National Time Entry Training for Employees – Web Portal

Welcome to Acumen!

Thank you for joining the Acumen Family!

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DIRECT CARE INNOVATIONS

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

Agenda

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- Overview
- Navigation, Profile Settings, Messaging & Dashboard
- Authorization Check
- Add Entry
- Edit or Reject Entry
- Review Entries
- Troubleshooting

Quick Resources

- **Short step-by-step resource documents have been added to the National Time Entry & Time Management Training page providing instructions for the punch entry and approval process.**
- **Employee Specific Resources:**
  - ✓ Employee Web Portal Entries
  - ✓ Employee Mobile Web Entries
  - ✓ Employee Mobile App Entries
- **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

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Overview

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)?

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- 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

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

Mobile App

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

Phone EVV

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

Web Portal

- **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

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Devices & Operating Systems (OS)

Apple

- OS: iOS version 15.0 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

Navigation, Profile Settings, Messaging & Dashboard

Full Site – Most compatible when accessed via desktop or laptop

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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

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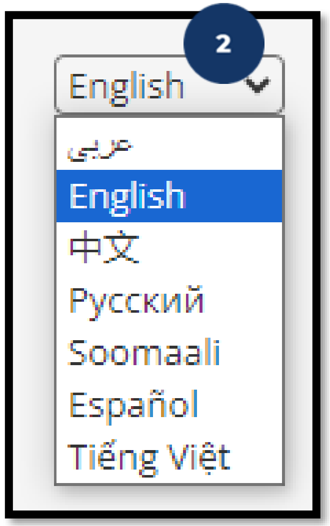
1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the [DCI Web Portal]
2. Use the language drop-down in the top right corner to select the preferred language
   - The page will now display in the new language each time you log in
3. Enter **username** 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

1
acumen.dcisoftware.com



Profile Settings

***Please note!** Profile settings are only available on the full site

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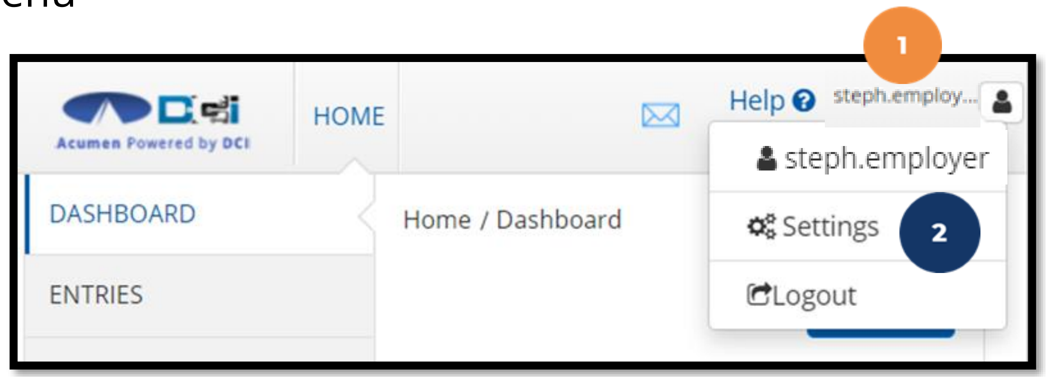
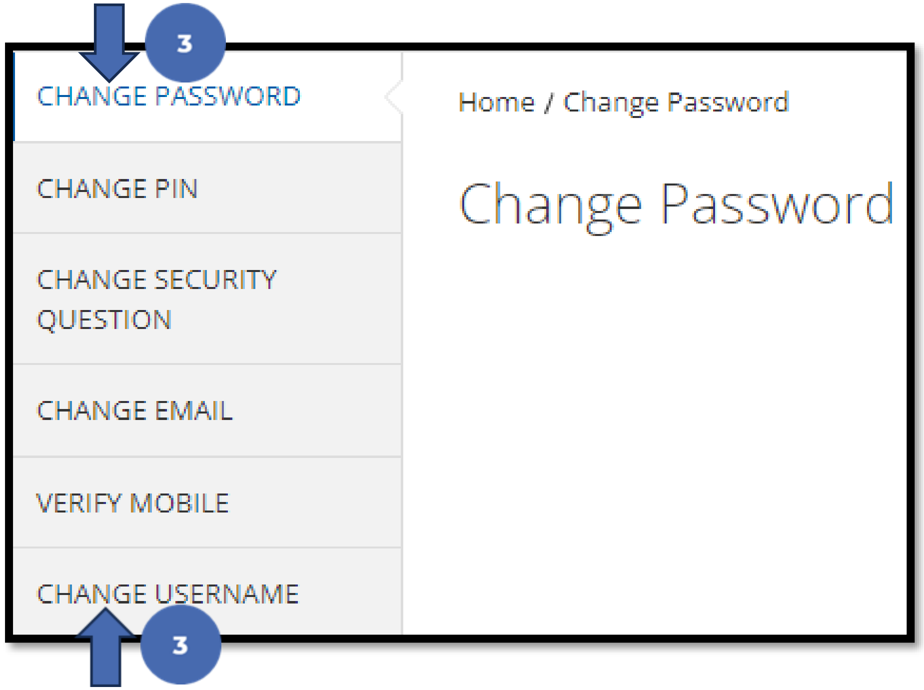
1. Click the **username** in the top right corner of the main menu

