure you want to clock out current punch?

Cancel   Confirm ③

Clock Out - EVV Option #3 (cont.)
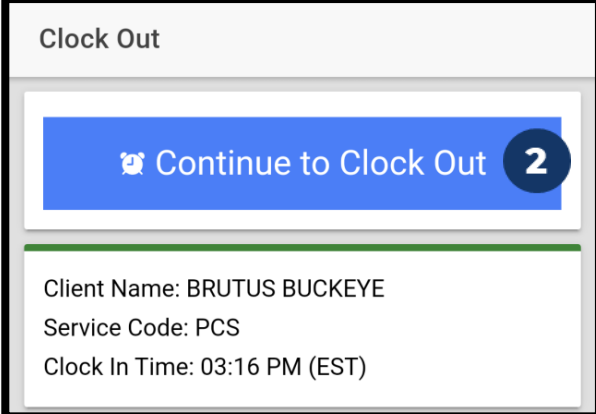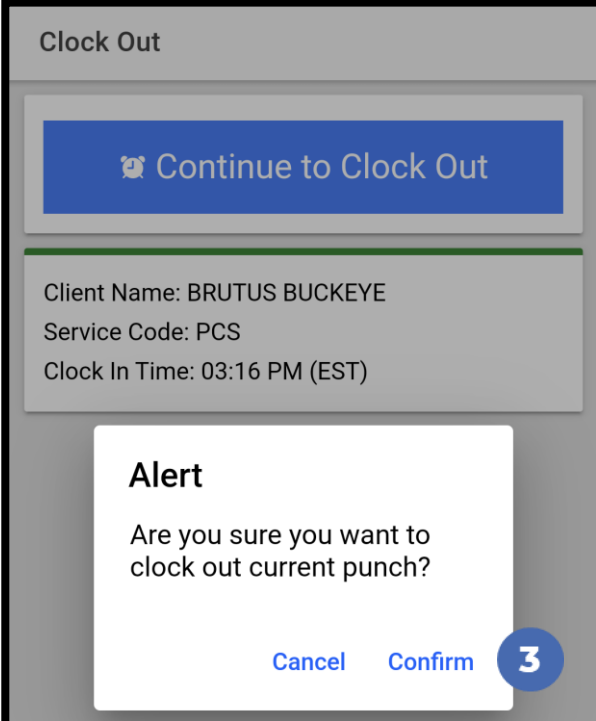
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Portal Signoff

4. Select the clock out verification type:
    ✓ Second Option: Portal Signoff
5. An alert will appear stating that EVV is confirmed, but manual verification will be required prior to approval. Click **Confirm.**

‹ Back **Clock Out Verification**

Clock Out Verification Required

🔒 Client PIN or Password

4 👤 Portal Signoff

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)

‹ Back **Clock Out Verification**

Clock Out Verification Required

🔒 Client PIN or Password

Alert

EVV Confirmed. Manual verification will be required prior to approval

Clie
Ser
Clo

Confirm **5**

Clock Out – EVV Option #3 (cont.)

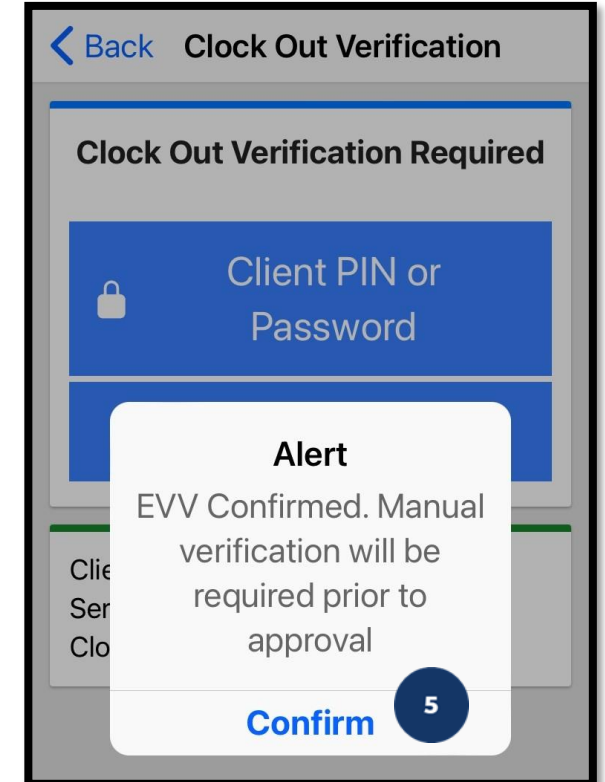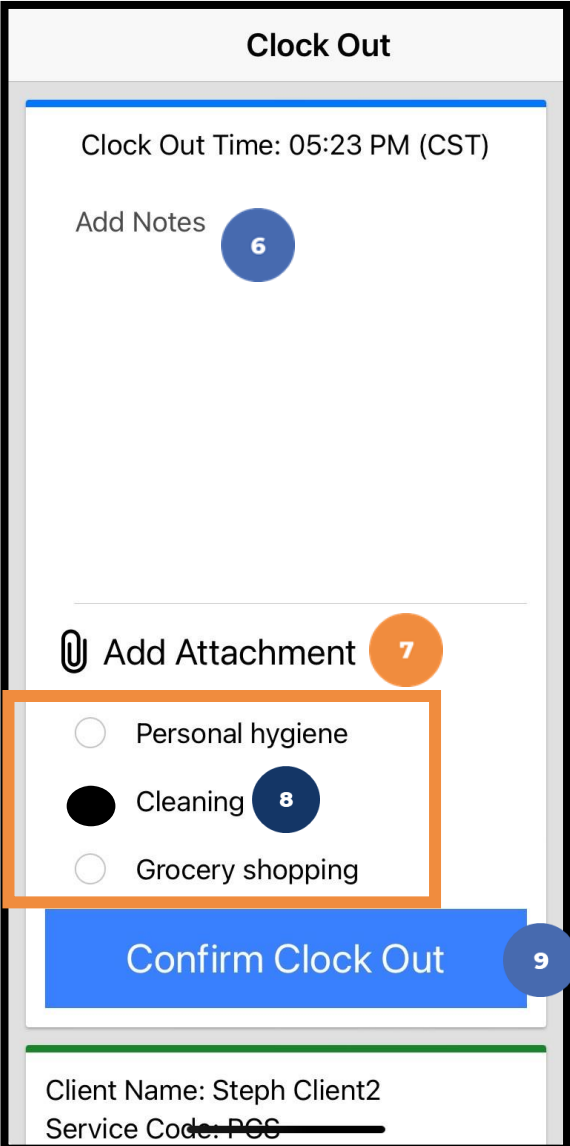Acumen Fiscal Agent
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The employee:

6. Enters any notes for the punch (optional)

7. Adds an attachment for the punch (optional)

8. Selects the task(s)/statement(s) that was completed during the shift
   - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
   - ✓ The entry cannot be saved without a selection

9. Clicks the blue **Confirm Clock Out** button when ready
   - ✓ *This will stop the time for the shift*

10. Punch Confirmation
    - ✓ Punch details are shown
    - ✓ Click the blue **Home** button when ready

Clock Out

Clock Out Time: 05:23 PM (CST)

