ADSS Time Entry Training for Employers & Employees

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Thank you for joining the Acumen Family!

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DCI
DIRECT CARE INNOVATIONS

Acumen powered by DCI

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

Agenda

- ✓ **Overview + Mobile App Download & Login**
- ✓ **Employee – Mobile App Entry & EVV/Client Attestation**
- ✓ **Employer – Mobile App – Manage Entries**
- ✓ **Employee – Web Portal Historical Entry & Edit Entries**
- ✓ **Employer – Web Portal – Manage Entries**
- ✓ **Troubleshooting**
- ✓ **Phone EVV (IVR) – Real time & Historical Entries**

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New Quick Resources

- Short step-by-step resource documents have been added to the **Alabama ADSS Self Direction – Training Materials** page providing instructions for the punch entry and approval process.
- **Employee Specific Resources:**

  ✓ ADSS – Employee Mobile App Entries

  ✓ ADSS – Employee Web Portal Entries

- **Employer Specific Resources:**

  ✓ Employer Manage Entries

  ✓ Employer Manage Budgets

- **Shared Resources:**

  ✓ Download the DCI Mobile EVV App & Log In

  ✓ Logging into the Web Portal or the Mobile App

  ✓ Phone EVV IVR Real Time & Historical Entries

  ✓ Business Rule Alerts – Quick Reference

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What is EVV?

- The 21st Century Cures Act, signed into law December 13th, 2016, by President Obama, requires state agencies to use a system of **electronic visit verification** (EVV) for all Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider.

- EVV uses electronic devices to verify a provider's visit

- The following data is collected for each visit:

  - ✓ The date of the service

  - ✓ The location of the service delivery

  - ✓ The time the service begins and ends

  - ✓ The individual receiving the service

  - ✓ The individual providing the service

  - ✓ The type of service performed

Why DCI & EVV (Electronic Visit Verification)?

- DCI increases compliance with the 21st Century Cures Act by capturing real-time punch entries at Clock In/Out at the Start/End of the shift
- Greater accuracy in service tracking, reporting, and billing for in-home care workers.
- Reduction of manual work needed with paper processes
- Faster corrections of pay issues ensuring timely payment

Ensure Time Entries are Submitted & Approved Electronically by Due Date

IMPORTANT

- *Exception!* Late time must be submitted and approved by 11:59 PM CST on Tuesday July 2nd for a pay date of Friday July 5th. Acumen will be processing a courtesy payment for this time submitted late.

- Starting with the pay period **Sunday, June 2nd – Saturday, June 15th (entries due on June 17),** paper timesheets are no longer accepted via fax or email. All time entries must be submitted via **Mobile App or Phone EVV (IVR).** Entries that occurred during a service interruption can be entered via Web Portal.
    - ❖ Please reference the ADSS memorandum dated May 3, 2024, outlining these details.
    - ❖ **Outstanding entries through June 1st will be accepted via timesheet, web portal, or phone EVV (IVR).**

- Time entries approved *after* the due date will be processed on the following pay period's pay date
    - ❖ Please reference the AL ADSS Pay Schedule for due dates

Ways to Enter Time
Only use one per shift (each clock in/out)

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Mobile App

OR

Phone EVV

OR

Web Portal

- ***Preferred Method**
- Real Time Entry – **EVV compliant**
- Quick & Easy
- Mobile App Guide

- Landline
- Real Time Entry – **EVV compliant**
- Historical Entry – Non-EVV compliant
- Option when access to a mobile device or computer is limited

- Only used for service interruptions
- Time Management
- Historical Entry & Corrections – Non-EVV compliant
- Manual Time Approval
- Profile Settings
- ***Includes Mobile Web Portal –** Mobile-friendly web portal version accessed via smartphone or tablet

DCI Requirements

Devices & Operating Systems (OS)

Apple
- OS: iOS version 14.0 or later
  - ➤ Devices:
    - ✓ iPhone 6s or 6s Plus or later device
    - ✓ iPhone SE
    - ✓ iPod touch (7th generation)

Android
- OS: Android version 8.0 or later
  - ➤ Devices:
    - ✓ 4.6" screen or larger
    - ✓ Due to the wide range of Android devices, we are unable to provide a device list.

Web Browsers
- ✓ Google Chrome (DCI Preferred)
- ✓ Firefox
- ✓ Edge
- ✓ Safari

DCI Mobile App

*Preferred Time Entry Method

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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

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

    Available on the App Store   Get it on Google Play

2. Select Acknowledge on the Alert
   - The alert states the app collects and stores location data at clock in and clock out, if you transport a client as part of services and/or need to track reimbursable mileage

3. 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
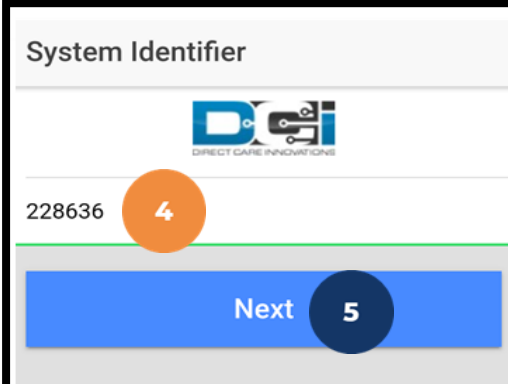
*Please note!

- 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.
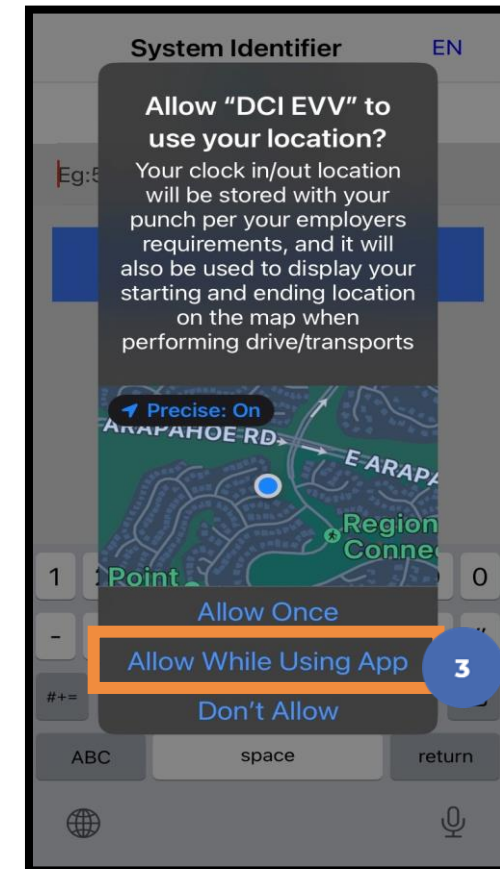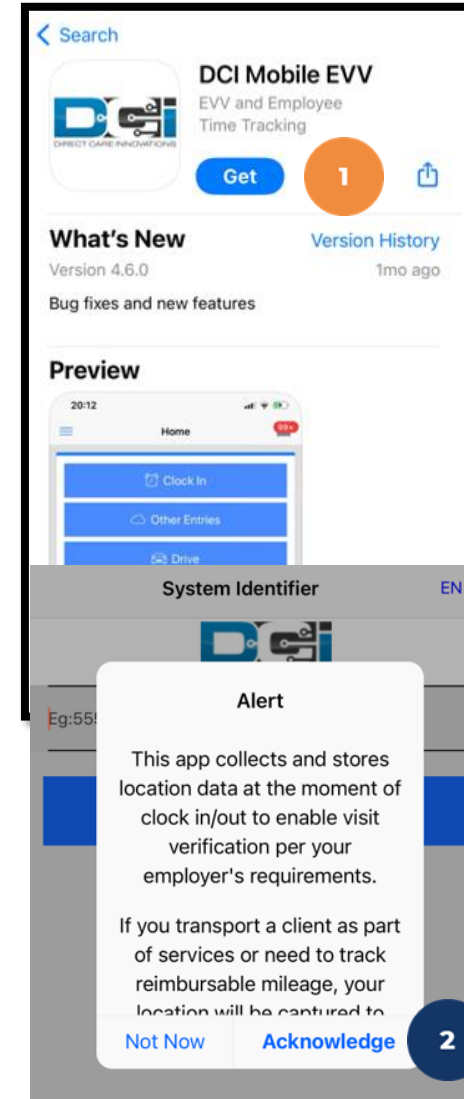
Download DCI Mobile EVV

4. Enter System Identifier: **228636**

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

6. 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!

Mobile App Video

Download the DCI Mobile EVV App
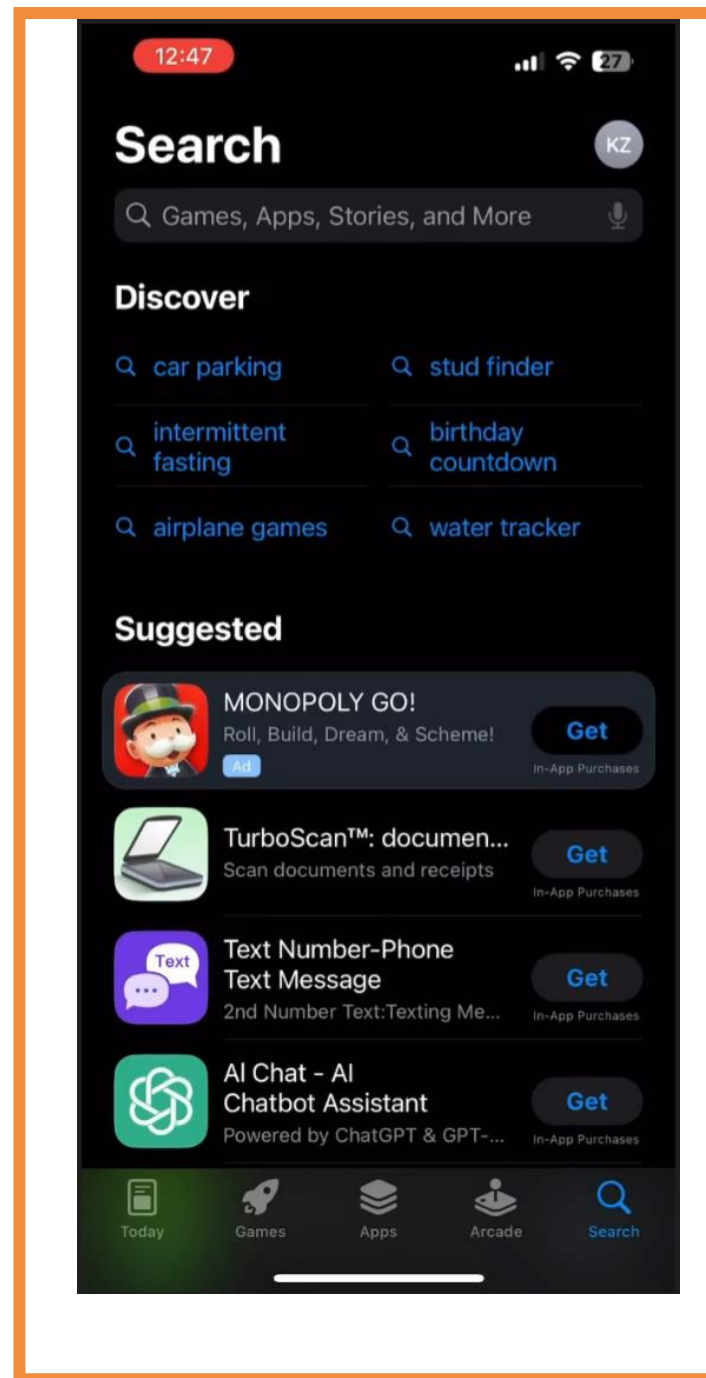
Log into the DCI Mobile App

1. Enter employee credentials
   - ✓ Acumen provided a **username** and **password** on the Good To Go/Welcome 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?](#)

Employee Mobile App

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
- Client Pin/Password
- 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.)

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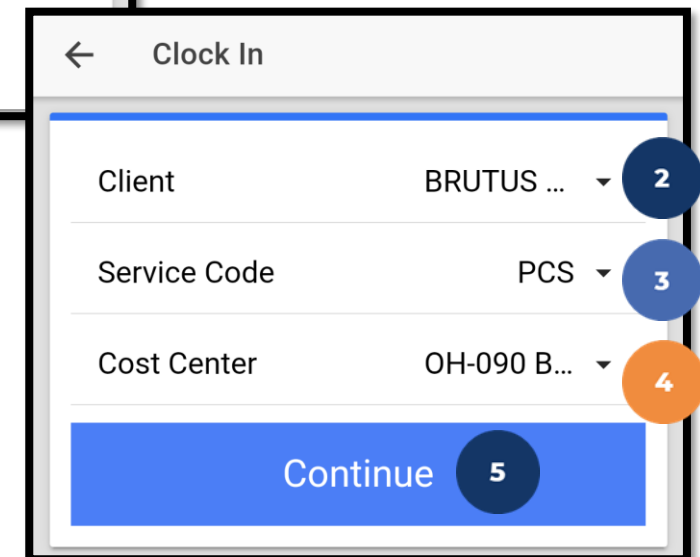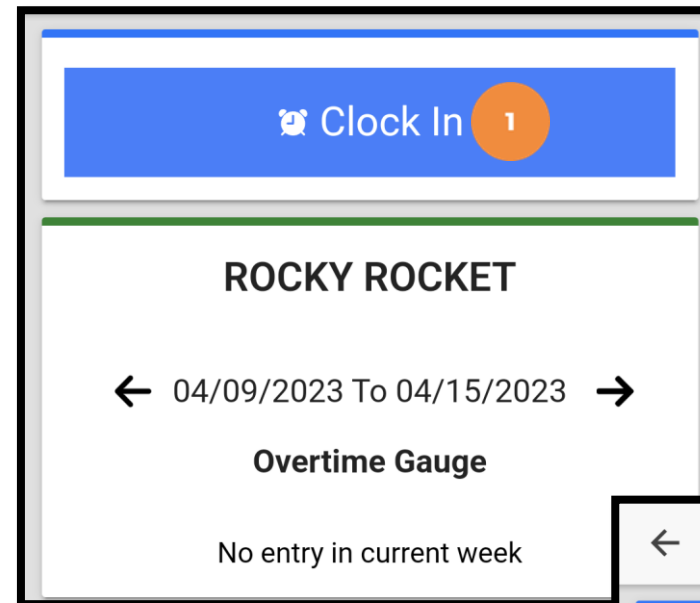
6. Select Confirm Clock In

    * *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)

