



Alabama SAIL Electronic Visit Verification (EVV) Question & Answer

Paper Timesheets will no longer be accepted or processed starting Pay Period August 16th – August 31st

Please find a link to the SAIL EVV Memo regarding this upcoming change: [AL SAIL EVV Memo](#)

1. My employee(s) currently submit their time each pay period using a Paper Timesheet, when will this no longer be acceptable?

A: Paper Timesheets will no longer be accepted for the pay period starting August 16th – August 31st that are due on September 2nd to Acumen. If your Employee's entries are not made in real time, they can still be paid for these services, but they will have to be entered through our DCI Web Portal. Entries made in the DCI Web Portal are not EVV compliant and a Reason Code explaining why the visit could not be entered using an EVV compliant method will be required.

2. If we can't use Paper Timesheets, what other options will my employee have to submit their time?

A: SAIL and Acumen offer two methods for your Employee to enter their time that will be EVV compliant. EVV compliant time entry requires that Employees must clock in when they begin their shift and clock out when their shift is over. The primary EVV compliant way to enter visits will be through the DCI EVV Mobile Application or a Landline option that can be used. If a visit is not captured in real-time, visits can still be entered through the Web Portal or the Landline option but are not considered EVV compliant and should only be used as an exception.

3. Is there an exception process for having to submit shifts in an EVV compliant manner?

A: No, all SAIL Personal Choices participants using PCS services must comply with submitting their employee's shifts in an EVV compliant manner. This is a federal mandate per the 21st Century Cures Act.

4. How can I get training on the DCI EVV Mobile App and Acumen DCI Portal?

A: Links to training videos can be found by accessing our training page [Alabama SAIL Self-Direction - Training Materials](#). Acumen is offering several live training sessions for you to attend and learn more about these new electronic time submission options. Please navigate to our training website and review the live training times and dates offered.

5. I live in a remote area that doesn't have good cell service or Wi-Fi, how can I use the mobile app if I don't have service?

A: If your employee does not have cell service or a Wi-Fi connection at the time of clock-in or clock-out, they can still use the DCI EVV Mobile App! They will simply clock-in or out as they normally would on their smart phone through the DCI EVV Mobile Application. The next time your employee logs in to the app and has a Wi-Fi or cellular data connection, they will be prompted to sync (send) any shifts that were collected while in offline mode. The app will notify the employee when the shifts are successfully synced.

6. Is an email address needed for these electronic options?

A: While all Employees and Employers have a DCI Profile, we may not have received an email address from Morning Sun. Email addresses are required to use these new EVV systems, especially if you need to update your account password or PIN. If you do not have an email address on file or need to have it updated, please use the following links to navigate to our Change of Information forms that you can complete and return to us to update your profile: [Participant & Employer Change of Information Form](#) or [Employee Change of Information Form](#)

If you have logged into the DCI Web Portal, you can update or change your email address by clicking on your username in the top right corner and selecting "Settings." Acumen has created the following guide to support you in making updates to your DCI Profile: [Change Profile Settings](#)

7. How will the Employer confirm and verify services?

A: Visits entered through the Mobile Application can be verified by the Employer when the Employee clocks out of their shift. There are two selections that can be made to verify the service:

1. PIN or Password: The Employee can hand the device to the Employer for the Employer to enter the Client PIN or Password. **The Client PIN number is available in the Good to Go Letter.**
2. Portal Sign-off: If the Employee is not with the Employer at the time the Employee clocks out of their visit, Portal Sign-off can be selected. **This will require the Employer to login to the DCI Mobile Application or the DCI Web Portal to review and approve the entry.**

For more information regarding our Verification options, please reference the following resources: [SAIL - Employer Guide](#) or [Employer Manage Entries - Quick Reference](#)

8. If I verified my employee's visit when they clocked out of their shift, do I need to take any further steps for my Employee to be paid?

A: Yes, the employer may need to further review, verify and approve the visit. The capturing EVV/Participant attestation is acknowledging the Participant received service. While the visit may have been entered, it may still conflict with a program rule that may result in the visit not being payable. It is important for the Employer to continue to review and monitor employee visits each pay period through the DCI Web Portal.

9. Can Self-directed participants receive services in the community with EVV?

A: Yes. The use of EVV does not change where services are delivered. Self-directed participants will still receive services according to their service plan and existing program rules.

10. Will Acumen share the collected data?

A: The clock-in and clock-out data is available to the employee who worked the shift and their employer. Acumen is required to collect the required EVV data and provide it to SAIL program administrators and the designated state EVV Aggregator regularly.

11. What happens if my employee forgets to clock-in or out, or the smartphone is not functional at the point of clock-in or clock-out?

A: If a situation occurs where the shift was not/could not be entered on the DCI EVV Mobile app or Landline, your employee must enter the shift on the DCI web portal at <https://acumen.dcisoftware.com>. When entering their shift, they will have to choose a reason for the shift not being entered in an EVV compliant manner. Please refer to our training resource on how an Employee can enter manual entries on the DCI web portal: [SAIL - Employee Web Portal Entries](#)

12. Who should download the DCI EVV Mobile App?

A: The Employee will be using the DCI EVV Mobile App and they can download the app free of charge from the Apple App Store or Google Play Store. When downloading the App you will be prompted to use a "System Identifier". Please enter 228636 to register as an Acumen user. The DCI EVV Mobile App is intended for employee use, but Employers can also download it to review time submissions by their Employee. If you are an employer and would like to view your employee's shifts, review and approve shifts, or view and manage your budget please use the web portal at acumen.dcisoftware.com. Please access our [How to Install/Download the DCI Mobile EVV App](#) for a step-by-step guide.

13. How can a username, password, or PIN be changed?

A: We encourage Employers and Employees to reset their password and PIN upon logging in for the first time. **Please remember the assigned Client PIN is found in the Good to Go Letter. Resetting the Employer PIN does not change the assigned Client PIN.** To update your username, password, or PIN log into your DCI web portal account at <https://acumen.dcisoftware.com> and go to the profile icon next to your username in the upper right-hand corner and choose “Settings”. There is a menu on the left of the screen where you can choose to update your username, password or PIN. You can access our [Change Profile Settings](#) resource to further guide you in updating your profile settings.

14. Who do I contact for additional support?

A: If you need help, please visit our Alabama training website to access training guides, watch recoded training videos, or review dates and times for an upcoming live training session: [Alabama SAIL Self-Direction - Training Materials](#)

All SAIL Counselors have attended Acumen EVV Training sessions and have been provided with training materials to support you with this change. Please feel free to reach out to your Counselor for additional support and training.

Acumen Customer Service is available to help support you during this change, please contact us by phone at 866-859-0026, contact us directly through our acumenfiscalagent.com website by clicking [Here](#),