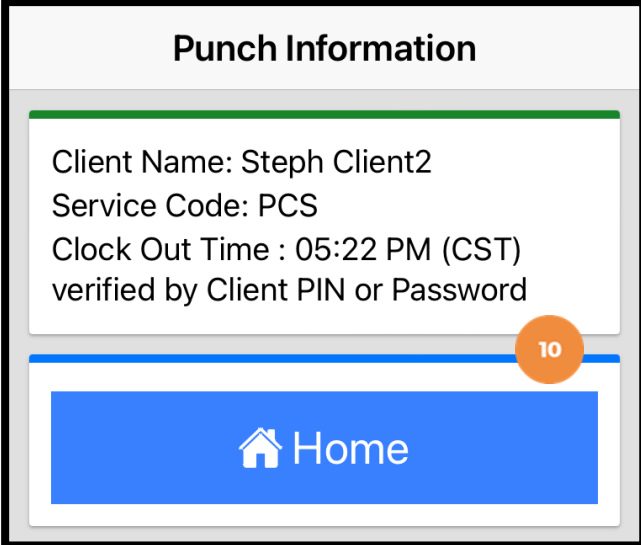Add Notes **6**

📎 Add Attachment **7**

◯ Personal hygiene

● Cleaning **8**

◯ Grocery shopping

Confirm Clock Out **9**

Client Name: Steph Client2
Service Code: PCS

Punch Information

Client Name: Steph Client2
Service Code: PCS
Clock Out Time : 05:22 PM (CST)
verified by Client PIN or Password

10
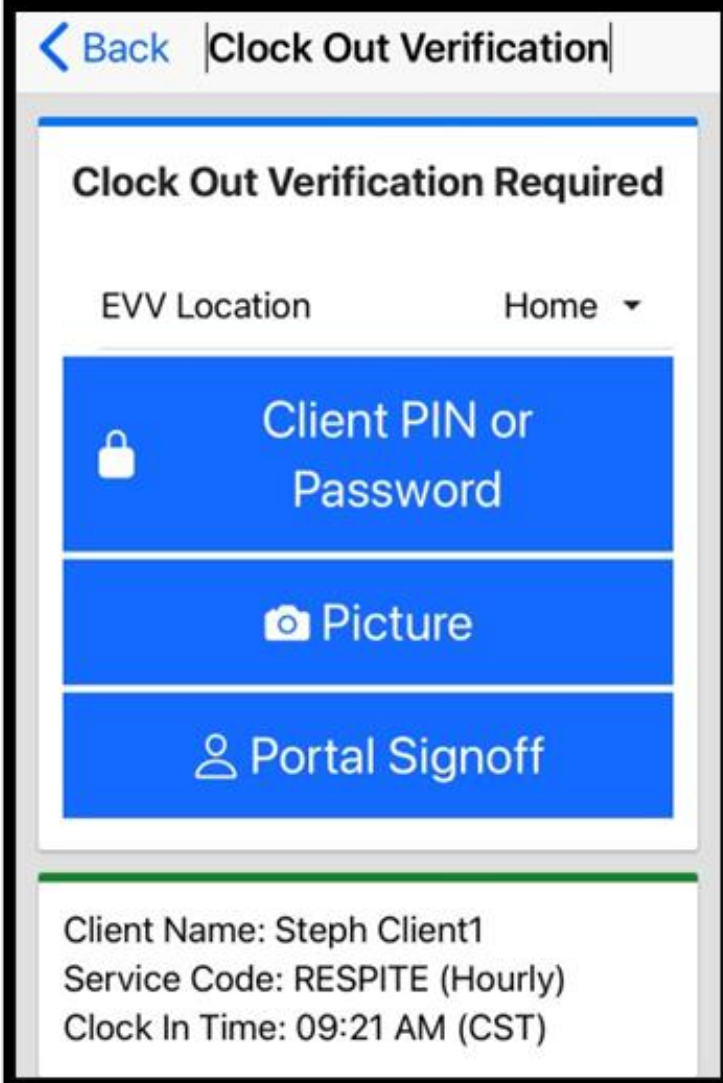
🏠 Home

Congratulations!
The shift is complete.

Mobile App - Client Attestation

- The three client attestation (EVV) options are a way for the client to verify that they received service
  - ✓ Choose only one option

- Client attestation is an extra layer of protection against potential fraud because the client is "signing off" on the punch in real time

*Please note: The employer must still review and approve all punches in their Pending Entries tab. Client attestation does not approve the punch.

Mobile App Offline Mode

- Offline mode allows the employee to use the mobile app on a **registered device** when the device is not connected to the internet or loses connection while the app is in use
  - ✓ **Please note:** A device is registered automatically the first time the user logs into the mobile app while connected to a cellular network or internet
  - ✓ A user can only have one registered device

- Useful when there is limited or no cellular or WIFI connection at the service location

- Limits users to only clock in and clock out

- Offline mode status is indicated by a red "Offline" bar at the top of the dashboard

- Punches made in offline mode are saved in the mobile app as offline punches, will automatically upload when the user connects to a cellular or wireless network, and will be listed under Entries.

Review Entries

1. Click the **Menu** in the top left corner of the screen

2. Select **Entries** on the submenu

3. View the complete list of entries
   - Verify that all time is submitted
   - The employer approves the time as needed

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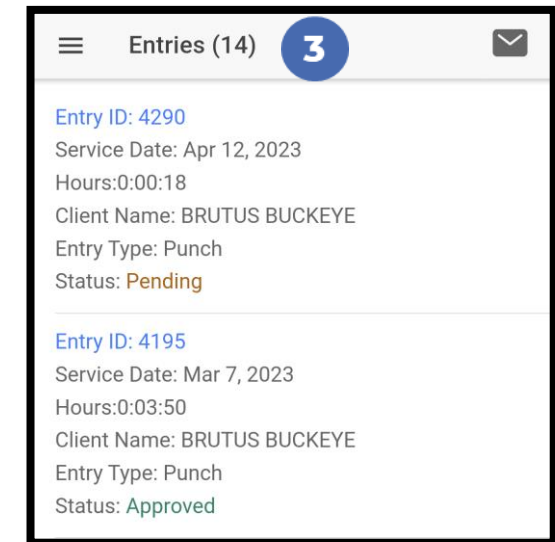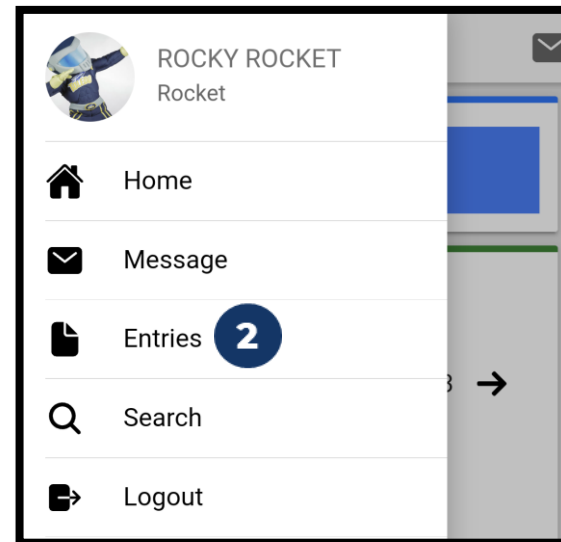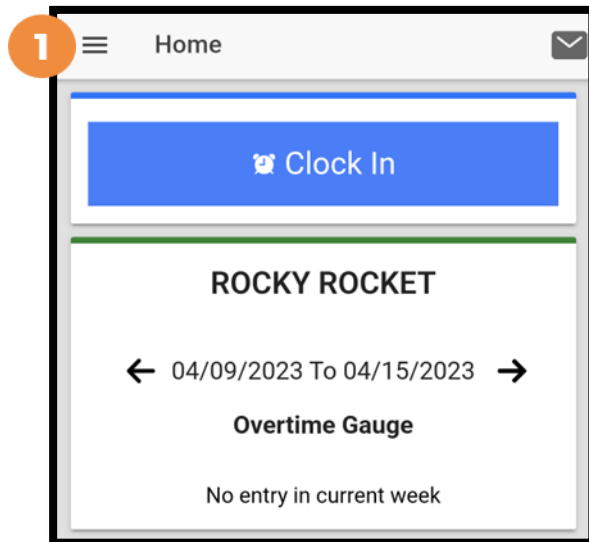
Employee Web Portal