6

Confirm Clock In

Client Name: BRUTUS BUCKEYE
Service Code: PCS

Clock Out

☎ **Continue to Clock Out**

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

7
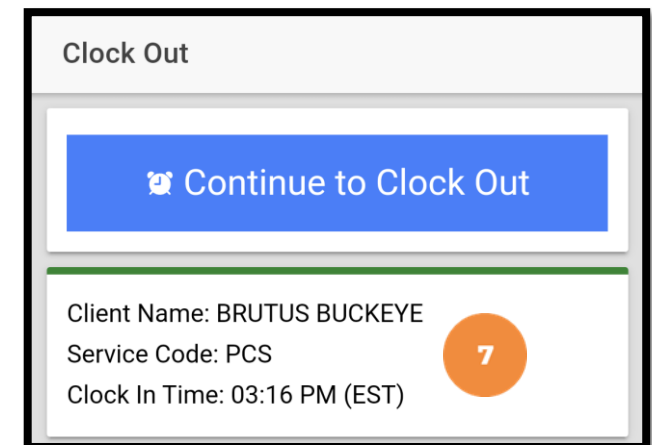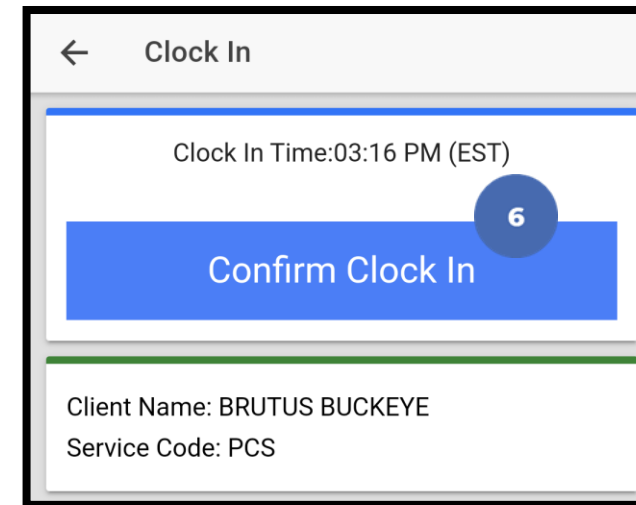
Mobile App – EVV Options (Client/Employer Attestation)

- There are three EVV (client attestation) options that allow the client to verify that they received service
  - ✓ Choose only one option per shift (each clock out)
- Client attestation is an extra layer of protection against potential fraud because the client/employer is "signing off" on the punch in real time
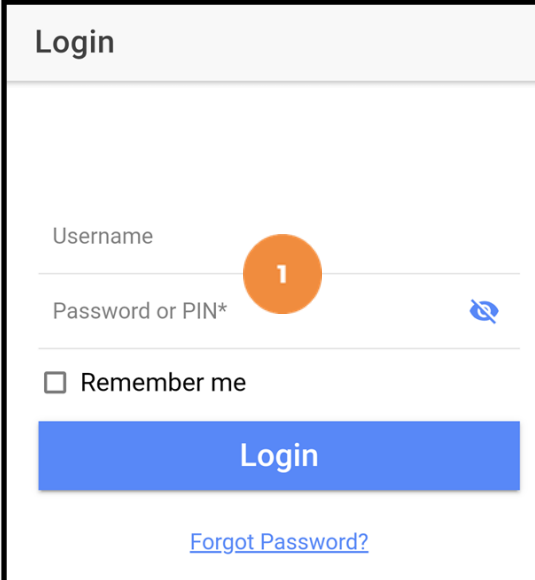
Please note: The employer must still review and may need to approve punch entries in their Pending Entries tab each pay period.

‹ Back |Clock Out Verification|

Clock Out Verification Required

🔒 Client PIN or Password

📷 Picture

👤 Portal Signoff

Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 09:21 AM (CST)

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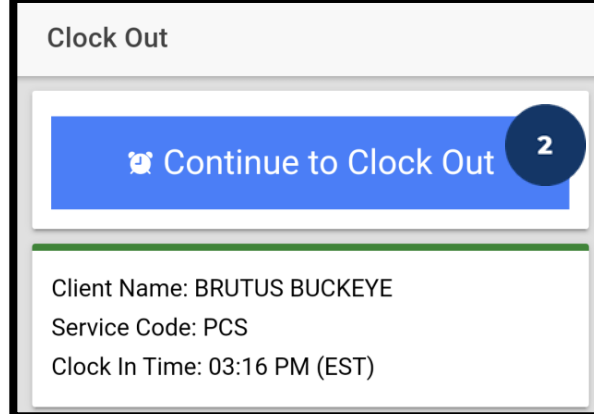3. Select **Confirm** to proceed with clocking out

Login

Username
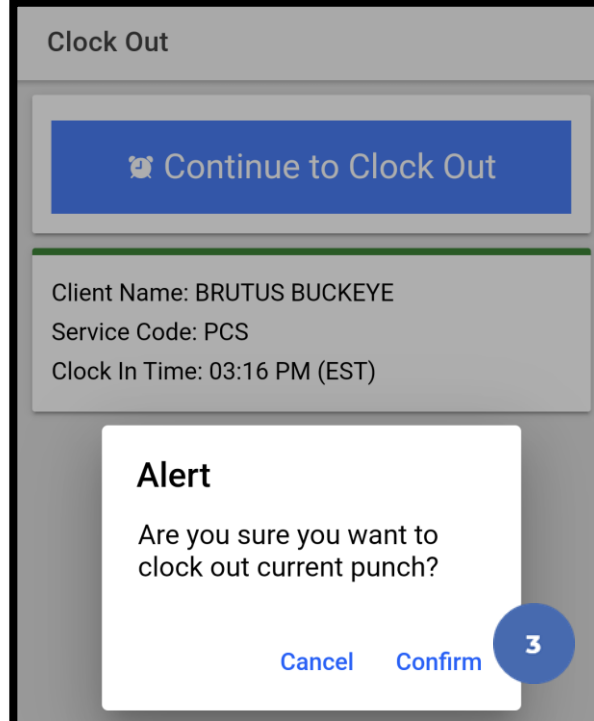
Password or PIN*

☐ 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

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Clock Out - EVV Option #1 (cont.)

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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 (issued on the Employer Good to Go/Welcome letter).
6. The client or employer clicks the blue **Submit** button when ready
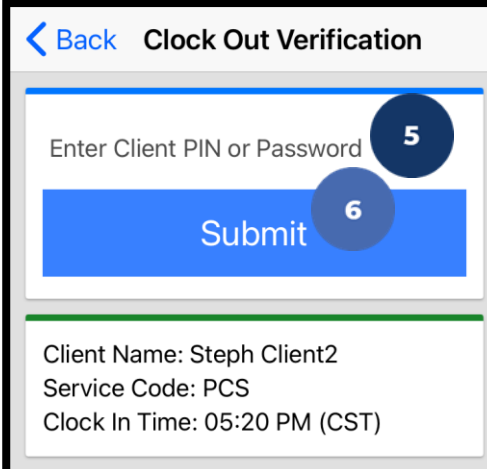7. The client or employer clicks **Confirm** to validate the PIN and hands the mobile device back to the employee

‹ Back   Clock Out Verification

Clock Out Verification Required

🔒 Client PIN or Password **4**

👤 Portal Signoff

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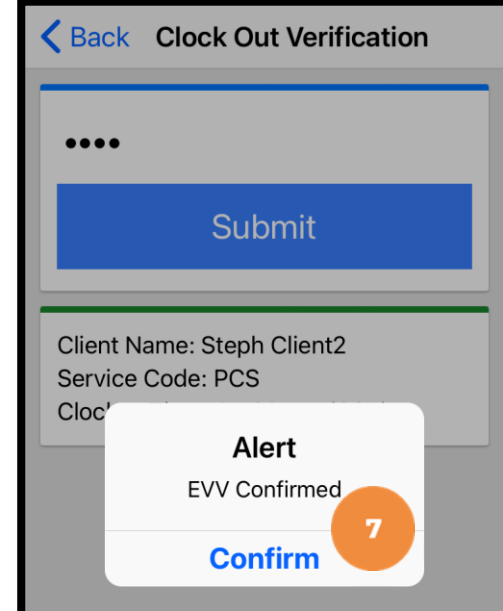Clock In Time: 05:20 PM (CST)

‹ 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 **7**

Confirm

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)

(9) Add Attachment

○ Personal hygiene

● Cleaning (10)

○ Grocery shopping

Confirm Clock Out (11)

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.

Mobile App Video

Clock in and Out Using Client PIN or Password Option

Login

Username*

Password or PIN*

◯ Remember me

Login

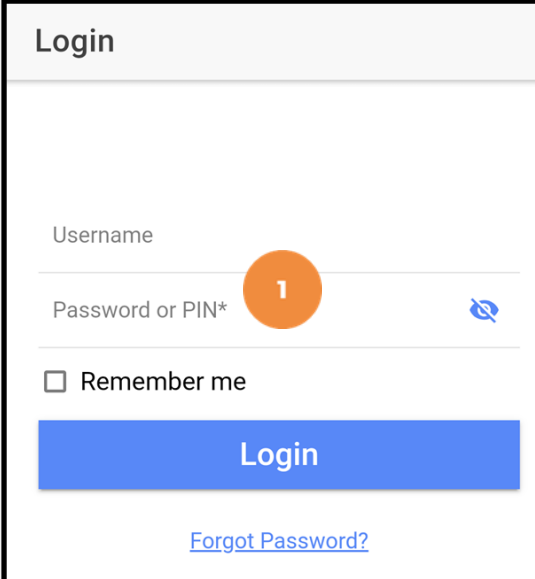Forgot Password?

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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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Clock Out

🕐 Continue to Clock Out **2**

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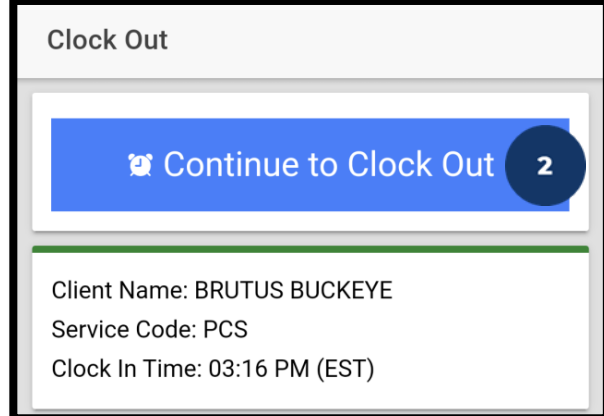
Login

Username

Password or PIN* **1**   👁

☐ Remember me

Login
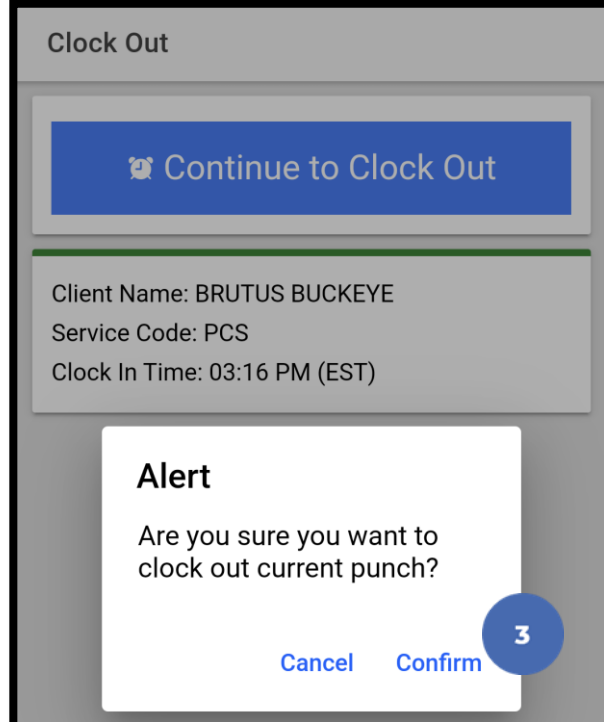
Forgot Password?

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.)

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.

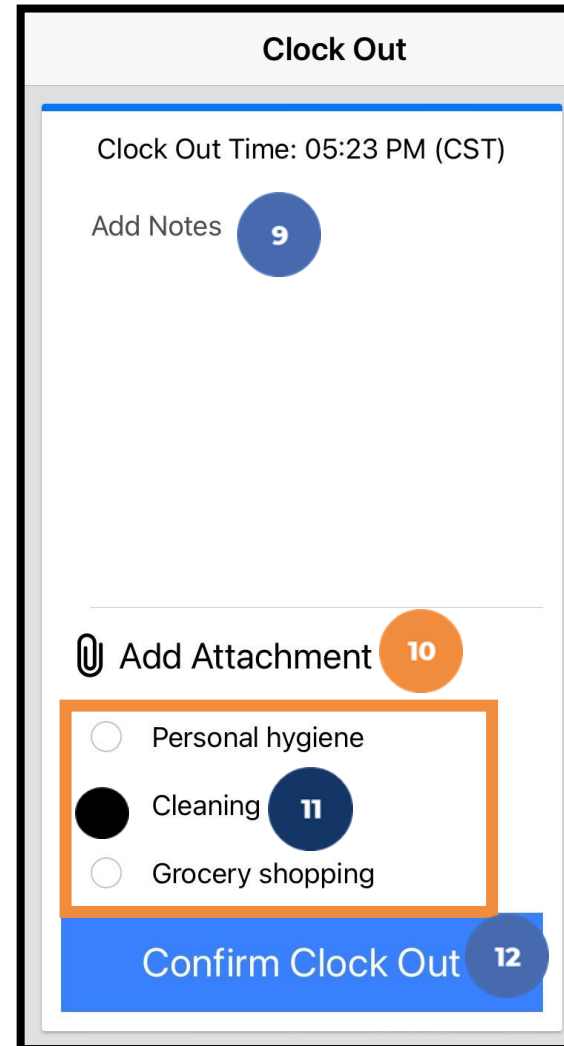8. Click **Confirm** in the alert pop-up box to confirm the punch

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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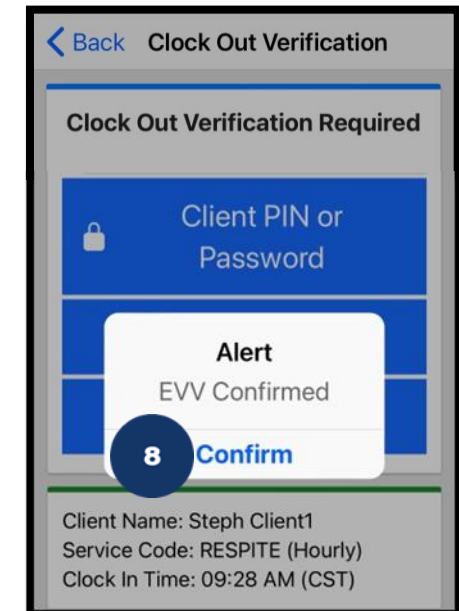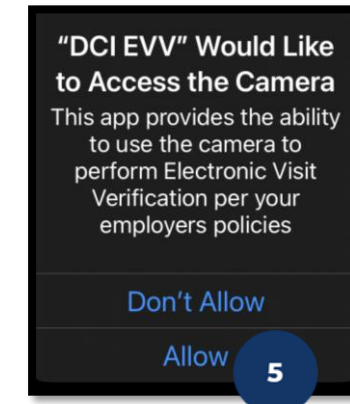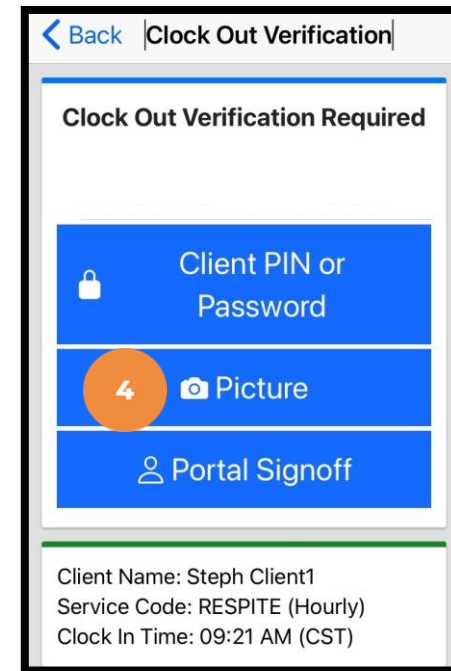
The employee:

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
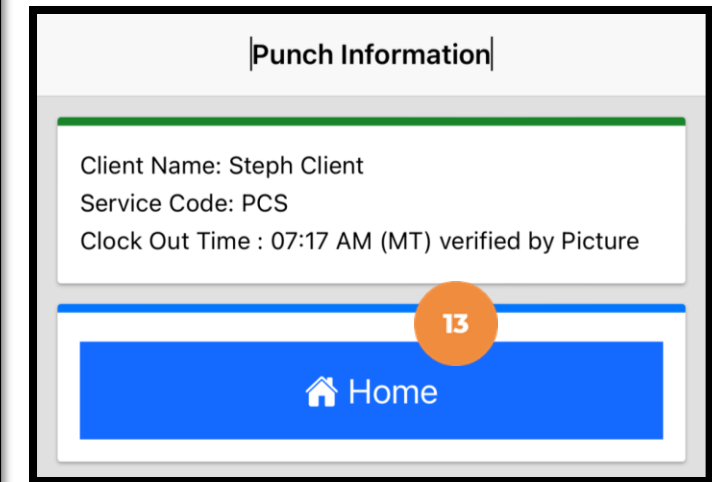
Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes **9**

🔗 Add Attachment **10**

○ Personal hygiene

● Cleaning **11**

○ Grocery shopping

Confirm Clock Out **12**

Punch Information

Client Name: Steph Client
Service Code: PCS
Clock Out Time : 07:17 AM (MT) verified by Picture

13

🏠 Home

Congratulations!
The shift is complete.

