We understand questions may arise as Acumen transitions to your Financial Management Services Provider. Below are the Frequently Asked Questions and responses.

Contents

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

- Links to training videos and resources can be found by accessing our training page [KS Helpers Self Direction - Training Materials](#).
  - There are many training resources available to learn how to use the DCI EVV Mobile App and Acumen DCI Portal including:
    - [Mobile App Guide for Employees](#)
    - [Employer Portal Guide](#)
    - [KS Helpers – Employee Mobile App](#)
    - [Employee Web Portal Entries](#)
    - [Employer Managing Entries](#)

2. 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?

- 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. This feature is called Mobile App Offline Mode

3. I am a paid employee. How can I see my pay stub?

- Employees will find their pay stubs in the DCI messaging center. If we have the employee's email address, the employee will receive an email notification that there is a message to review. When you log into DCI, go to the envelope icon at the top of the page, then click on the Paystub message. For detailed steps and a tutorial on what this looks like, visit: How to View Paystubs in DCI Messaging.

4. How can I update my email, reset my PIN, or get unlocked from DCI?

- For step-by-step instructions on how to manage your profile settings, including changing your password, pin, security question, email, mobile phone, and username click here to view the resource Change Profile Settings or located on the KS helpers training materials page under Additional Resources.
- If you are locked out of DCI, you will be automatically unlocked after 24 hours. Anyone with an Employer role can unlock their own employee. Directions can be found on the KS helpers training materials page under Additional Resources and selecting the resource Unlock an Employee Profile.

5. 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?

- 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.

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

- 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.

7. Will Acumen share the collected data?

- 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 program administrators and the designated state EVV Aggregator regularly.

8. 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?

- 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: Employee Web Portal Entries.

9. Who should download the DCI EVV Mobile App?

- 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.

10. What does the status on my punch entry mean?

- PENDING: The entry is awaiting Employer approval
- OPEN: An entry that has been clocked in, but not clocked out yet
- APPROVED: The entry has been approved by the Employer and is ready for payroll
- REJECTED: An entry that has been reviewed and rejected by either the Employer, the employee, or the system (if punches have been edited or do not meet system criteria/rules)
- CANCELED: An entry that has been backed out (overnight shifts often reflect this status because the shift splits into 2 days)
- UNVALIDATED: The entry is being validated through the system to ensure it meets all criteria/rules required (this status can take up to 30 minutes to clear and change to PENDING)
- UNVERIFIED: This entry has been entered on behalf of the employee and requires them to review and verify the entry
- BATCHED: An approved entry that is being batched for payroll disbursement
- PROCESSED: An approved entry has been processed for payroll
- PAID: An approved entry that has been paid out

11. **What does the alert message, "No Active Authorization for this Account. Please contact your supervisor" mean?**

- This error message is received when attempting to clock in/out for a shift and we do not have a current authorization on file for the client receiving services. We ask that members contact their Care Coordinator with their MCO (Aetna, UHC, Sunflower) and advise them that Helpers needs the current authorization and ISP in order for your workers to successfully clock in. An authorization is required to enter shifts into DCI.
- Helpers receive monthly authorizations from the MCOs for each service code. Authorizations are listed in Authenticare and require Helpers to review and approve them each month and must accompany the Individual Service Plan (ISP). We make all attempts in the month prior to the new authorization to contact the MCO and request any missing authorizations, but sometimes these are not received in a timely manner resulting in an error message.
- For assistance with other system alerts view the training resource Business Rules Alerts located on our Kansas Helpers Self Direction – Training Materials website at https://acumenfiscalagent.zendesk.com/hc/en-us/articles/27499979770509-Kansas-Helpers-Self-Direction-Training-Materials.

12. **What does it mean that I only have five days to enter/edit/approve shifts?**

- Helpers has always had this requirement in place and allowed corrections using the time adjustments form. The reason is due to billing and confirming entries that are submitted to the MCO for payment.
- We allow individuals up to 5 days to enter their historical entry if they failed to do so on the service date using an approved EVV method. EVV requirements are looking for individuals to make their entries in real time in order to verify that services occurred while the client was present and in accordance with program rules.

13. **Why are my overnight shifts cancelled and split into two separate shifts?**

- DCI allows an individual to clock in for their entire shift even if it crosses midnight and onto the next date. DCI automatically calculates the entry and splits it into 2 shifts reflecting each date of service. This is for billing and claims purposes. There are no additional steps to be made when this occurs, and this is not a mistake.
- For example, if your shift started at 10pm and you clock out the following morning at 8am, the system will take that visit and create a new entry for the first portion of the shift occurring up until midnight (10:00 pm- 11:59pm) and another punch with the new date (12:00 am- 8:00 am).

14. **Who do I contact for additional support?**

- For training resources please navigate to our Kansas Helpers Self Direction – Training Materials website at https://acumenfiscalagent.zendesk.com/hc/en-us/articles/27499979770509-Kansas-Helpers-Self-Direction-Training-Materials. Training

videos, quick references or training guides are available to support employers and employees with time entry and navigating the DCI Mobile EVV App and Web Portal.

- Acumen Customer Service is available to help support you during this change, please contact us by phone at 866-321-0114, contact us directly through our acumenfiscalagent.com/contact/ website by filling out the contact us form.
- Contact Kansas Helpers Client Services team directly by phone at 913-322-7212.