Web Portal Basics

- The employer (ER)/designated representative (DR) reviews and manages time

- Employees correct punches and/or enter historical time

- Users may update profile settings
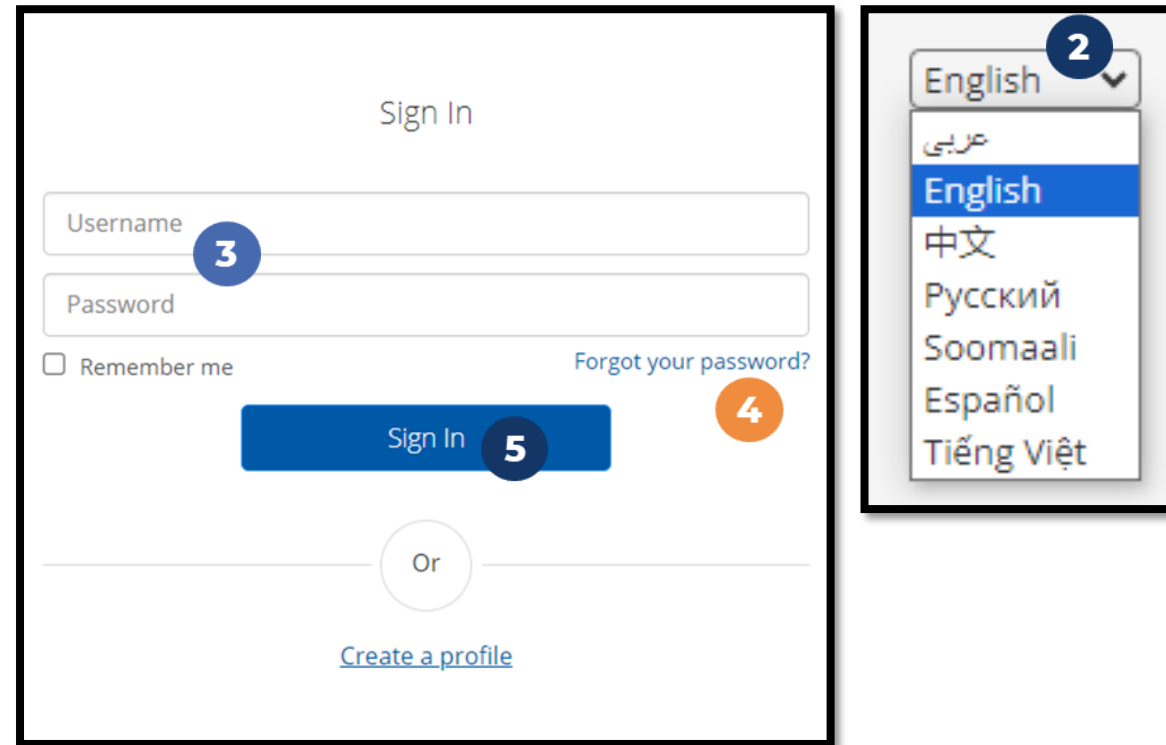
Accessing the DCI Web Portal

1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the DCI Web Portal

2. Use the language drop-down in the top right corner to select the preferred language

   - The page will now display in the new language each time you log in

   - This feature is only available for employees

3. Enter **username** and **password** (not Pin)

   - Credentials provided by Acumen

4. Utilize the "**Forgot your password?**" link if needed

5. Click the blue **Sign In** button

   *Please note: Contact Acumen with login issues

Profile Settings

1. Click the **username** in the top right corner of the main menu

2. Click **Settings**

3. Select a submenu tab to update:

   - Change Password – Used for login

   - Change PIN – A number that can be used instead of a password when logging into the mobile app. *Required for employees if using Phone EVV.*

   - Change Security Question

   - Change Email – A valid and correct email address is required for password recovery

   - Verify Mobile

   - Change Username – Used for login
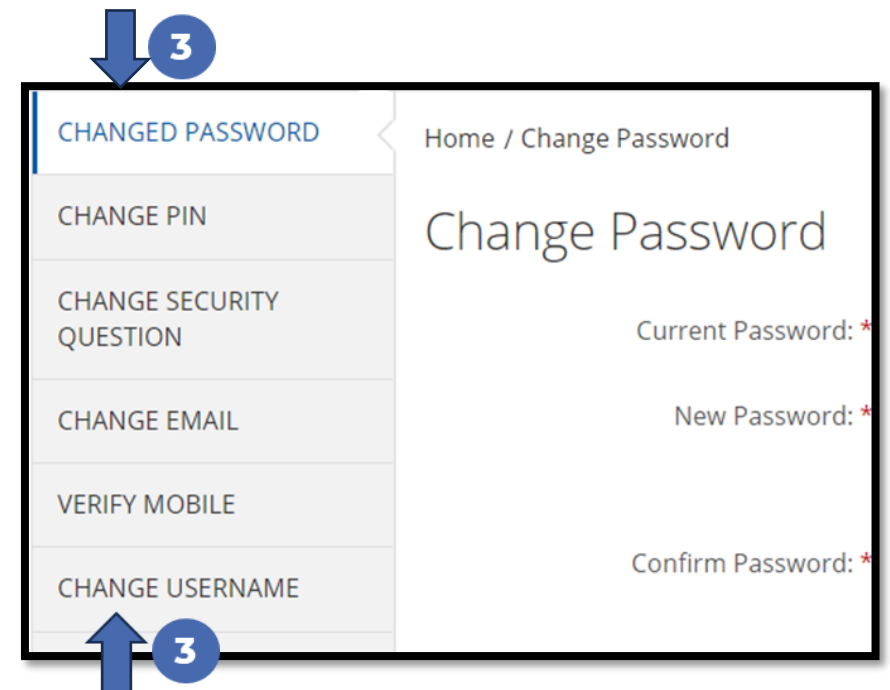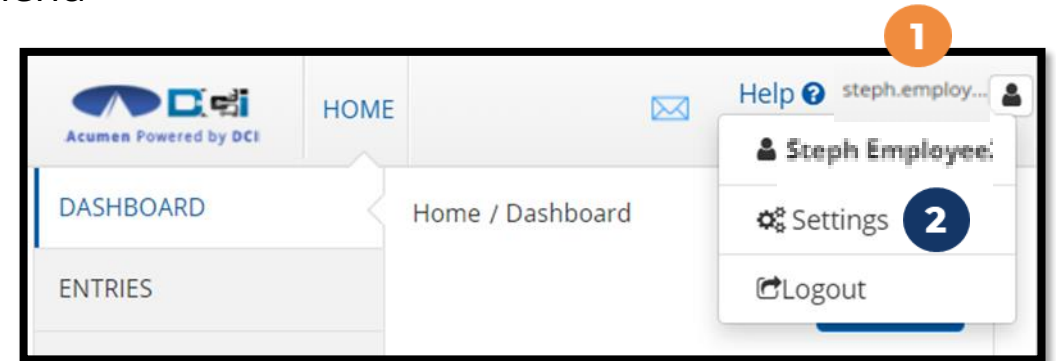
Add / Change PIN