Mobile App Video

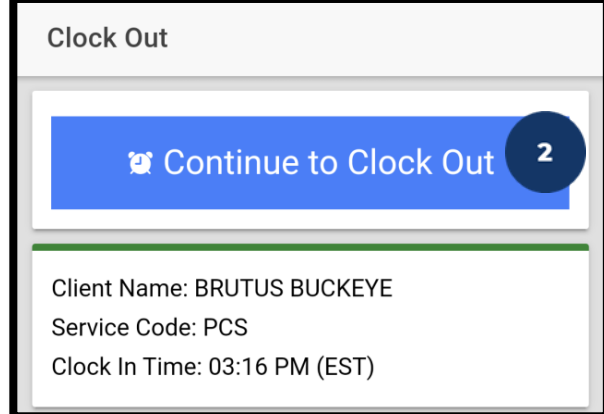# Clock in and Out Using Client Picture Option
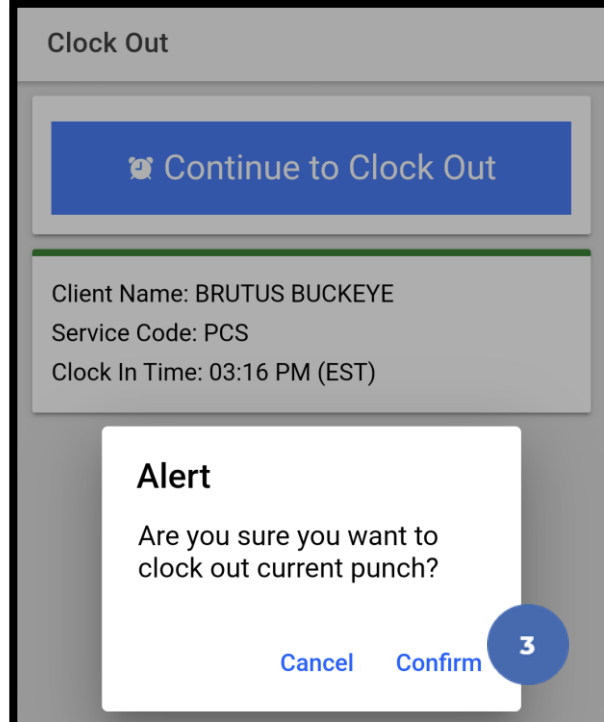
Clock Out – EVV Option #3

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*

☐ 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**

Proprietary: For Acumen and Customer Use Only

Clock Out - EVV Option #3 (cont.)

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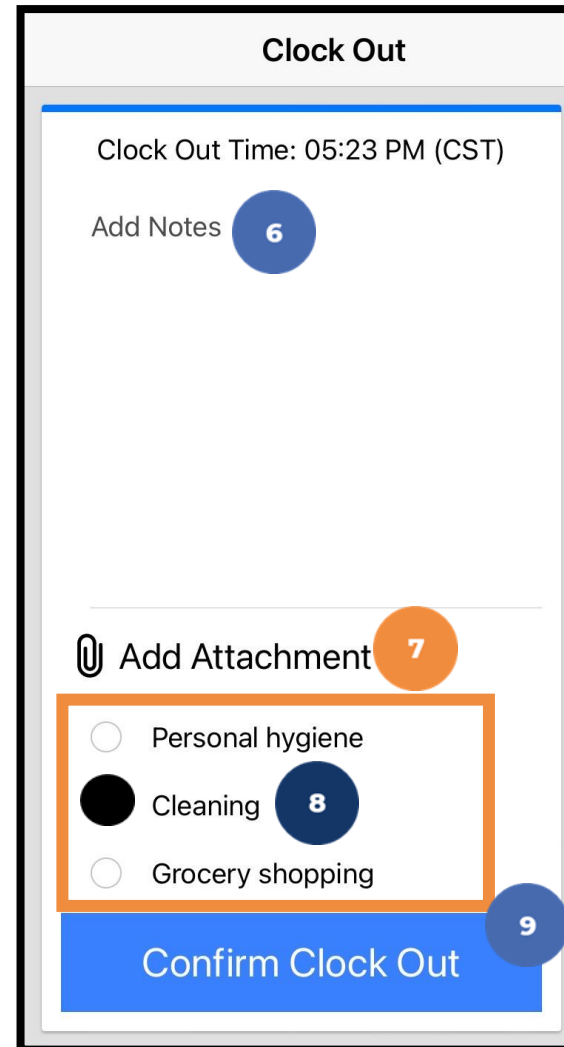*Innovation · Opportunity · Freedom*

Portal Signoff

4. Select the clock out verification type:
   ✓ 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

📷 Picture

👤 Portal Signoff — 4

Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 09:21 AM (CST)

〈 Back **Clock Out Verification**

Clock Out Verification Required

🔒 Client PIN or Password

Alert
EVV Confirmed. Manual verification will be required prior to approval

Confirm — 5

Clock Out – EVV Option #3 (cont.)

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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
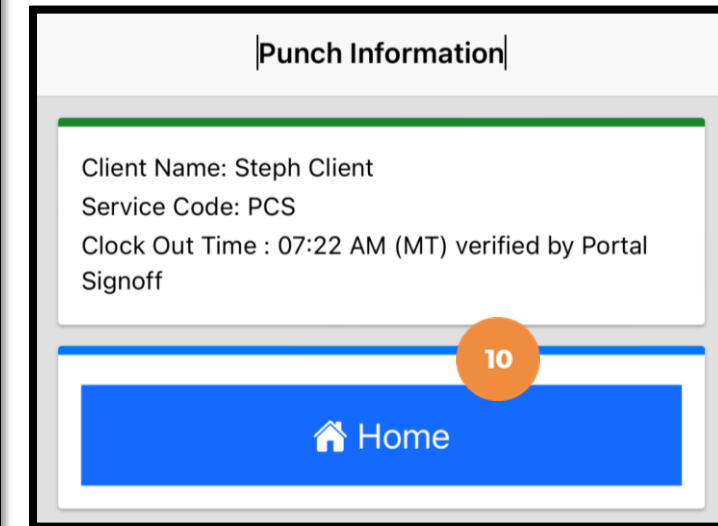   - ✓ Click the blue **Home** button when ready

Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes 6

📎 Add Attachment 7

⚪ Personal hygiene
⚫ Cleaning 8
⚪ Grocery shopping

9
Confirm Clock Out

|Punch Information|

Client Name: Steph Client
Service Code: PCS
Clock Out Time : 07:22 AM (MT) verified by Portal Signoff

10
🏠 Home

Congratulations!
The shift is complete.

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 Wi-Fi 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

*Please note: Punches cannot be edited in the mobile app. Please edit the punch via the web portal.
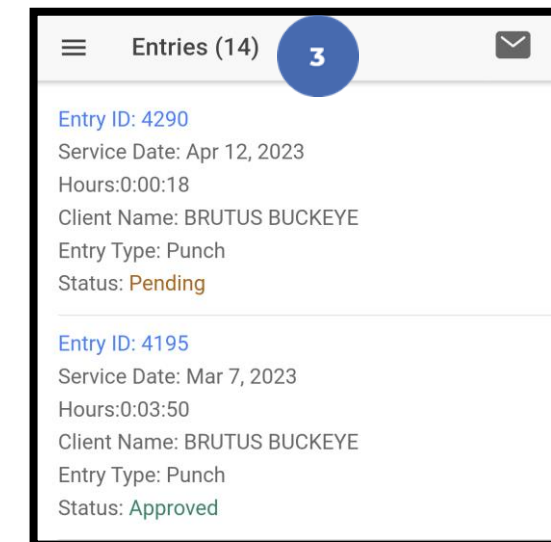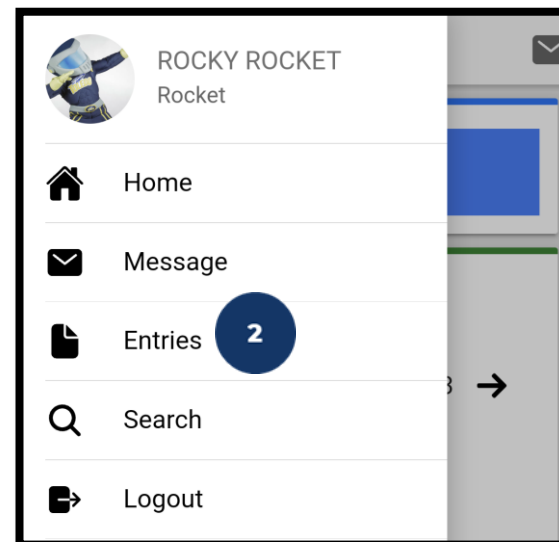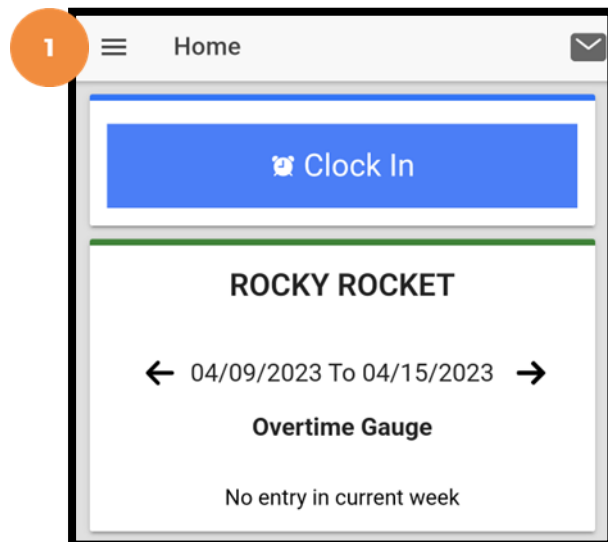
Employer Mobile App

Review & Approve Entries

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

2. Select **Pending Entries** on the submenu

3. **Swipe left** on the punch to select either the blue Approve button or the red Reject button

Review & Approve Entries (cont.)

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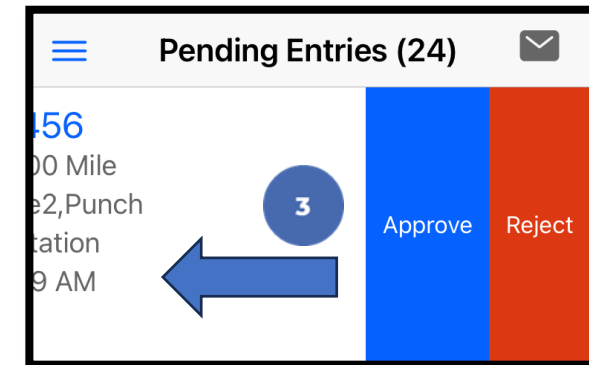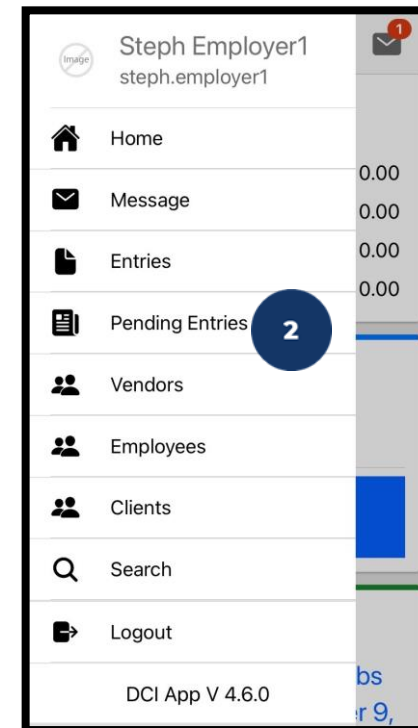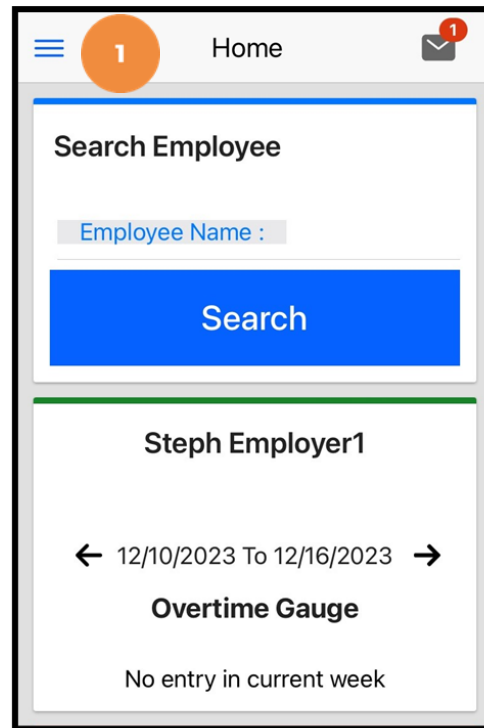
1. Alternatively, click the blue **entry ID** hyperlink to open the entry details and take action

2. Click **ACTION** in the top right corner

3. Select **Reject**, **Approve**, or **Add Attachment**.

4. On the pop-up alert window, view the punch details and Click **Confirm** to initiate the confirmation process.

5. On the pop-up alert window, click **Confirm** again to complete the confirmation process.
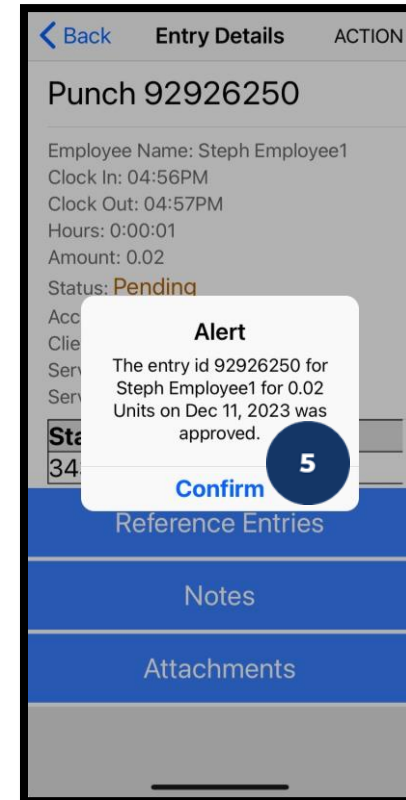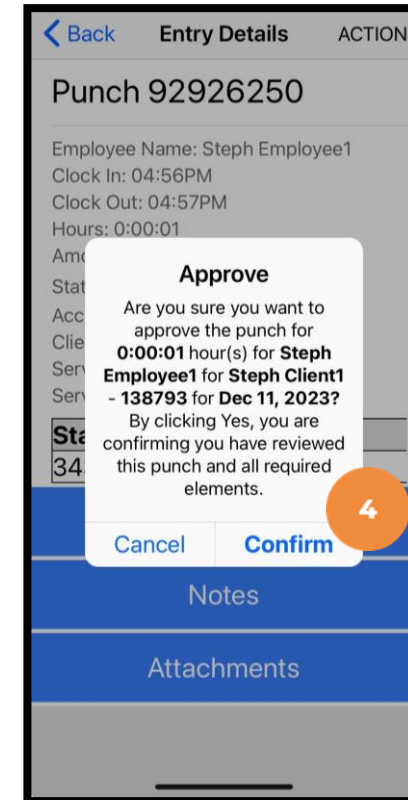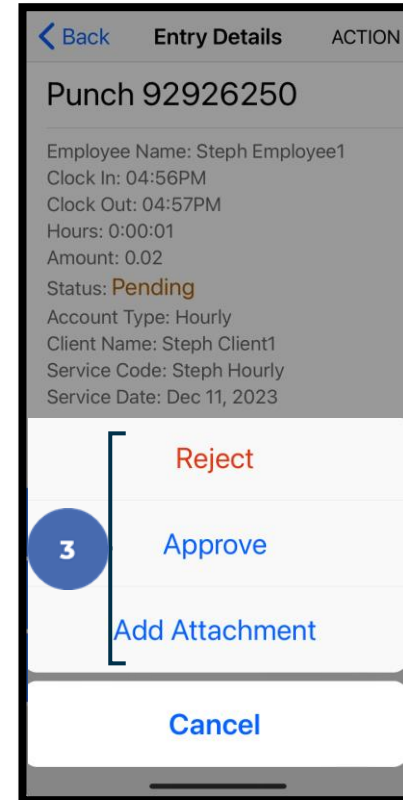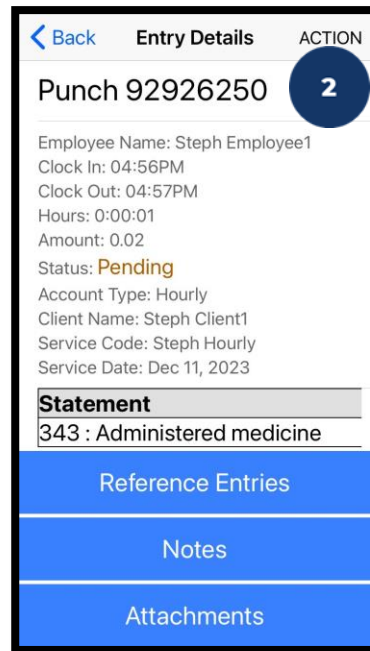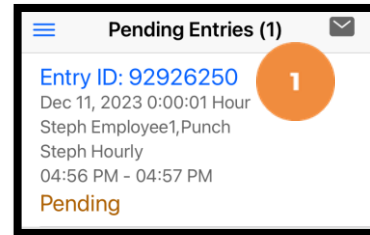
*Please note:

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

Mobile App Video

Employer Reviews & Approves Entries

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DCI Web Portal

Acumen Fiscal Agent
Innovation • Opportunity • Freedom

Navigation

Full Site – Most compatible when accessed via desktop or laptop

Web Portal Basics

- The employer reviews and manages time

- Employees correct punches and/or enter historical time

- Users may update profile settings

Accessing the DCI Web Portal

Acumen Fiscal Agent
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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**

   - 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

acumen.dcisoftware.com

Sign In

English

عربي
English
中文
Русский
Soomaali
Español
Tiếng Việt

Username
Password
☐ Remember me   Forgot your password?
Sign In
Or
Create a profile
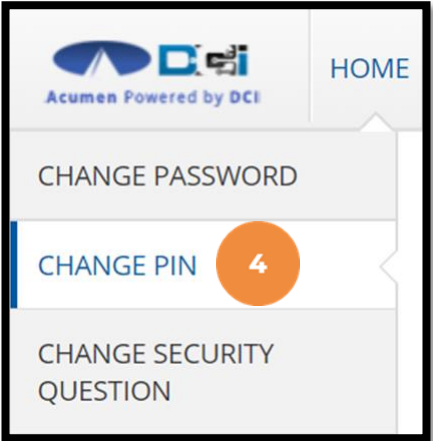
Profile Settings

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
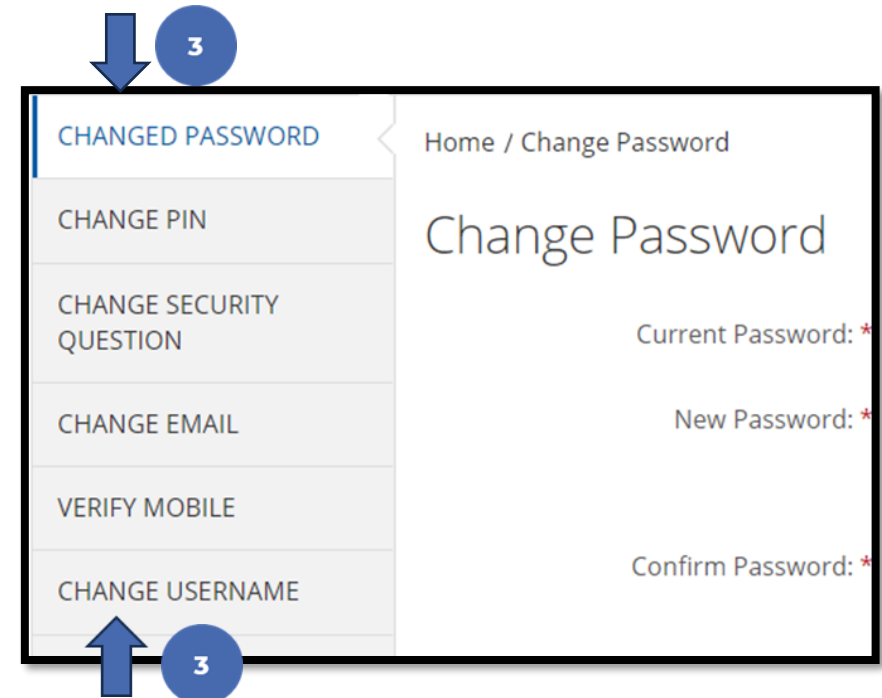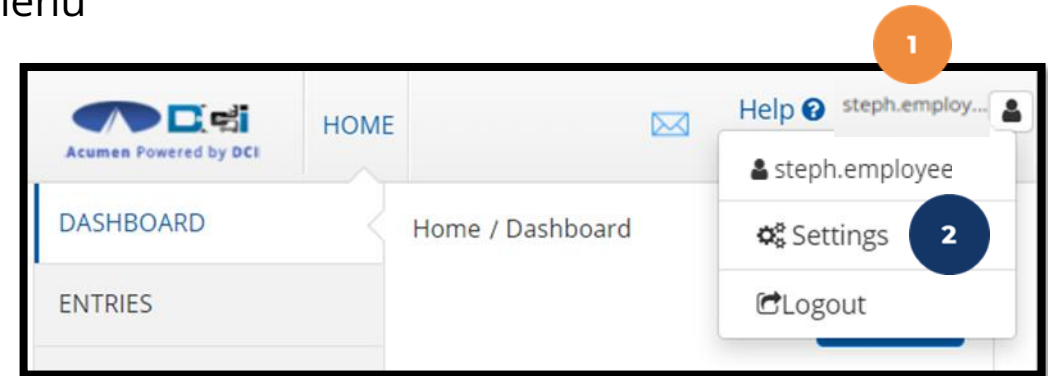
Add / Change PIN

*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
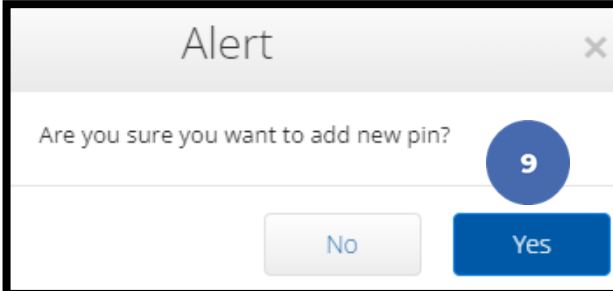
Add / Change PIN (cont.)

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

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

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

☐ ★	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	✉ 🗑

Archive   Delete   Export

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

View Paystubs/Statements via Messaging Module

1. Locate the Paystub/Statement 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/statement or the **download** icon to download it

Employee Web Portal

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

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

1. Log in to the DCI Web Portal

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

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

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

Add New Entry

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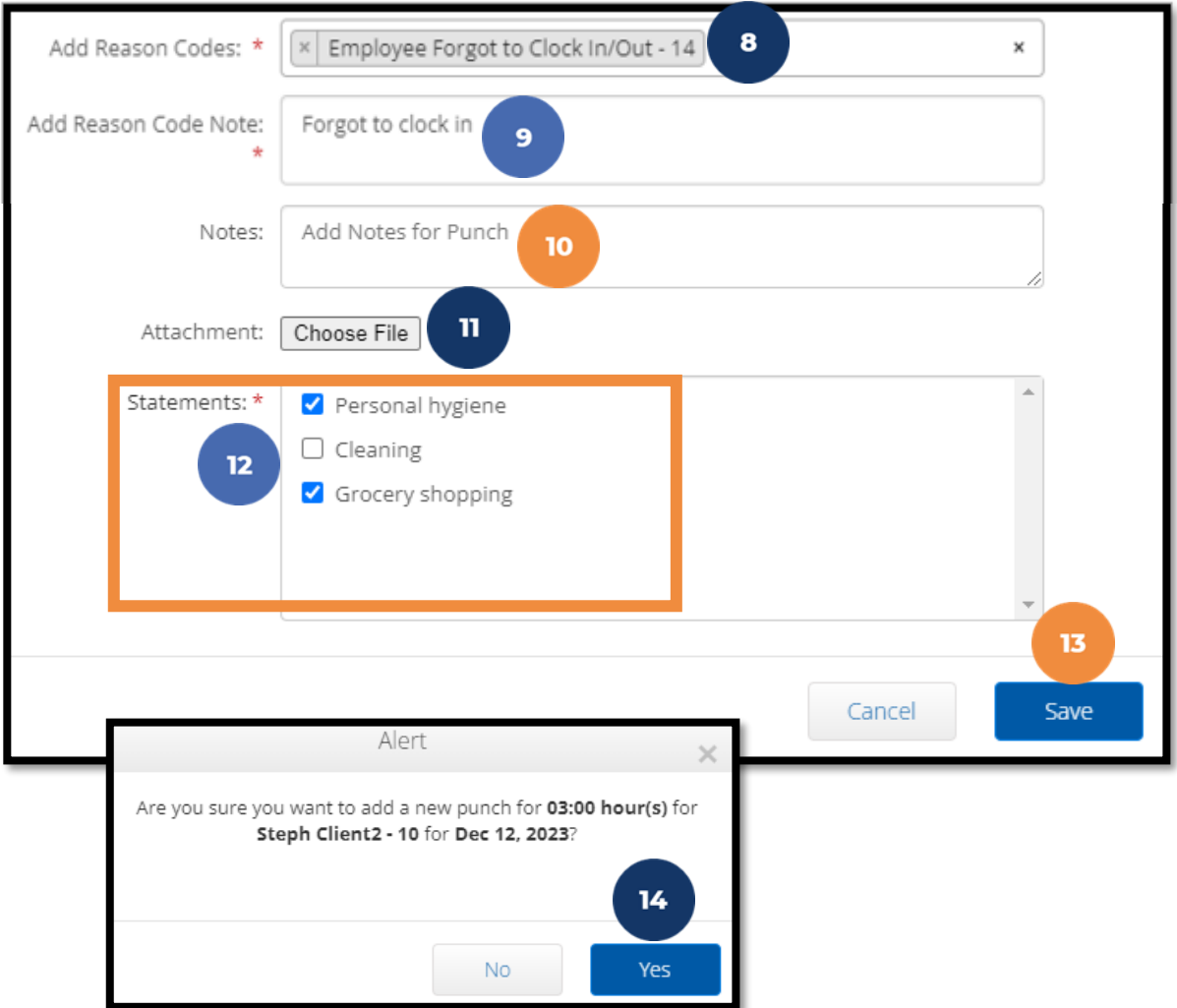
Add New Entry (cont.)

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

Add Reason Codes: *	☒ Employee Forgot to Clock In/Out - 14	8	✕
Add Reason Code Note: *	Forgot to clock in	9
Notes:	Add Notes for Punch	10
Attachment:	Choose File	11
Statements: *	☑ Personal hygiene	12
	☐ Cleaning
	☑ Grocery shopping

13

Cancel | Save

Alert ✕

Are you sure you want to add a new punch for **03:00 hour(s)** for **Steph Client2 - 10** for **Dec 12, 2023**?