*Please Note! The PIN can only be added or changed in the web portal

1. Log in to the DCI web portal

2. Click the username in the top right corner of the main menu

3. Click **Settings** from the drop-down menu

4. Select **Change PIN** or **Add New PIN**
   - ✓ Add New PIN after a reset
   - ✓ Change PIN anytime

5. Enter password

6. Click the blue **Verify** button
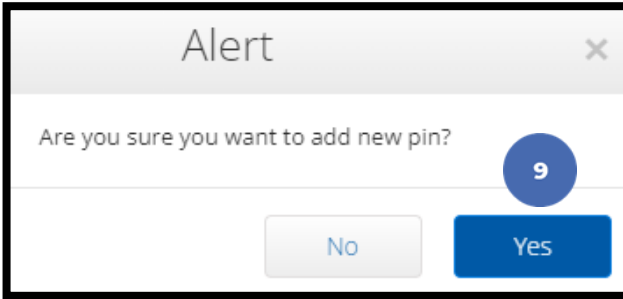
Add / Change PIN (cont.)

7. Complete the New Pin field and retype the pin in the Confirm Pin field

8. Click the blue **Change Pin** button

9. Select **Yes** to confirm the pin change

10. A green bar stating "Pin Changed Successfully!" appears

New Pin: *   Please enter New Pin

Confirm Pin: * Please Confirm Pin

Cancel   Change Pin

*Please Note! The PIN can only be added or changed in the web portal

Alert   ×

Are you sure you want to add new pin?

No   Yes

Pin Changed Successfully!

Web Portal Messaging Module

1. Click the **Mail** icon (envelope) in the top right corner of the main menu to access the inbox

2. Alternatively, if the red **high priority message banner** displays, click it to access the inbox.

Web Portal Messaging Module

Select a message to view by clicking anywhere on the line

- ✓ Bold text indicates the message has not been read
- ✓ Light text indicates the message has been read
- ✓ A yellow star indicates a high priority message
- ✓ A paperclip indicates an attachment

Archive	Delete	📄 Export

Showing **30** out of **72** records

☐	★	Attachments	From	Subject	Date/Time	Action
☐	★	📎	**DCI Support**	**Paystub for check date XX/XX/XXXX**	**11/02/2023 02:00 AM**	🖬 🗑
☐	★	📎	Kristen Ziegler	hello there	12/08/2023 05:19 PM	🖬 🗑
☐	★		Steph Client1	Checking on the status	11/02/2023 11:50 AM	🖬 🗑
☐	★		DCI Support	Punch Rejected	10/12/2023 08:33 AM	🖬 🗑
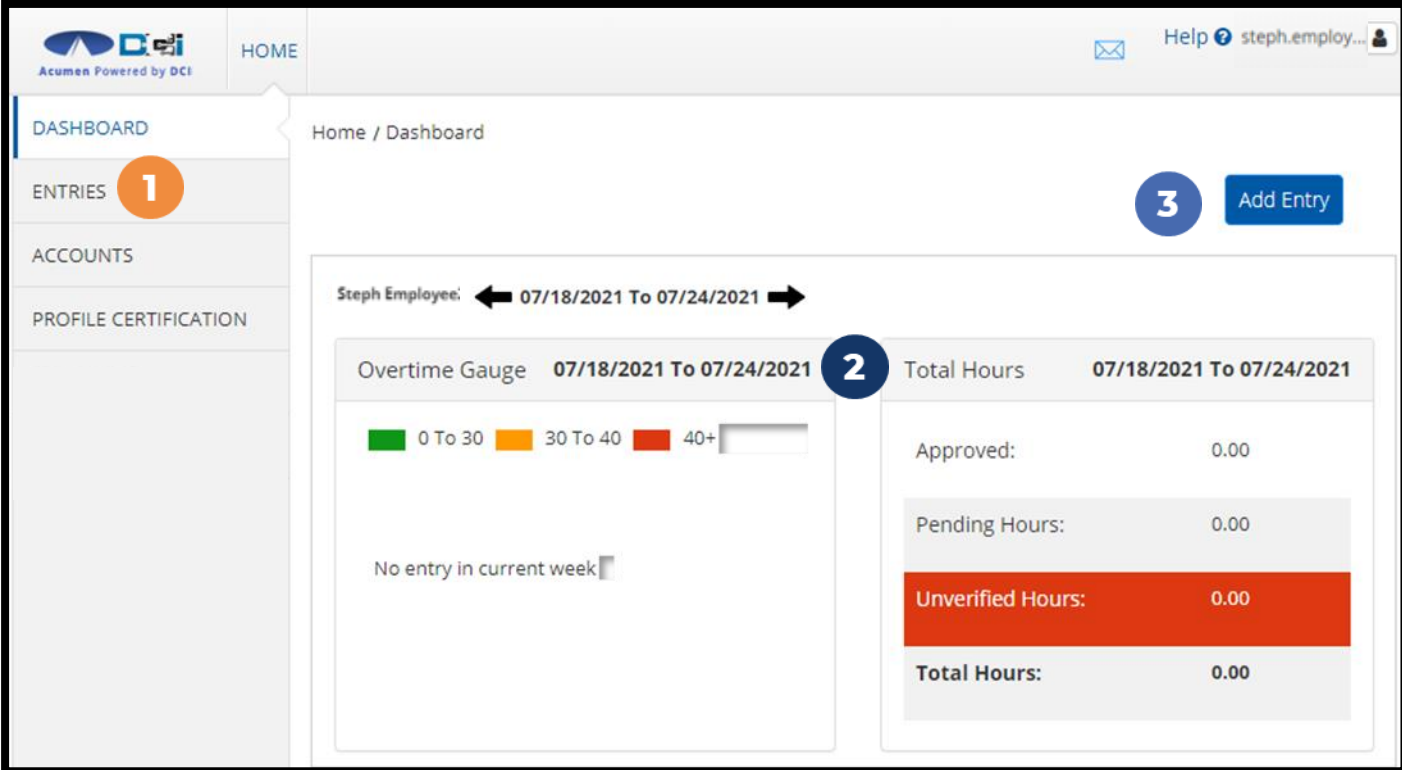
View Paystub via Messaging Module

1. Locate the Paystub message in the inbox and click anywhere on the line to view it

2. Click the **Attachments** tab

3. Click the **eye** icon in the download column to view the paystub or the **download** icon to download it

Home Tab Details - Employee

The **Dashboard** is the landing page

1. Select the **Entries** tab to view a complete list of submitted time entries

2. Overtime Gauge & Total Hours for the current calendar week

3. Click **Add Entry** to enter a historical time punch

Add New Entry

acumen.dcisoftware.com

1. Log in to the DCI Web Portal using Chrome, Safari, Edge, or Firefox browser.
   ✓ Chrome is preferred

2. Click the blue **Add Entry** button

Please note! Web Portal (historical) entries are used for a missed punch or punch correction. The goal should always be to enter punches in real time (Mobile App) to maintain EVV compliance.