14

No | Yes

Web Portal Video
Employee Adds (Historical) Entry

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.
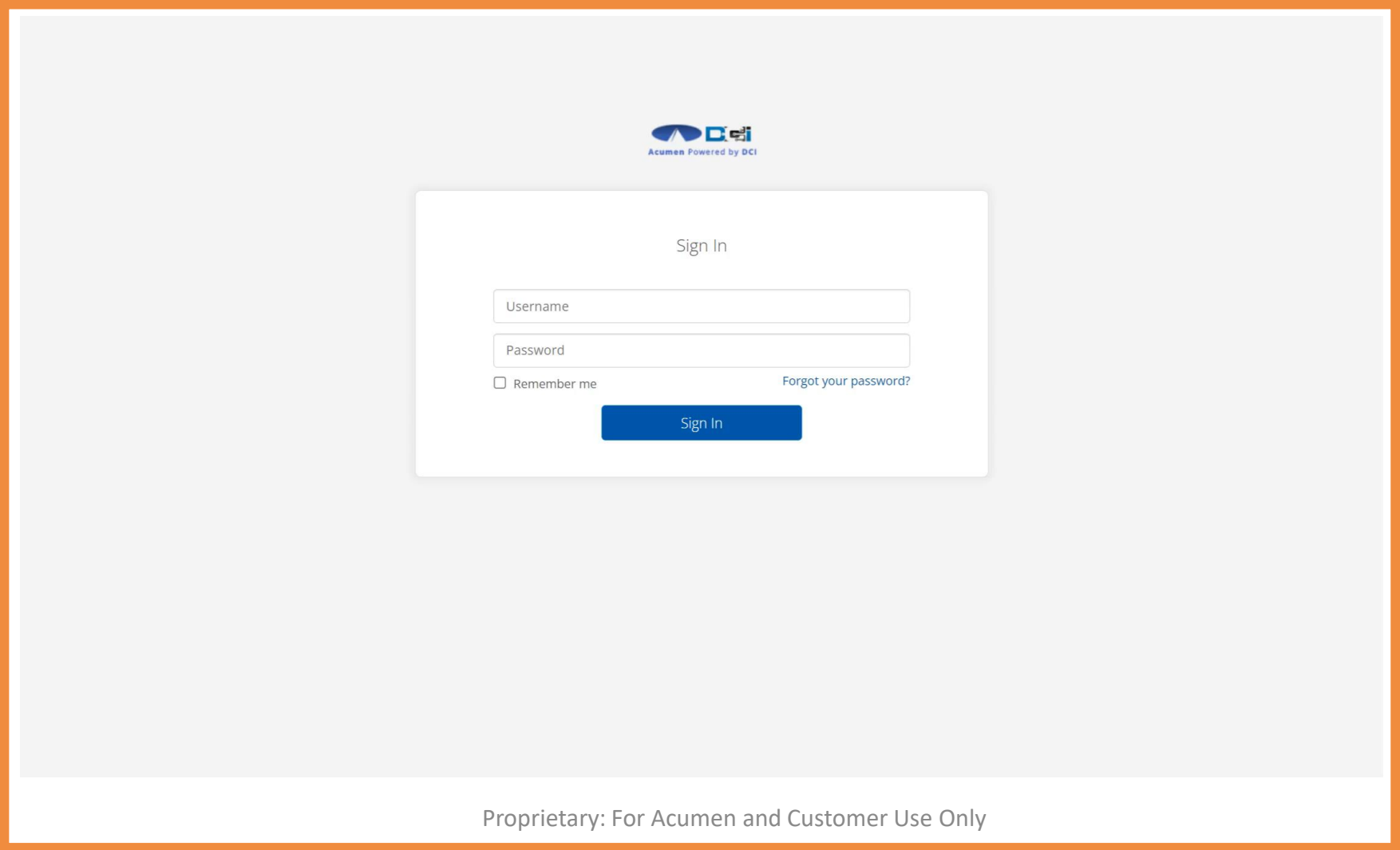
Web Portal Video
Employee Edits (Historical) Entry

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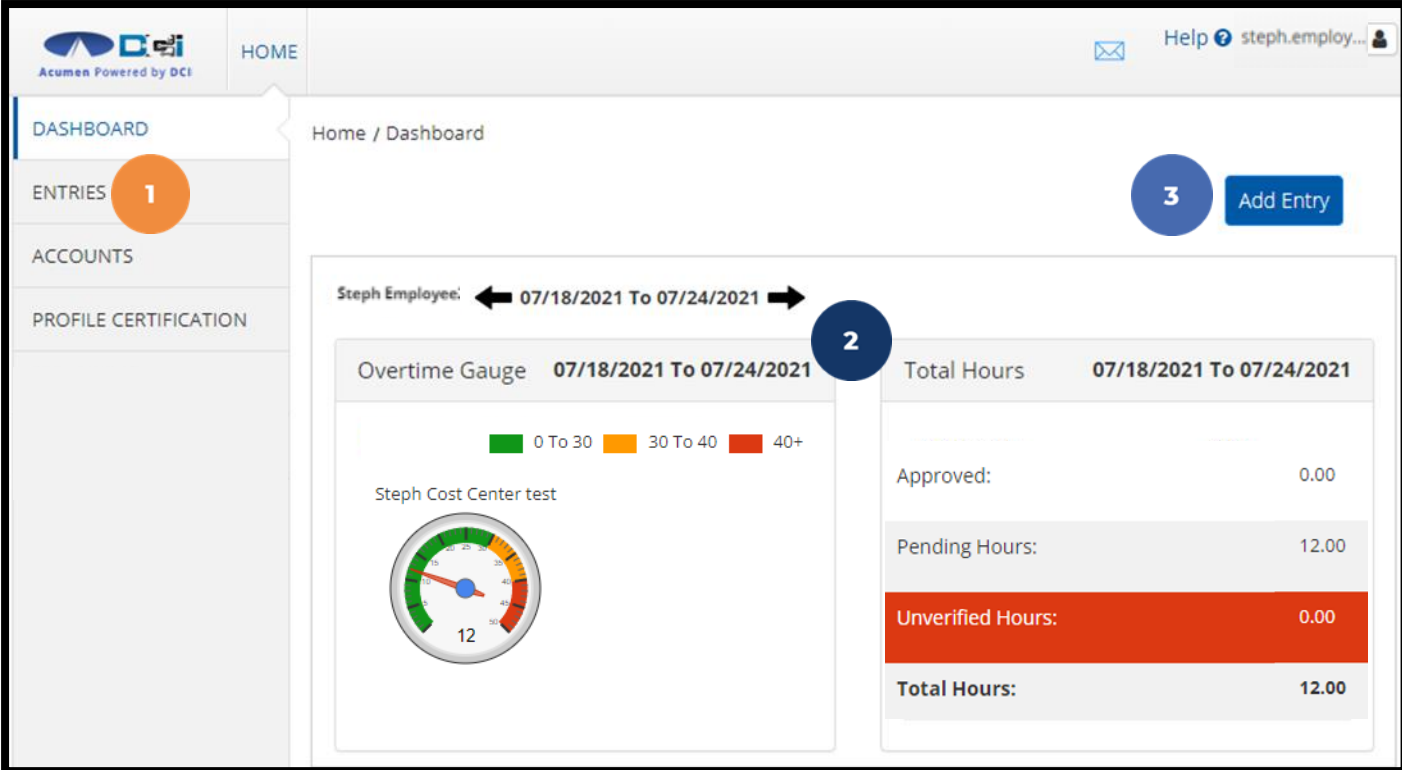
Employee Mobile Web Portal

Accessed via smartphone or tablet

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

Add New Entry - Mobile Web
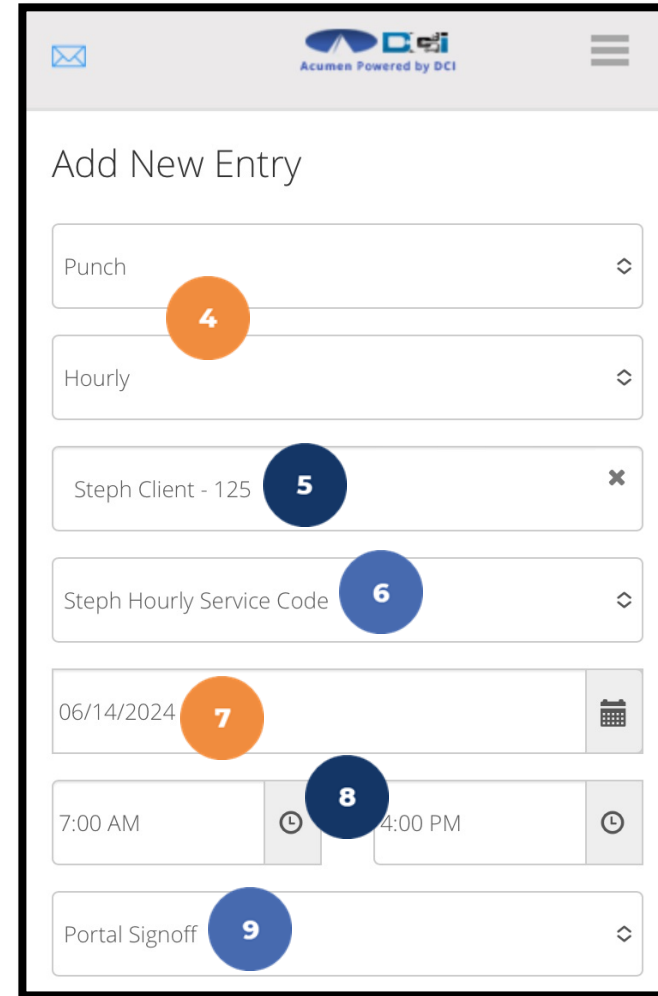
1. Log in to the DCI Web Portal on a mobile device

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

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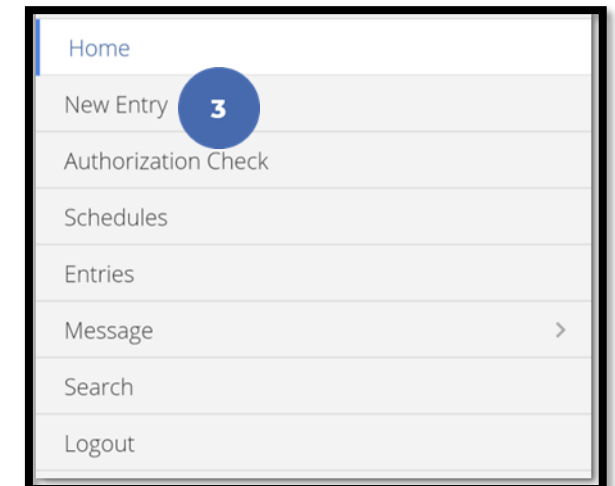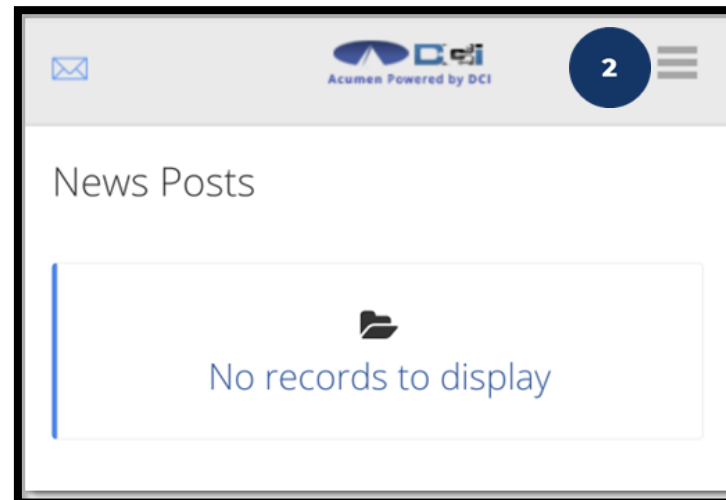
Add New Entry - Mobile Web (cont.)

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 Portal Signoff as the Method
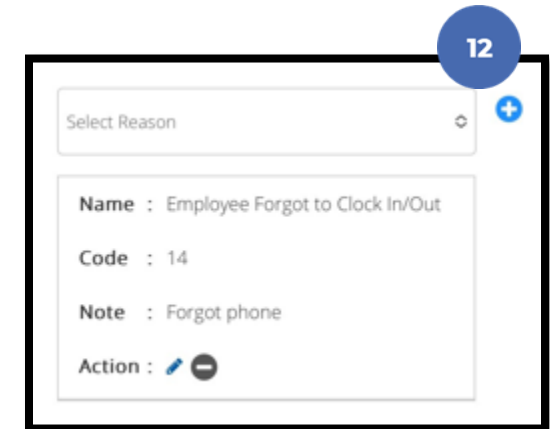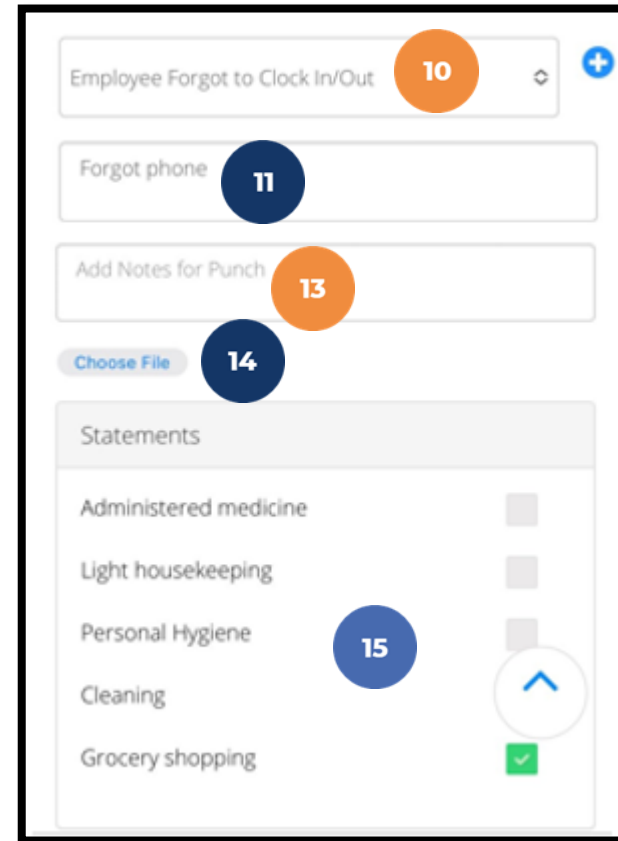
Add New Entry - Mobile Web (cont.)

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

11. Add a Reason Code Note

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

13. Enter Notes for the punch (optional)

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

15. **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

16. Click **Save**

17. Click **Yes** to submit

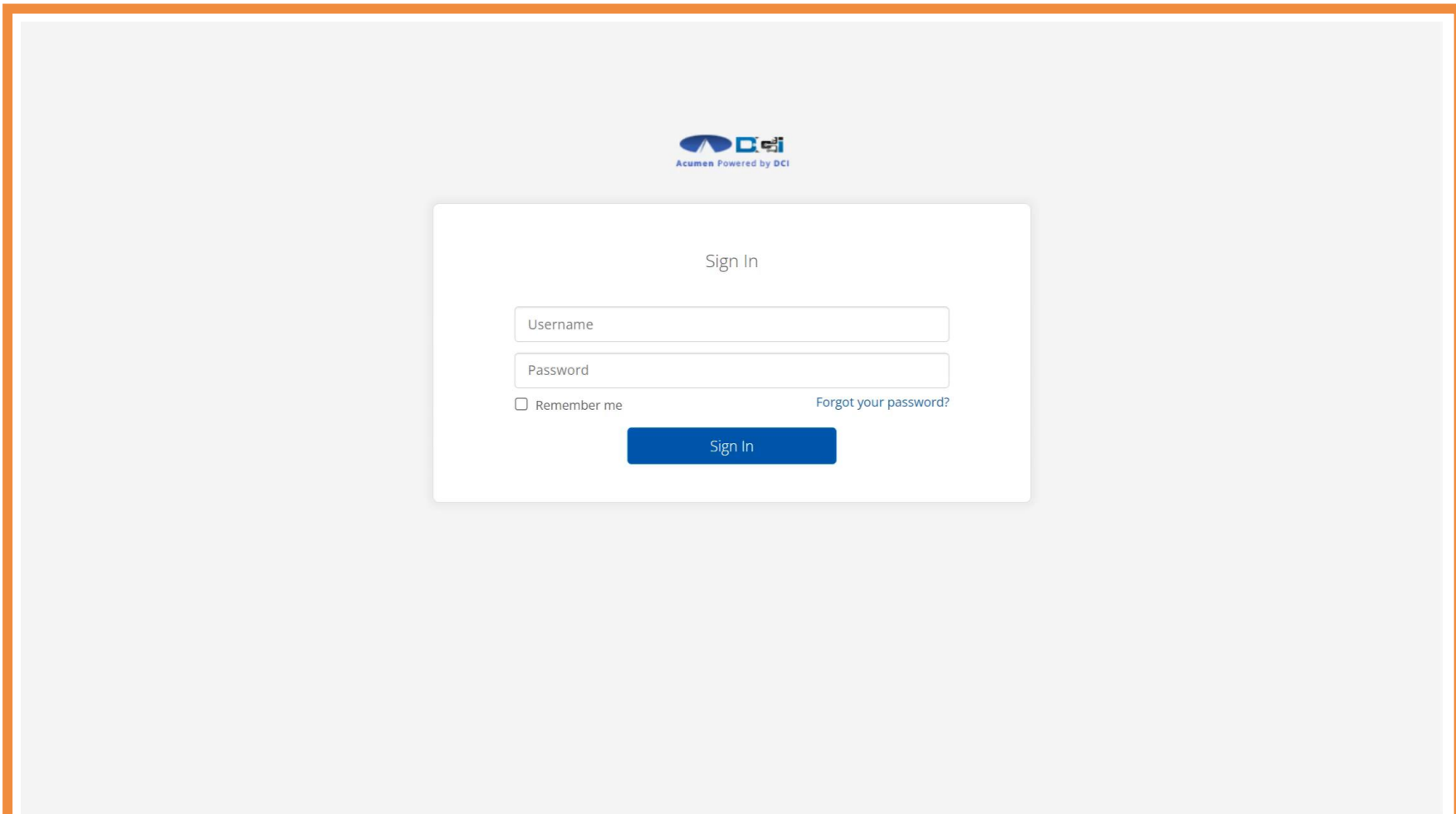18. The punch has been submitted

Cancel

16 Save

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   **17** Yes

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   **18**
Status: Pending
Account Type: Hourly
Client Name: Steph Client1
Service Code: Steph Hourly

Reject

Statements

1. Grocery shopping

Reference Entries   >

Notes   >

Employer Web Portal

Full Site – 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

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

- As employees clock in and clock out, their time will be deducted from the authorization and placed into a pre-authorization hold.

- Units or dollars in a pre-authorization hold remain in that status until billing and payroll have been processed. After payroll and billing completion, the units and dollars that were previously in a pre-authorization hold status will be deducted from the remaining balance and an updated remaining balance will be displayed.

1. Initial Balance - Total amount of authorization
2. Remaining Balance - Amount remaining after pre-authorization holds have been processed for billing and payment
3. Pre-Authorization Holds - Amount deducted from the authorization that has not yet been processed for billing and payment
4. Current Available Balance - The total of the remaining balance minus any pre-authorization holds

Navigate to Pending Entries

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
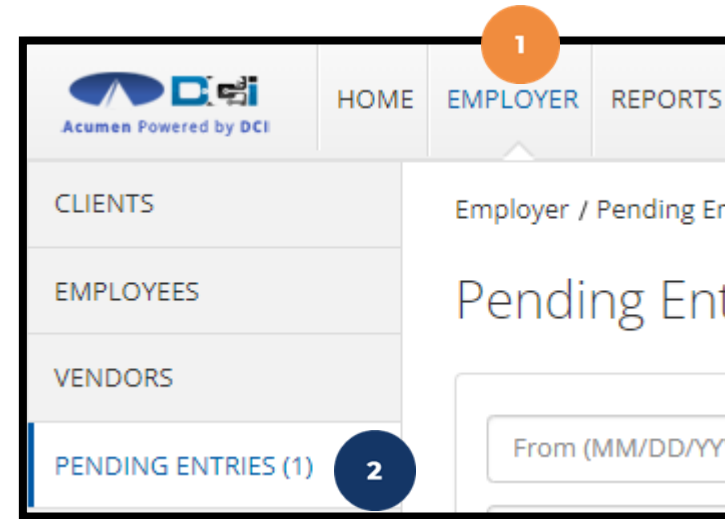
All entries requiring review/action appear in the table

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

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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.

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	68341	Dec 21, 2023	09:28 AM	09:32 AM	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Employee1	RESPITE (Hourly)	0:00:04	- Picture Unverified 👁	

| Ref Entries | Notes | Attachments | Events | Verifications | Map | Business Rules | Auto Approval | Custom Fields | History |

| From (MM/DD/YYYY) | To (MM/DD/YYYY) 📅 | Verification Type ▾ | Select Status ▾ |

Reset   Search

📄 Export

EVV Verifications

Showing **1** out of **1** record

Approve	Date ▲	Verification Type	Status	Attachments	Compare	Approved By	Approved Date
A R	Dec 21, 2023 09:31:46 AM	Picture	Unverified	6bdde351-0119-483c-b3b2-e31d99223e9d.jpeg	⇄		

Employer Web Portal Video
Verify Picture
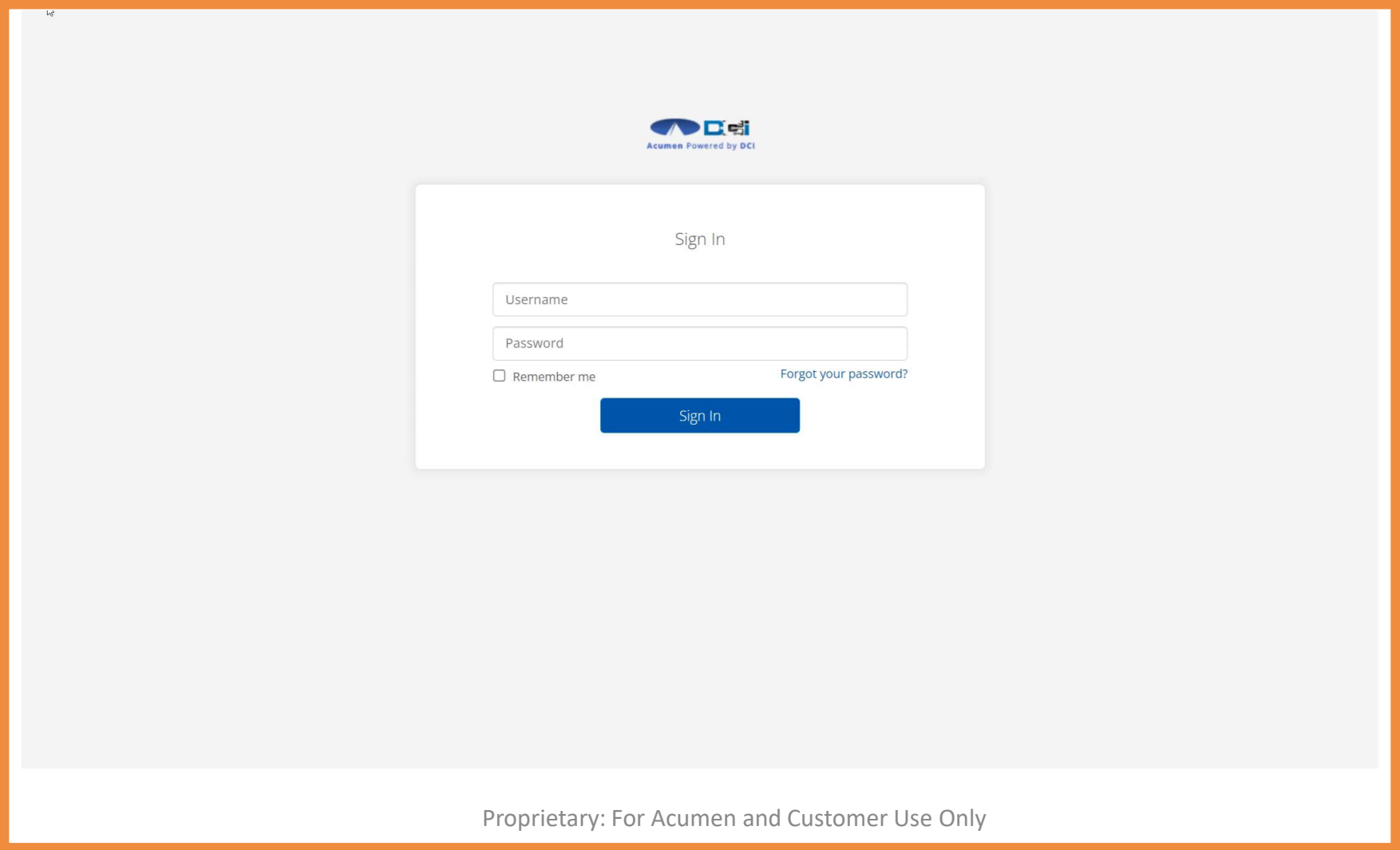
Manage Pending Entries
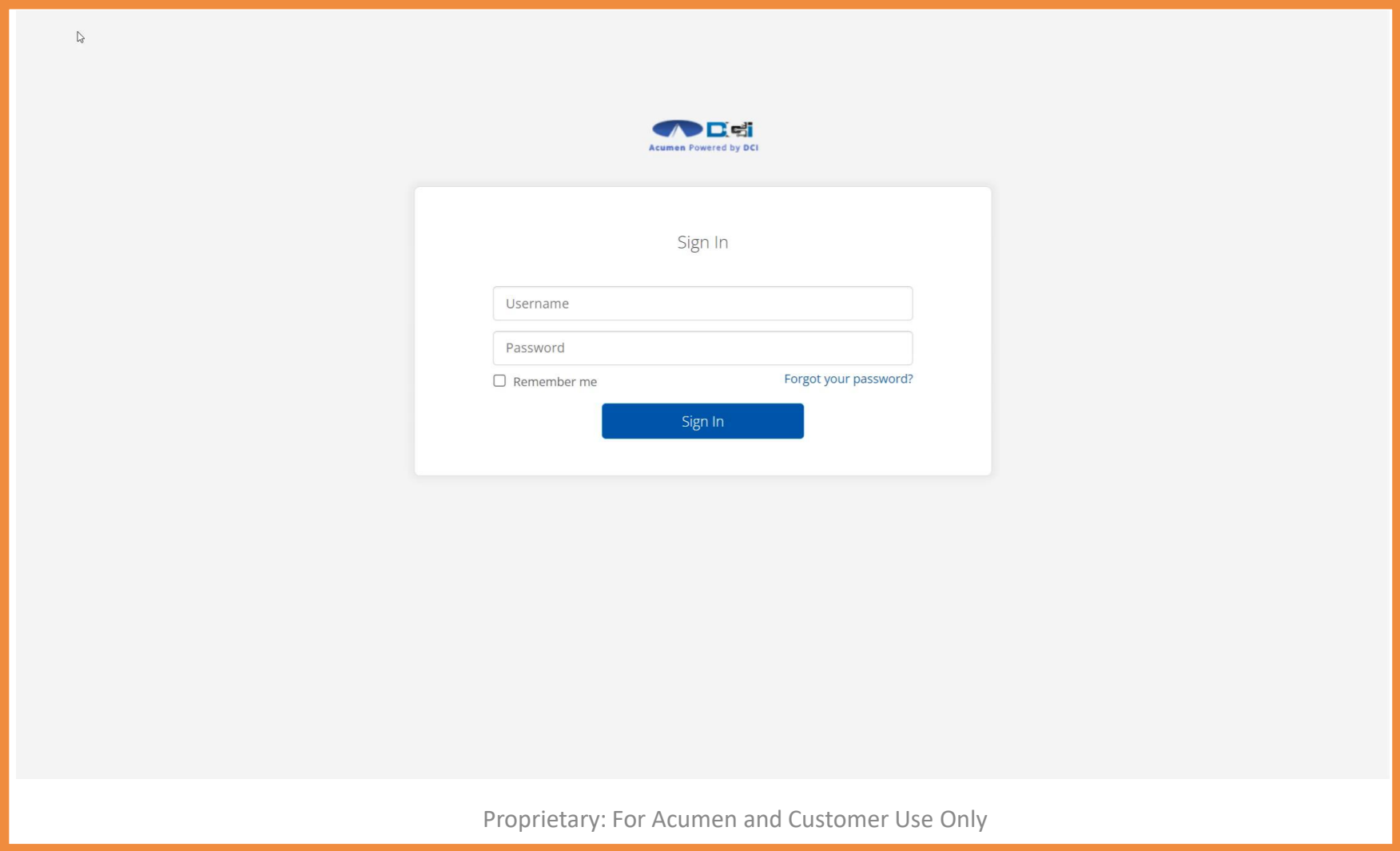
1. Click **Employer** on the main menu
2. Select **Pending Entries** on the submenu
   - ✓ The number of pending entries displays in parenthesis on the submenu
3. Any punch that requires approval is listed here
   - ✓ Review each entry
     - ➢ Click on the entry to view all details
   - ✓ Approve or 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.
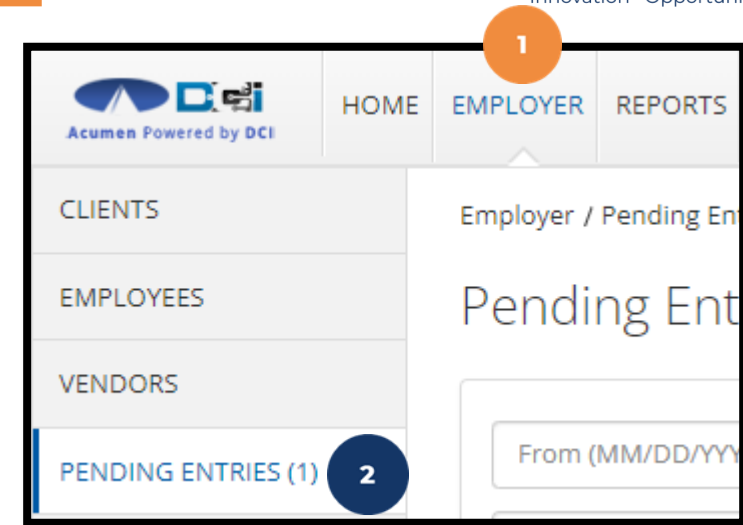
Employer Web Portal Video
Manage Entries

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
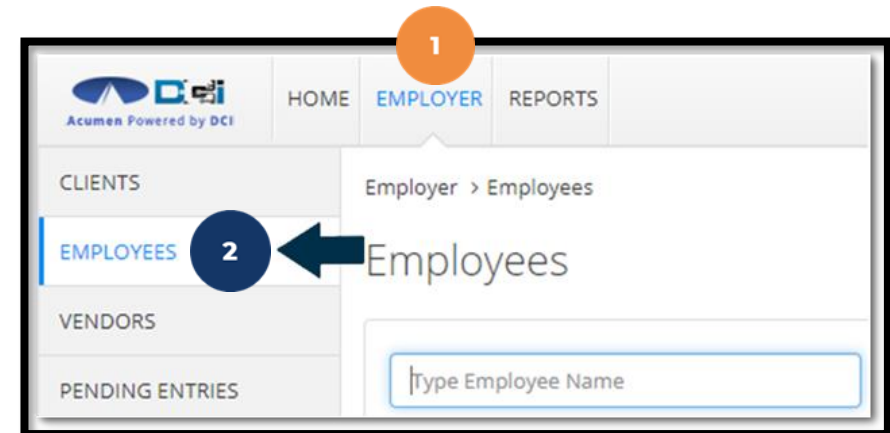
Using the Employees Page (cont.)