Sign In

Username

Password

☐ Remember me   Forgot your password?

Sign In

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Help ❓ steph.employ...

Home > Dashboard

Add Entry

Steph Employee   ⬅ 11/01/2020 to 11/07/2020 ➡

Overtime Gauge	11/01/2020 to 11/07/2020
🟩 0 to 30 🟧 30 to 40 🟥 40+	
No entry in current week	

Total Hours	11/01/2020 to 11/07/2020
Approved By:	7.52
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	7.52

Expiring Certifications

Certification Name	Certification Expiration Date	Link to Certification Course

Add New Entry (cont.)

3. Type a minimum of three characters to generate results and select the Client's name from the list

4. Select the Service Code from the drop-down

5. Select the Service Date

6. Enter the Check In (start) and Check Out (end) times

7. Select Portal Signoff as the EVV Method

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Add New Entry

Entry Type: *	Punch
Employee Name:	Steph Employee2
Account Type: *	Hourly
Client: *	Steph Client2 - 10 (3)
Service Code: *	PCS (4)
Service Date: *	12/12/2023 (5)
Check In: *	5:00 AM	Check Out: *	8:00 AM (6)
EVV Method: *	Portal Signoff (7)
Check Out Date:	12/12/2023
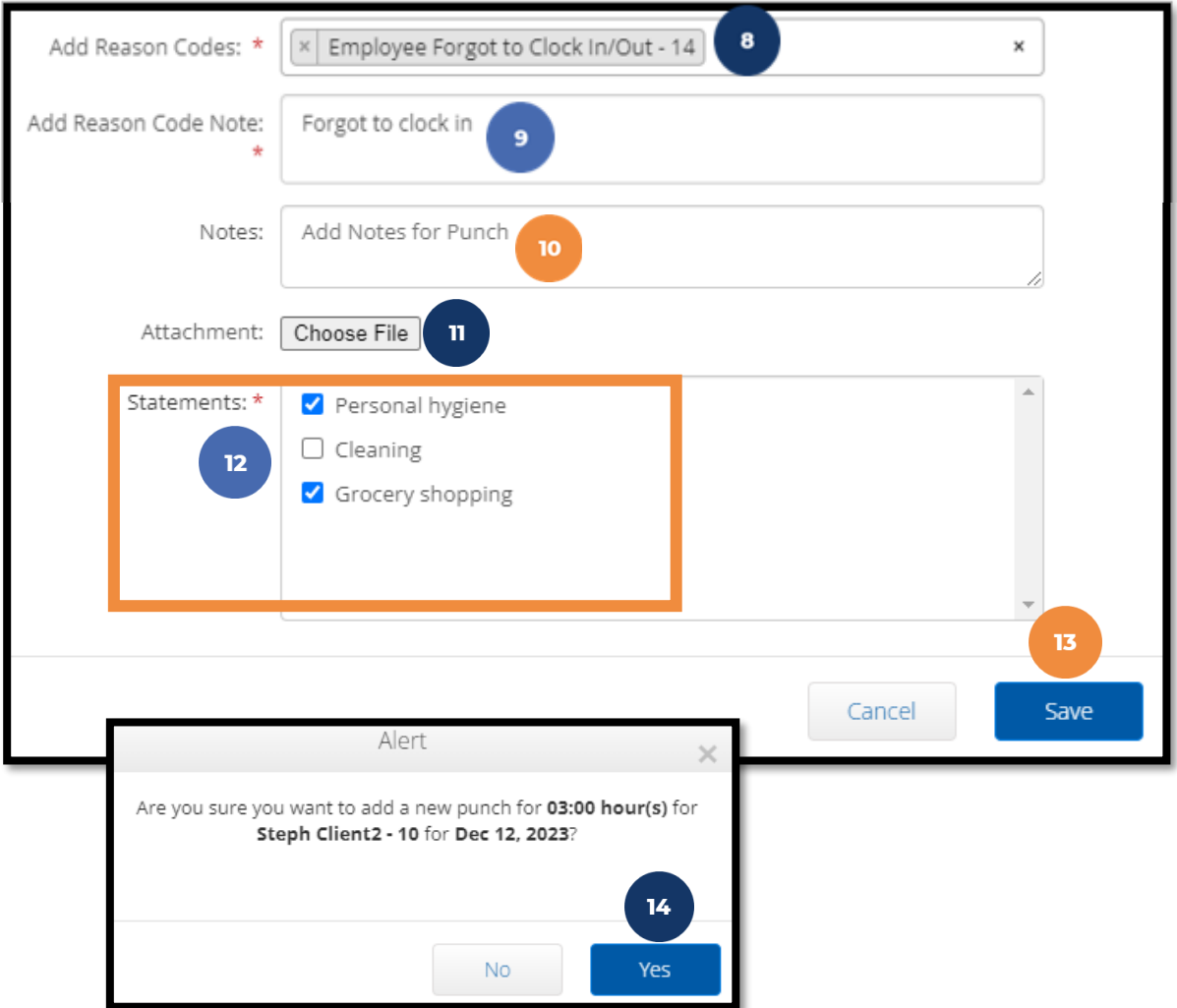
Add New Entry (cont.)

8. Select a Reason Code from the drop-down list

9. Add a Reason Code Note

10. Enter Notes for the punch (optional)

11. Click the **Choose File** button to select and upload Attachments (optional)

12. Select the task(s)/statement(s) that was completed during the shift
    ✓Tasks/statements are a quick way to document the duties completed with/for the participant
    ✓The entry cannot be saved without a selection

13. Click **Save**

14. Click **Yes** to submit

Edit Entry

1. Log in to the DCI Web Portal

2. Click **Entries** on the submenu

3. Click anywhere on the line of the punch entry to be edited

4. Click the **Actions** button in the top right corner

5. Select **Edit Entry** from the drop-down menu
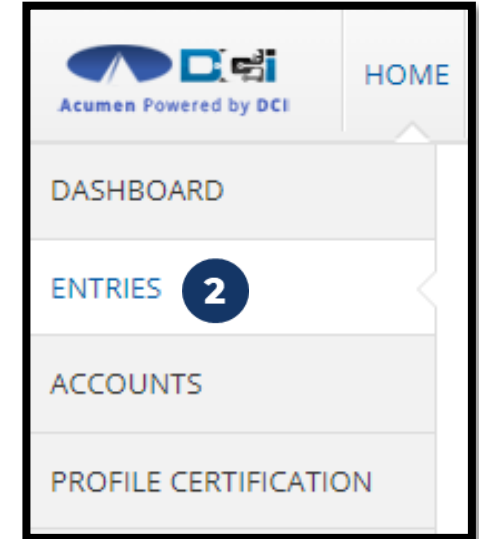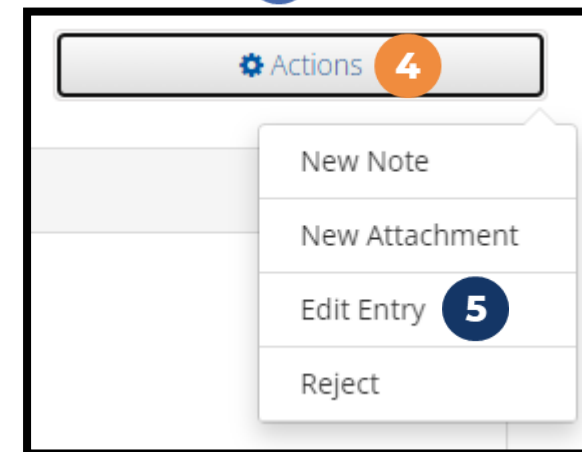
Edit Entry (cont.)

*Please note! Only entries in a <u>Pending</u> status can be edited by the employee
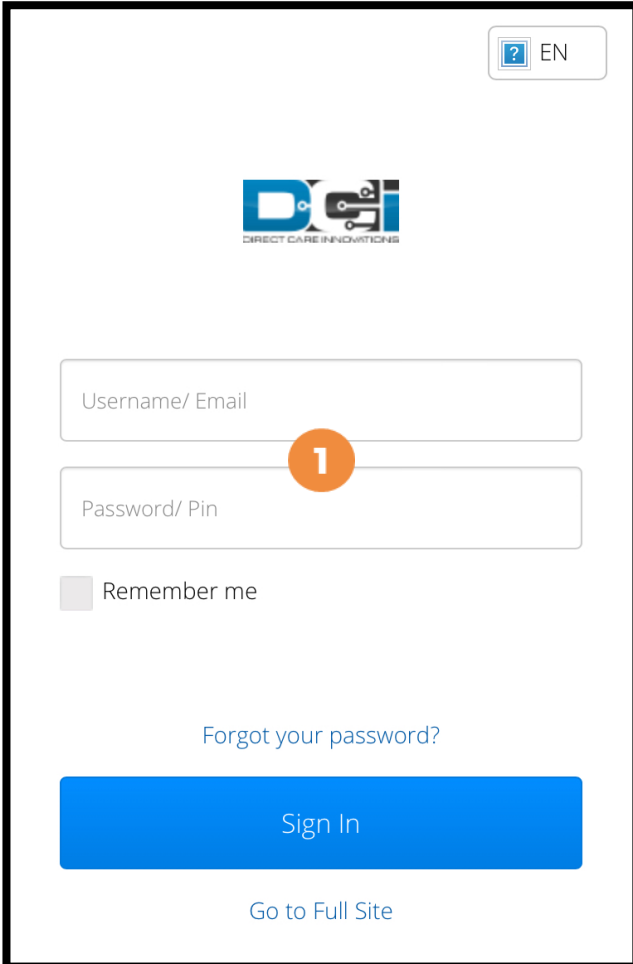
6. Complete the necessary changes in the Edit Entry form wizard

7. Select a Reason Code from the drop-down list

8. Add Reason Code Note

9. Click **Save**

10. Click **Yes** to confirm the changes

The edited entry moves into a <u>Rejected</u> status, and a new (corrected) entry in <u>Pending</u> status is created.

Edit Entry

Entry Type: *	Punch
Employee Name:	Steph Employee2 - 12
Account Type: *	Hourly
Client: *	Steph Client2 - 138795
Service Code: *	PCS
Select Date: *	12/12/2023
Check In: *	5:00 AM
Check Out: *	8:30 AM
Check Out Date:	12/12/2023
EVV Method: *	Portal Signoff
Add Reason Codes: *	× Employee Forgot to Clock In/Out
Add Reason Code Note: *	Updating check out time
Notes:	Add Notes for Punch
Attachment:	Choose File
Statements:	☑ Personal hygiene ☐ Cleaning ☑ Grocery shopping

Cancel   Save

Alert

Are you sure you want to cancel the existing punch for **0:03:00 hour(s)** for **Dec 12, 2023** and add a new punch for **03:30 hour(s)** for **Steph Employee2** for **Steph Client2-138795** for **Dec 12, 2023**?

No   Yes

Employee Mobile Web Portal

Accessed via smartphone or tablet

Add New Entry - Mobile Web
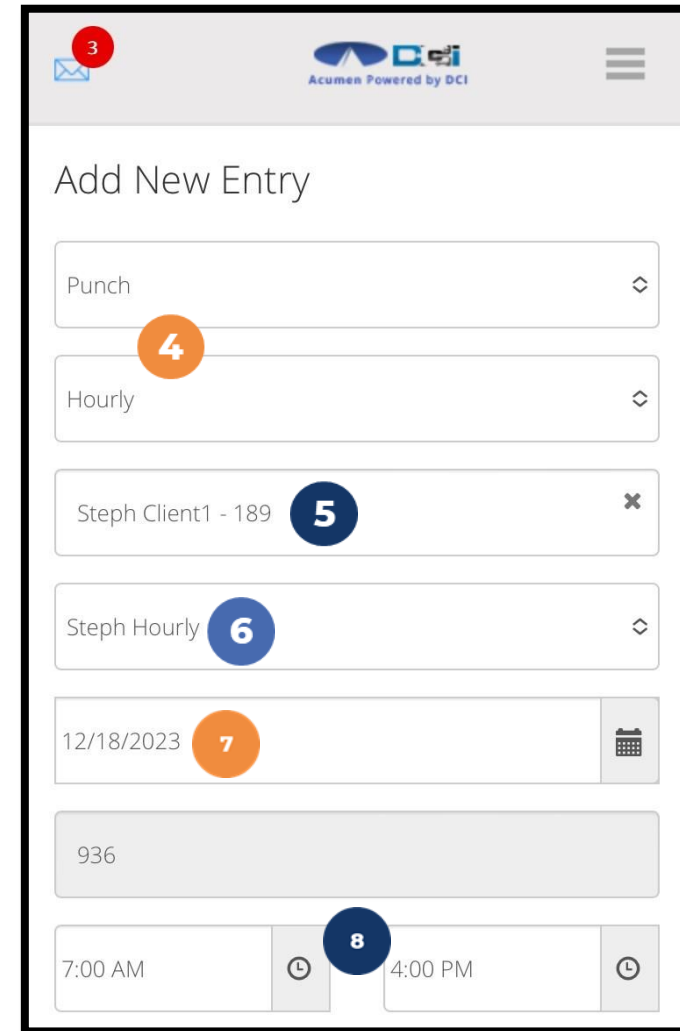
1. Log in to the DCI Web Portal on a mobile device using Chrome, Safari, Edge, or Firefox browser.
   - ✓ Chrome is preferred
   - ✓ Enter Username or Email and Password or Pin