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4. View the employee details page

5. Unlock Employee Profile if needed

6. Scroll down to the Entries tab

Home / Employees / Steph Employee1

Employee Details - Steph Employee1   (4)

⚙ Actions

Basic Demographics

Address:	100 Happy Jack Lane Aurora, CO 80016-0000
GNIS	08-005-204737
Phone:	(222) 222-2222
Email:	stephanies+68@dcisoftware.com
Username:	steph.employee1
Time Zone:	MT (UTC-07)
Type:	Hourly Non Exempt
SSN:	###-##-#### Show
Allow SSN Retrieval:	No ❶
Mobile Device Id:	D43FFC8A-13A6-4088-ACDC-2FB7DFF59F8E
Status:	Active

Other Details

Average Caregiver Rating:	0
Domestic Worker:	No ❶
Domestic Worker 7 Day Exemption:	No ❶
Domestic Worker Preferred Day of Rest:	Sunday ❶
Employee Number:	216
Weekly Hours Available:	40.00
Holiday Schedule:	Default Holiday Schedule - 1
Cost Center:	Steph Cost Center
Custom Reports List	None
Employment Status:	Active
Authentication Status:	Locked Unlock (5)
Photo Set:	No
Signature Set:	No
Email confirm:	Yes

(6)

| Entries | Accounts | Certifications | EVV Locations | Notes | Attachments | Events | Custom Fields | History |

Using the Employees Page (cont.)

7. View the punch entries for the employee

8. Ensure all time for the pay period is <u>entered</u> and <u>approved</u> before the submission due date

Entries	Accounts	Certifications	EVV Locations	Notes	Caregiver Ratings	Attachments	Custom Fields	History

From (MM/DD/YYYY)   To (MM/DD/YYYY)   Type Punch Id   Type Client Name

Type Service Code   Select Account Type   Select Status

Reset   Search

Entries **7**   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

8

Entry Status

- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an Employee. It is important to resolve the unverified entries, or they will not be paid.

- **Unvalidated:** Temporary status. Punch will be in pending or rejected status after system processes.

- **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

- **Batched:** An approved entry that has been included in a pending payroll batch

- **Processed:** Entries that have been processed and are ready for payroll

Using Reports

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

Troubleshooting

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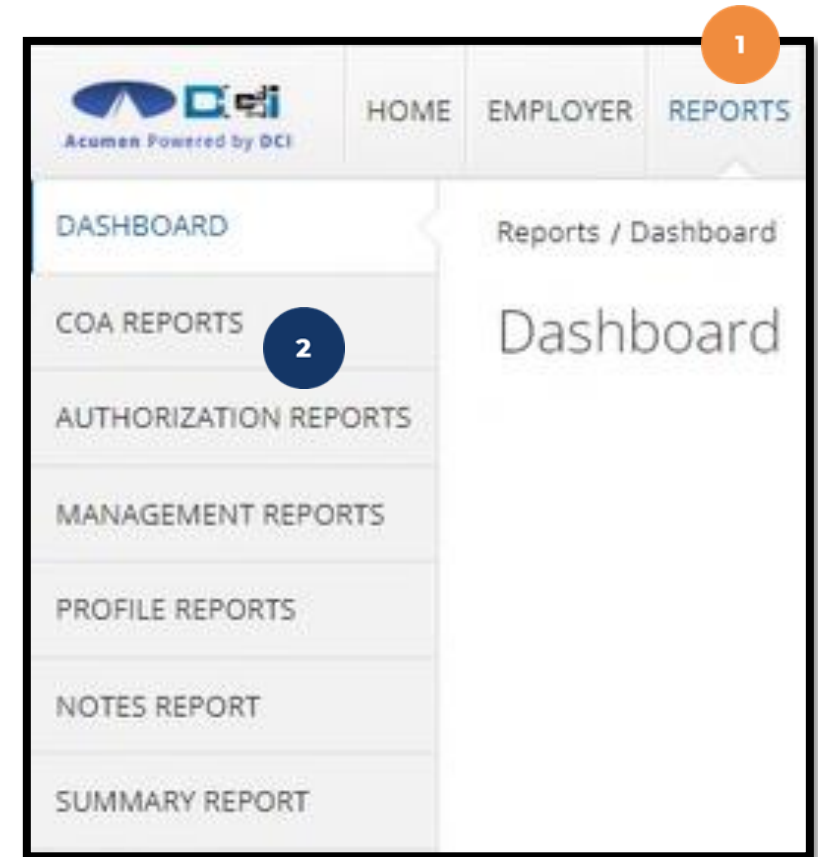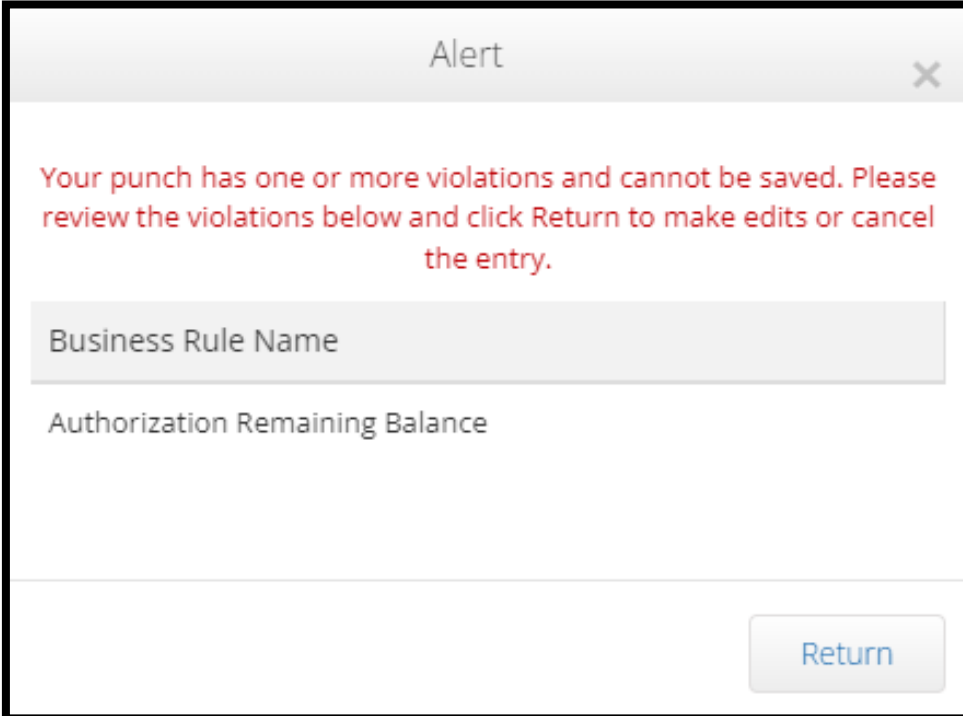
Alerts

Business rules are a tool used by your organization to validate, by service code, specific requirements mandated by that service. When a punch violates a business rule, the employee will receive an alert explaining the violation and what action needs to be taken.

One of the most common business rules is the **Authorization Remaining Balance** rule. This rule checks to see that there are enough funds in the authorization/budget to cover the punch.

Alert ✕

Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry.

Business Rule Name

Authorization Remaining Balance

Return

- The employee will receive this alert and cannot save the punch
- They must edit the punch or cancel the entry
- The employer should review their budget utilization

Alerts

Many other business rules pertain to the authorization/budget such as the **Authorization Expiration Date** rule.
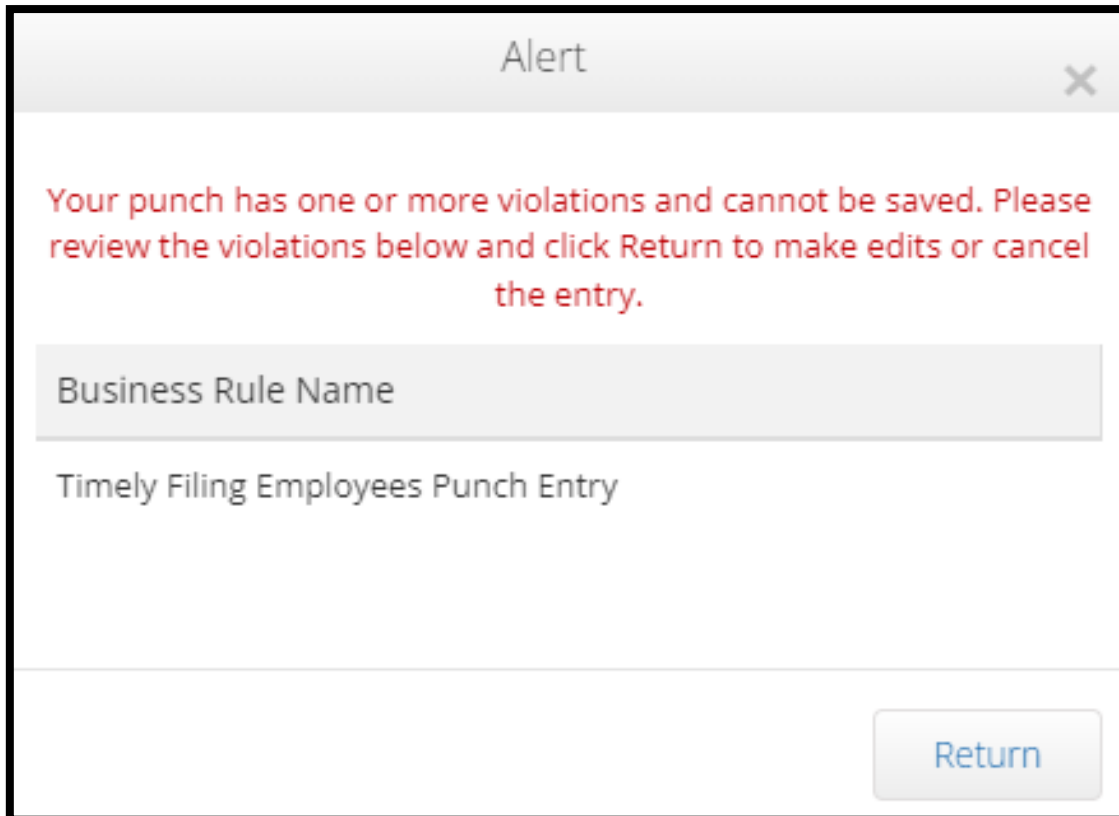
Check In:	10:00 AM
Check Out:	12:30 PM
EVV Method:	Portal Signoff
Check Out Date:	04/17/2024
Add Reason Codes: *	× Forgot mobile device
Add Reason Code Note: *	No phone
Diagnosis Code:	Diagnostic Code
Notes:	Add Notes for Punch
Attachment:	🔗 Add Attachment
Statements:	☑ General Acknowledgement ☐ Light Housekeeping ☐ N/A
Test:	Test ❓

There is no active Authorization for this account. Please contact your supervisor.

Cancel   Save

- The employee will receive this alert when attempting to punch for a date after the authorization/budget has expired

- They cannot save the punch

- The employee should contact the employer

- The employer should verify their authorization data in DCI

Alerts

Punches must be **entered AND approved** within 60 days of the date of service. After 60 days the **Timely Filing Employees Punch Entry** or the **Timely Filing Employee Punch Approval** rules will prohibit the punch from being saved.

Alert ✕

Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry.
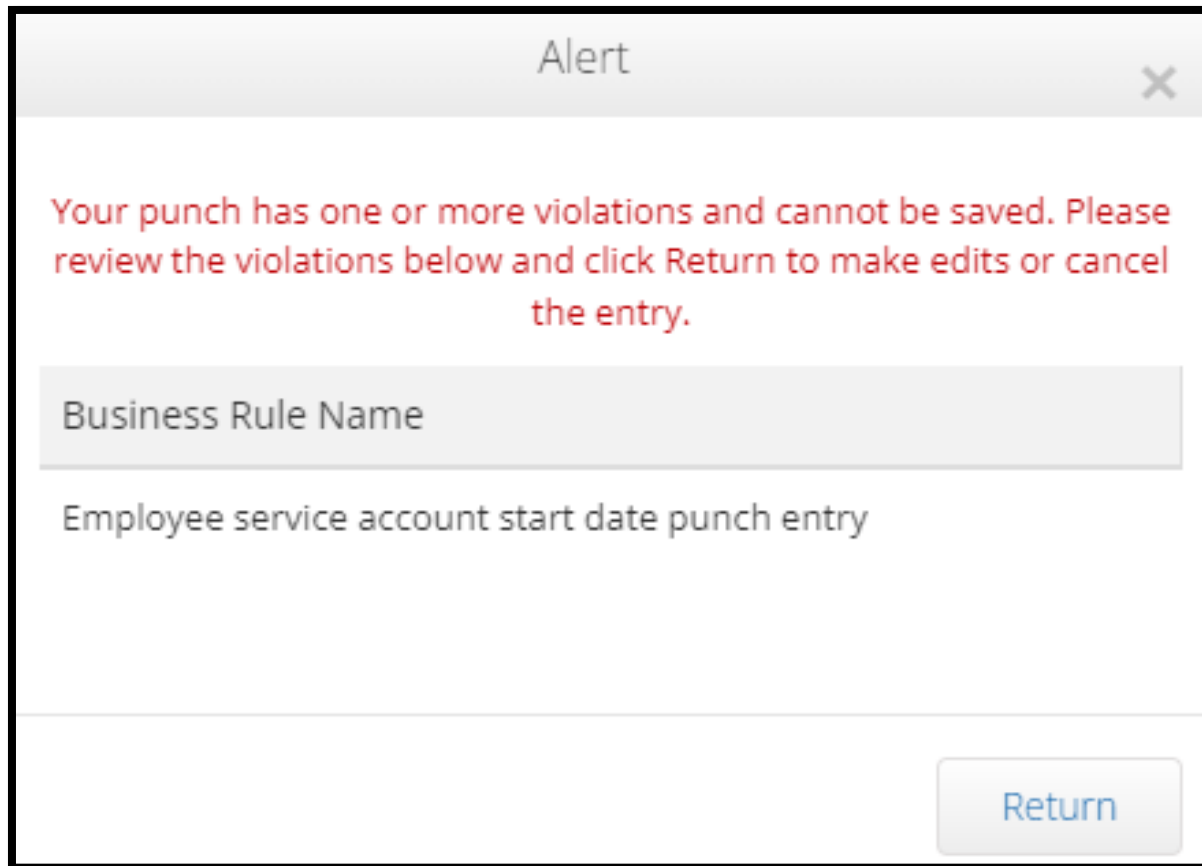
Business Rule Name

Timely Filing Employees Punch Entry

Return

- The employee will receive this alert when attempting to punch for a date that is more than 60 days after the date of service
    - ➢ The Timely Filing Employee Punch Approval alert would show if the punch was created within the timeframe, but the employer was attempting to APPROVE the punch more than 60 days after the date of service.
- The employee cannot save the punch
    - ➢ Or, in the case of the Timely Filing Employee Punch Approval alert, the employer would be unable to approve the punch.
- No action can be taken

Alerts

Punches may only be entered for an <u>active</u> service account. If the employee attempts to enter a punch before the start date or after the end date of the service account, they cannot save the punch. This triggers either the **Employee Service Account Start Date Punch Entry** rule or the **Employee Service Account End Date Punch Entry** rule.
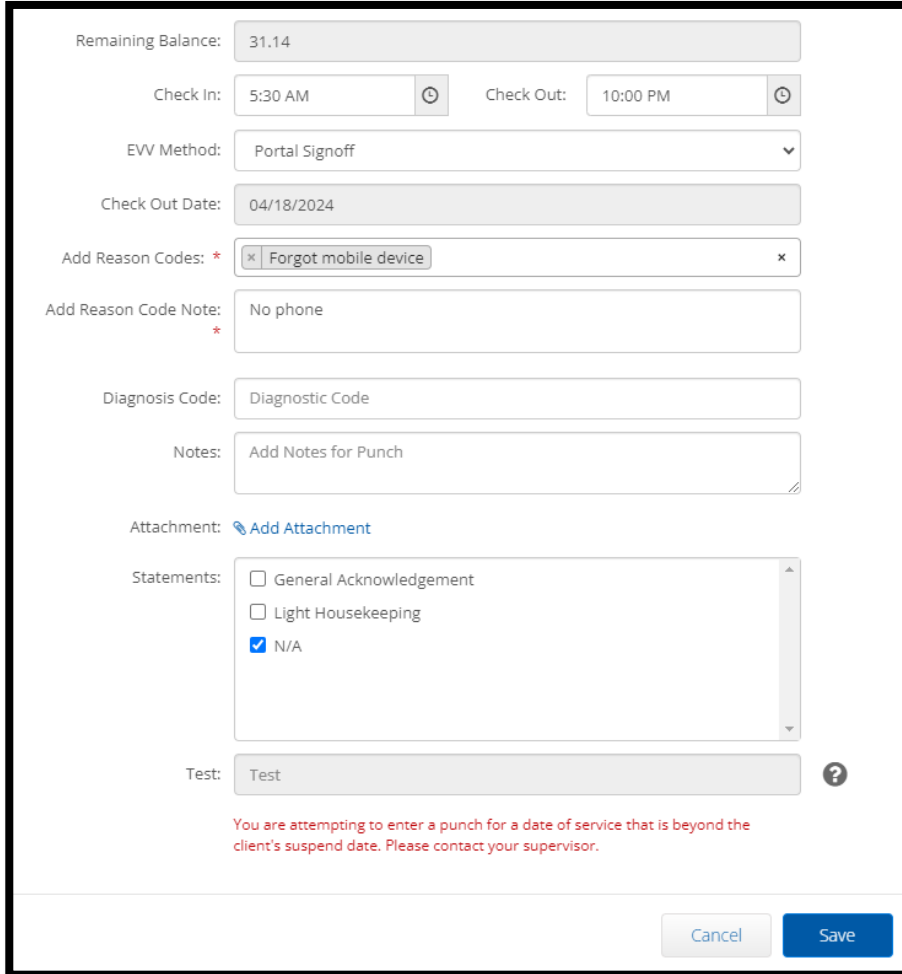
Alert

Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry.

Business Rule Name

Employee service account start date punch entry

Return

- The employee cannot save the punch
- Ensure the correct dates have been entered for the punch
- The employee should contact the employer

Alerts

If enrollment is on hold, or the client cannot receive service, the client profile will be suspended.
Punch entries cannot be added after the suspension date.

Remaining Balance: 31.14

Check In: 5:30 AM   Check Out: 10:00 PM

EVV Method: Portal Signoff

Check Out Date: 04/18/2024

Add Reason Codes: *   × Forgot mobile device

Add Reason Code Note: No phone
*

Diagnosis Code: Diagnostic Code

Notes: Add Notes for Punch

Attachment: Add Attachment

Statements:
☐ General Acknowledgement
☐ Light Housekeeping
☑ N/A

Test: Test

You are attempting to enter a punch for a date of service that is beyond the client's suspend date. Please contact your supervisor.

Cancel   Save

- The employee cannot save the punch
  - ➢ While the system allows the employee to log in on the mobile app, they cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- The employee should contact the employer

Alerts

If enrollment was on hold, or the client couldn't receive service for a period of time, the employee would have no valid pay rate for that date range. The date of service the employee is attempting to enter a punch entry for has no valid pay rate.
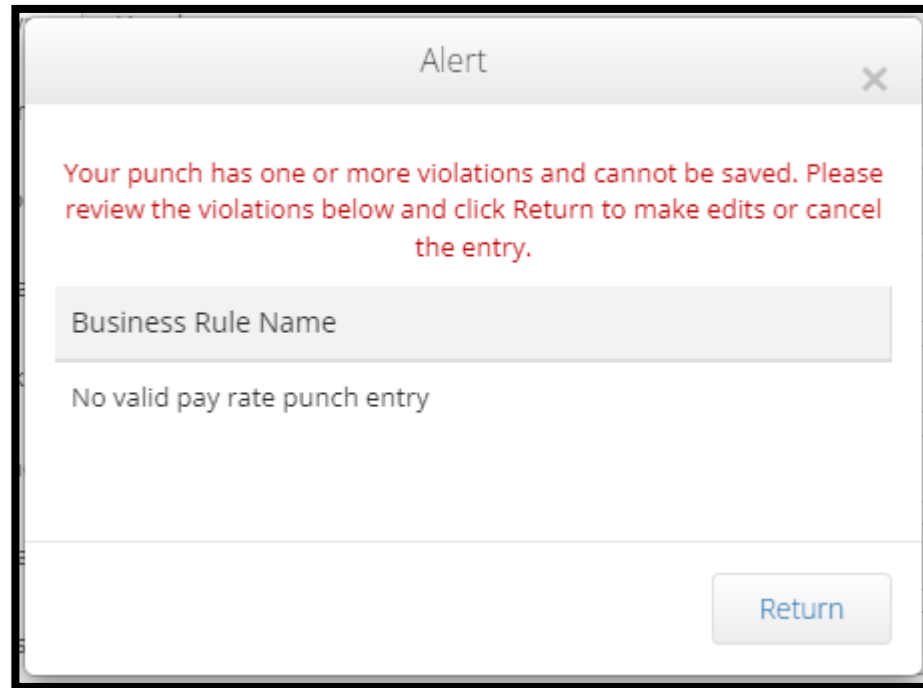
Alert ✕

Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry.
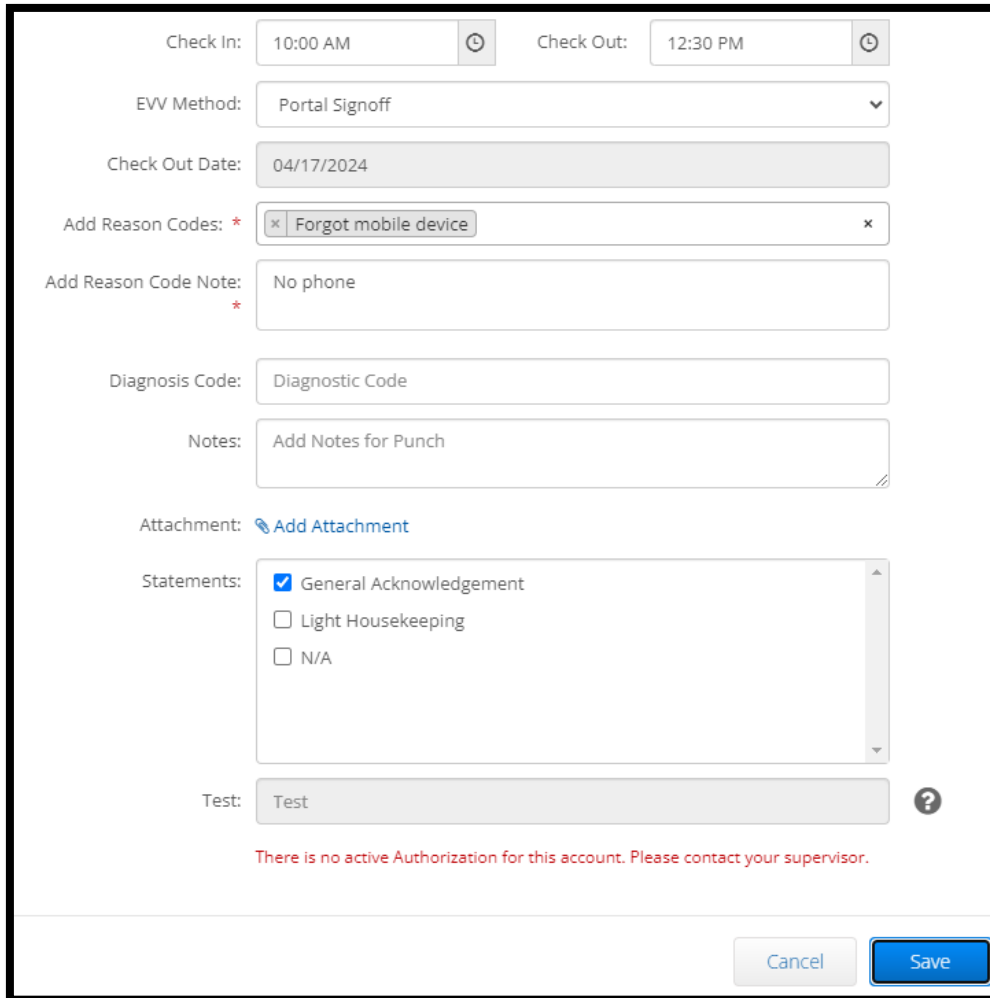
Business Rule Name

No valid pay rate punch entry

Return

- The employee cannot save the punch
  - ➢ While the system allows the employee to log in on the mobile app, they cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- The employee should contact the employer

Check Entries

If a punch entry violates the **Authorization Weekly Max** business rule, it can be saved, but is later rejected when the business rule runs. <u>The employee does not receive an alert</u> but can see that the punch was rejected and that the business rule failed.

Entries

Showing **30** out of **380** records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
39492	Apr 14, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	Steph Client1	RESPITE (Hourly)	0:23:30	Rejected
39491	Apr 15, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	Steph Client1	RESPITE (Hourly)	0:23:30	Rejected

Ref Entries	Notes	Attachments	Verifications	Map	**Business Rules**	Auto Approval	Custom Fields	History

Business Rules

Business Rule Name	Business Rule Result
Employee service account start date punch entry	Pass
Authorization Weekly Max	Fail
Max Hours Per Week Per Client Per Funding Source	Pass
Authorization Expiration Date	Pass

1. The employee should always review their entries and check the status

2. Click on the **punch row** to review the punch details

3. Click the **Business Rules tab** to view the result

The employee should contact the employer

Phone IVR
(Interactive Voice Response)
*Option when access to a mobile device or computer is limited

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Phone EVV Basics

- Employer - Confirm the <u>landline</u> phone number on file with Acumen is for the client
  - ✓ Employees must call from a recognized number only
  - ***Please note!** If calling from a number not associated with the client, the employee will receive an error message.
- Employee - Will be asked to validate the following information:
  - ✓ Last four digits of their social security number
  - ✓ PIN (their employee pin)
  - ✓ MMDD of their birthday
  - ✓ Client Name & Service Code for the shift
- Client or Employer – Need client PIN for historical (non-EVV-compliant) phone entries
  - ✓ Client PIN is on the Employer Good To Go letter

Clock In: Real Time Entry

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1. Sign in:
    - ✓ Call (855) 807-9595 from the client's landline 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 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

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*Please note! <u>Historical entries are only used for a missed punch or punch correction due to service interruption</u>. The goal should always be to enter punches in real time to maintain EVV compliance.

<u>*The client or employer must be present at the end of this process*</u>.

1. Sign in:
   - ✓ Call (855) 807-9595 from the client's landline 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., April 28, 2024 = 04282024)

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 the client 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

    ➢ 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

Payroll Schedule & Deadlines

Ensure Time Entries are Submitted & Approved Electronically by Due Date

IMPORTANT

- *Exception!* Late time must be submitted and approved by 11:59 PM CST on Tuesday July 2nd for a pay date of Friday July 5th. Acumen will be processing a courtesy payment for this time submitted late.

- Starting with the pay period **Sunday, June 2nd – Saturday, June 15th (entries due on June 17),** paper timesheets are no longer accepted via fax or email. All time entries must be submitted via **Mobile App or Phone EVV (IVR).** Entries that occurred during a service interruption can be entered via Web Portal.
  - ❖ Please reference the ADSS memorandum dated May 3, 2024, outlining these details.
  - ❖ **Outstanding entries through June 1st will be accepted via timesheet, web portal, or phone EVV (IVR).**

- Time entries approved *after* the due date will be processed on the following pay period's pay date
  - ❖ Please reference the AL ADSS Pay Schedule for due dates

ADSS Payment Schedule

- 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

- 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.

"Payment Period Start Date" is the first day of services in the pay period.

"Payment Period End Date" is the last day of services in the pay period.

Payment Period Start Date	Payment Period End Date	Submissions Due NO Later Than	Direct Deposit/Check Date
06/16/24	06/29/24	Mon, 07/01/24	Fri, 07/12/24
06/30/24	07/13/24	Mon, 07/15/24	Fri, 07/26/24
07/14/24	07/27/24	Mon, 07/29/24	Tue, 08/06/24
07/28/24	08/10/24	Mon, 08/12/24	Tue, 08/20/24
08/11/24	08/24/24	Mon, 08/26/24	Tue, 09/03/24
08/25/24	09/07/24	Mon, 09/09/24	Tue, 09/17/24
09/08/24	09/21/24	Mon, 09/23/24	Tue, 10/01/24
09/22/24	10/05/24	Mon, 10/07/24	Tue, 10/15/24
10/06/24	10/19/24	Mon, 10/21/24	Tue, 10/29/24
10/20/24	11/02/24	Mon, 11/04/24	Tue, 11/12/24
11/03/24	11/16/24	Mon, 11/18/24	Mon, 11/25/24
11/17/24	11/30/24	Mon, 12/02/24	Tue, 12/10/24
12/01/24	12/14/24	Mon, 12/16/24	Fri, 12/20/24
12/15/24	12/28/24	Mon, 12/30/24	Tue, 01/07/25
12/29/24	01/11/25	Mon, 01/13/25	Tue, 01/21/25
01/12/25	01/25/25	Mon, 01/27/25	Tue, 02/04/25
01/26/25	02/08/25	Mon, 02/10/25	Tue, 02/18/25
02/09/25	02/22/25	Mon, 02/24/25	Tue, 03/04/25
02/23/25	03/08/25	Mon, 03/10/25	Tue, 03/18/25
03/09/25	03/22/25	Mon, 03/24/25	Tue, 04/01/25
03/23/25	04/05/25	Mon, 04/07/25	Tue, 04/15/25
04/06/25	04/19/25	Mon, 04/21/25	Tue, 04/29/25
04/20/25	05/03/25	Mon, 05/05/25	Tue, 05/13/25
05/04/25	05/17/25	Mon, 05/19/25	Tue, 05/27/25
05/18/25	05/31/25	Mon, 06/02/25	Tue, 06/10/25
06/01/25	06/14/25	Mon, 06/16/25	Tue, 06/24/25
06/15/25	06/28/25	Mon, 06/30/25	Tue, 07/08/25
06/29/25	07/12/25	Mon, 07/14/25	Tue, 07/22/25

"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.

"Submissions Due NO Later Than" is the last date that your employee's time can be approved, and your vendor payment (Goods and Services) requests can be submitted, for the pay period in order to be paid as scheduled.

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

Phone: (866) 859-0027

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

Enrollment: enrollment@acumen2.net

For payment or other questions please complete the Contact Us form at www.acumenfiscalagent.com/contact

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DIRECT CARE INNOVATIONS

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Questions?

Thank you!

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

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