2. Click the **Menu** in the top right corner of the screen

3. Select the **New Entry** tab from the submenu
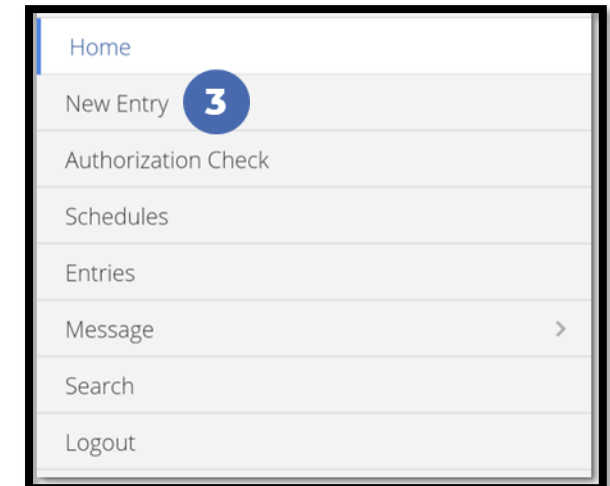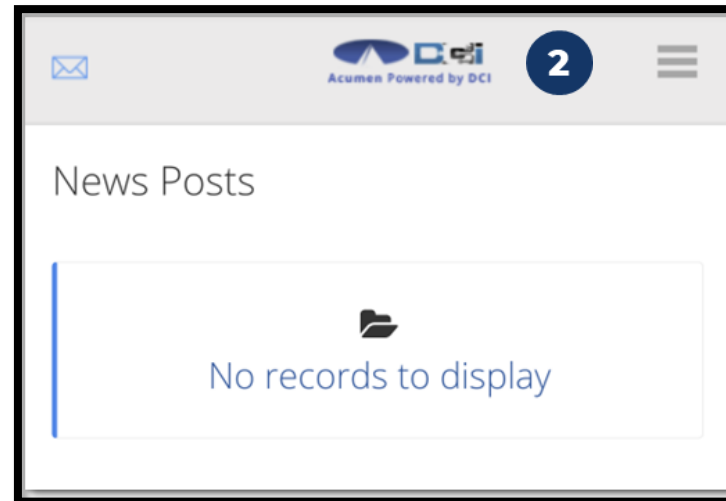
Add New Entry - Mobile Web (cont.)

4. The first two fields are prefilled

5. Type a minimum of three characters to generate results and select the Client's name from the list

6. Select the Service Code from the drop-down

7. Select the Service Date

8. Enter the Check In (start) and Check Out (end) times
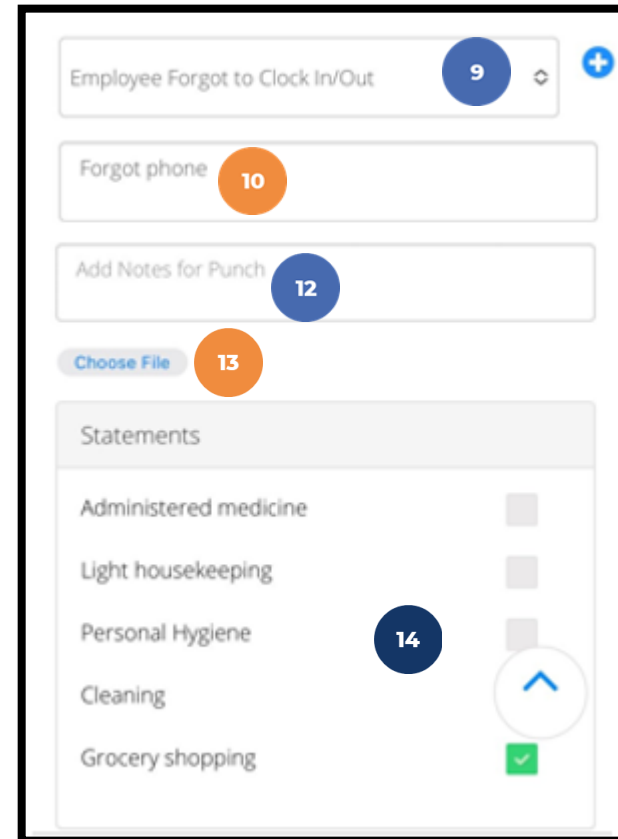
9. Select a Reason Code from the drop-down list

10. Add a Reason Code Note

11. Click the blue **plus sign (+)** to populate the reason code details

12. Enter Notes for the punch (optional)

13. Click the **Choose File** button to select and upload Attachments (optional)

14. **Selects the task(s)/statement(s) that was completed during the shift**
    ✓Tasks/statements are a quick way to document the duties completed with/for the participant
    ✓The entry cannot be saved without a selection

Add New Entry - Mobile Web (cont.)

15. Click **Save**

16. Click **Yes** to submit

17. The punch has been submitted
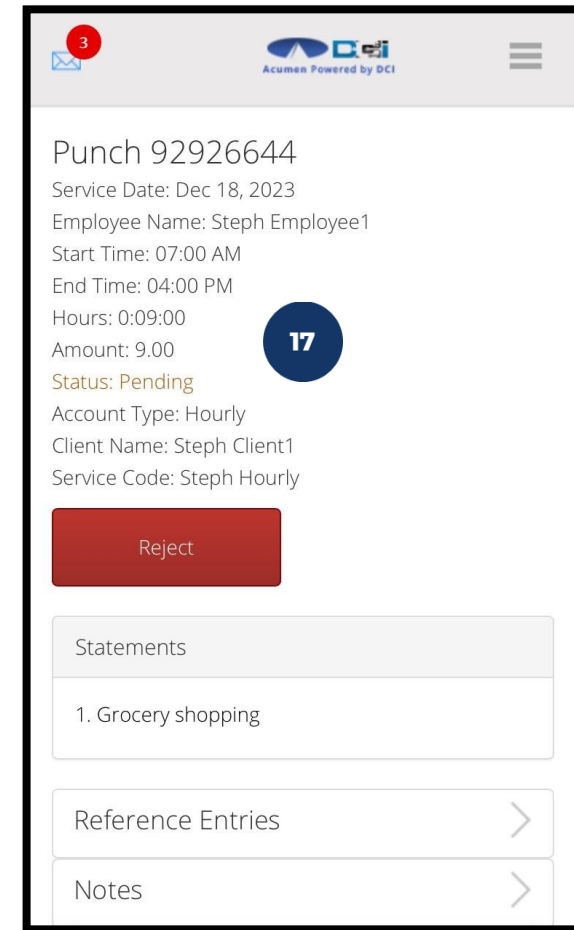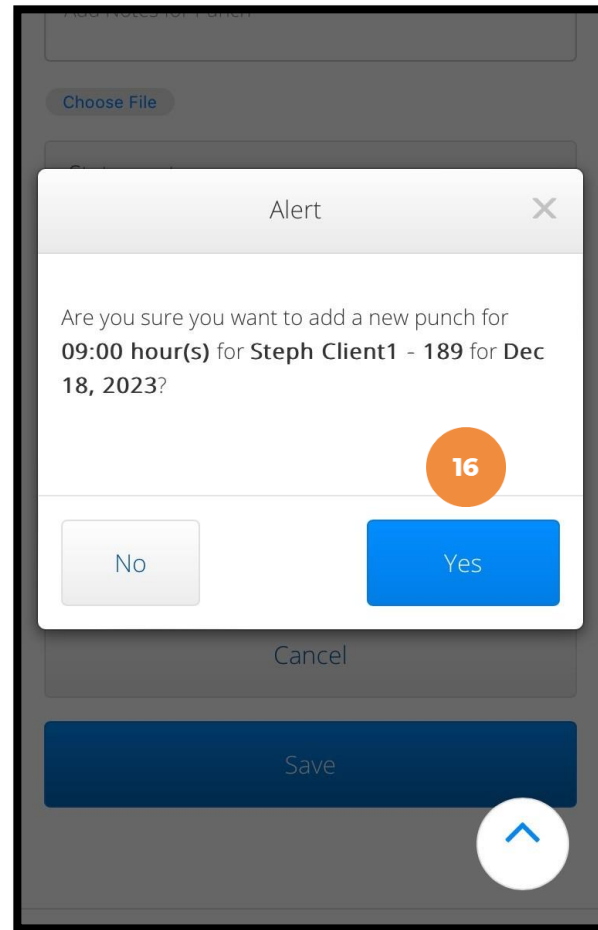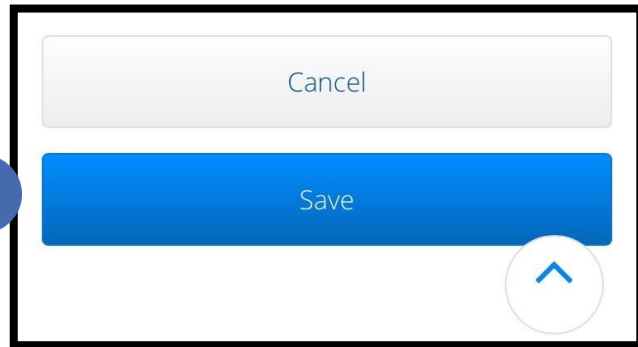
Cancel

Save

(15)

Alert

Are you sure you want to add a new punch for **09:00 hour(s)** for **Steph Client1 - 189** for **Dec 18, 2023**?

No

Yes

(16)

Cancel

Save

Punch 92926644

Service Date: Dec 18, 2023
Employee Name: Steph Employee1
Start Time: 07:00 AM
End Time: 04:00 PM
Hours: 0:09:00
Amount: 9.00
Status: Pending
Account Type: Hourly
Client Name: Steph Client1
Service Code: Steph Hourly

Reject

(17)

Statements

1. Grocery shopping

Reference Entries >

Notes >

Phone EVV Basics

- Employer - Confirm the landline or VoIP phone number on file with Acumen is for the client

  ✓ The VoIP number must be tied to the client's home address

  ✓ Employees must call from a recognized number only

  *Please note! If calling from a number not associated with the client, you will receive an error message.

- Employee - Will be asked to validate the following information:

  ✓ Last four digits of their social security number

  ✓ PIN

  ✓ MMDD of their birthday

  ✓ Client Name & Service Code for the shift

- Client or designated representative (DR) – Need client PIN for historical (non-EVV-compliant) phone entries

  ✓ Client PIN is on the Employer Good To Go letter

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Clock In: Real Time Entry

1. Sign in:
   - ✓ Call (855) 807-9595 from the client's landline or VoIP to start the shift
   - ✓ Enter the last four digits of the social security number
   - ✓ Enter PIN
   - ✓ Enter month/day of birth (MMDD)

2. Press #1 for hourly

3. Confirm the client's name with the prompt given

4. Press #1 for real time entry

5. Select the service code with the prompts given

6. Press #1 to confirm and save the punch

7. The recording will read back the punch details and then disconnect

Clock Out: Real Time Entry

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1. Sign in:
   - ✓ Call (855) 807-9595 from the client's landline or VoIP to end the shift
   - ✓ Enter the last four digits of the social security number
   - ✓ Enter PIN
   - ✓ Enter month/day of birth (MMDD)

2. The system will read each task/statement. **Select 1** if the task was completed or **2** if the task was not completed (e.g., Personal hygiene, press 1 for yes and 2 for no). Select at least one statement/task or the call will disconnect, and the process must be restarted.

3. Recording announces that there is an open punch

4. When prompted press #1 to confirm closing the punch

5. The punch is now closed, and the employee is clocked out

6. Press #2 to disconnect or Press #1 to open a new punch

Historical Entry

*Please note! Historical entries are used for a missed punch or punch correction. The goal should always be to enter punches in real time to maintain EVV compliance.

The client or employer must be present at the end of this process.

1. Sign in:
    - ✓ Call (855) 807-9595 from the client's landline or VoIP to enter the shift
    - ✓ Enter the last four digits of the social security number
    - ✓ Enter PIN
    - ✓ Enter month/day of birth (MMDD)

2. Press #1 for hourly

3. Confirm the client's name with the prompt given

4. Select #2 for historical entry

5. Select the service code with the prompts given

Historical Entry (cont.)

6. Enter the date of service in MMDDYYYY format (i.e., December 28, 2023 = 12282023)

7. Enter the clock-in time in HH:MM (i.e., 0830)

8. Select #1 for AM or #2 for PM

9. Enter the clock-out time in HH:MM (i.e., 0530)

10. Select #1 for AM or #2 for PM

11. The system will read each task/statement. **Select 1** if the task was completed or **2** if the task was not completed (e.g., Personal hygiene, press 1 for yes and 2 for no). Select at least one statement/task or the call will disconnect, and the process must be restarted.

12. The recording will read back the punch details

13. Press #1 to confirm

Historical Entry (cont.)

*Please Note! The client or employer <u>must</u> be present for the following final steps:

14. Hand the phone to the client/employer who presses #1 when ready

15. The client/employer reviews the punch details and presses #1 to accept or #2 to reject the entry

16. The client/employer will validate the call using their PIN

17. The punch is created

18. The phone disconnects and the shift is recorded

Troubleshooting

- Is the employee having trouble signing in?

  - ✓ PIN not working? Update under profile settings

  - ✓ Employee can call Acumen to confirm their date of birth & last four digits of their social security number on their profile

- Is the employee having trouble clocking in?

  - ✓ Only call from the client's landline or VoIP

    - ➢ Call Acumen at (866) 859-0027 to confirm the client's number

- Is the employee having trouble adding historical entries?

  - ✓ Enter the date & time in the correct format (MM/DD/YYYY & HH:MM)

  - ✓ Do not overlap with other employee's shifts

- Is the client 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

- 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 **submitted 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**

ADSS - Complete Timesheet

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

ADSS Payment Schedule

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 <u>entered and approved</u> 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 <u>entered 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

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.

Ensure Time Entries &Timesheets are Submitted & Approved by Due Date

- Effective **Monday, February 26**th Acumen will begin enforcing timesheet and time entry due dates.

- Please reference the AL ADSS Pay Schedule for due dates

- Timesheets submitted or time entries approved after the due date will be processed on the following pay period's pay date

- We highly recommend using the DCI Mobile App or DCI Web Portal for time entry

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

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DCI
DIRECT CARE INNOVATIONS

Acumen powered by DCI

Questions?

Thank you!

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

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