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

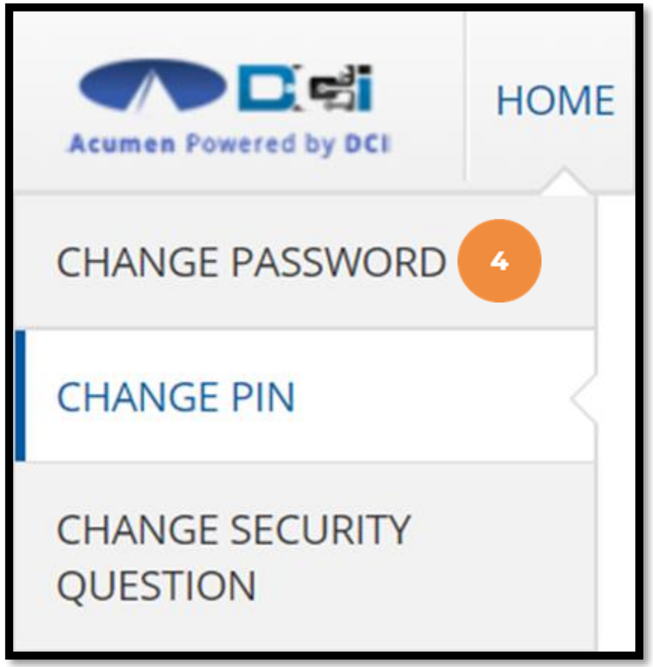




Add / Change PIN

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

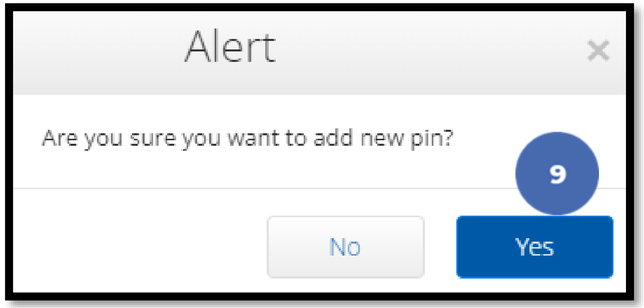
4. Select **Change PIN** or **Add New PIN**
   - ✓ Add New PIN after a reset
   - ✓ Change PIN anytime
5. Enter password
6. Click the blue **Verify** button



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

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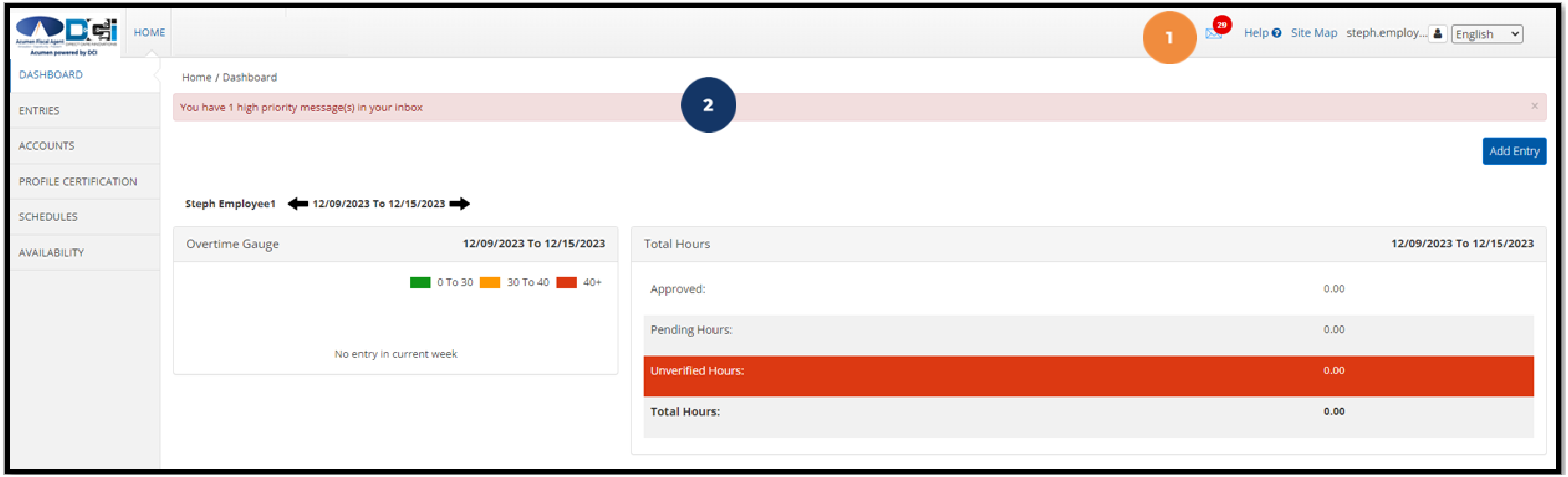
1. Click the **Mail** icon (envelope) in the top right corner of the main menu to access the inbox
2. Alternatively, if the red **high priority message banner** displays, click it to access the inbox.



Web Portal Messaging Module

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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

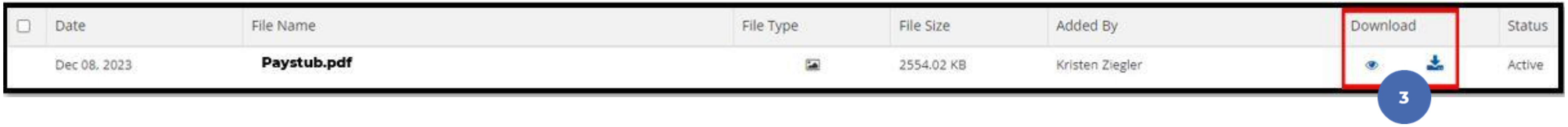
Archive Delete Export

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 Paystubs 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/statement or the **download** icon to download it



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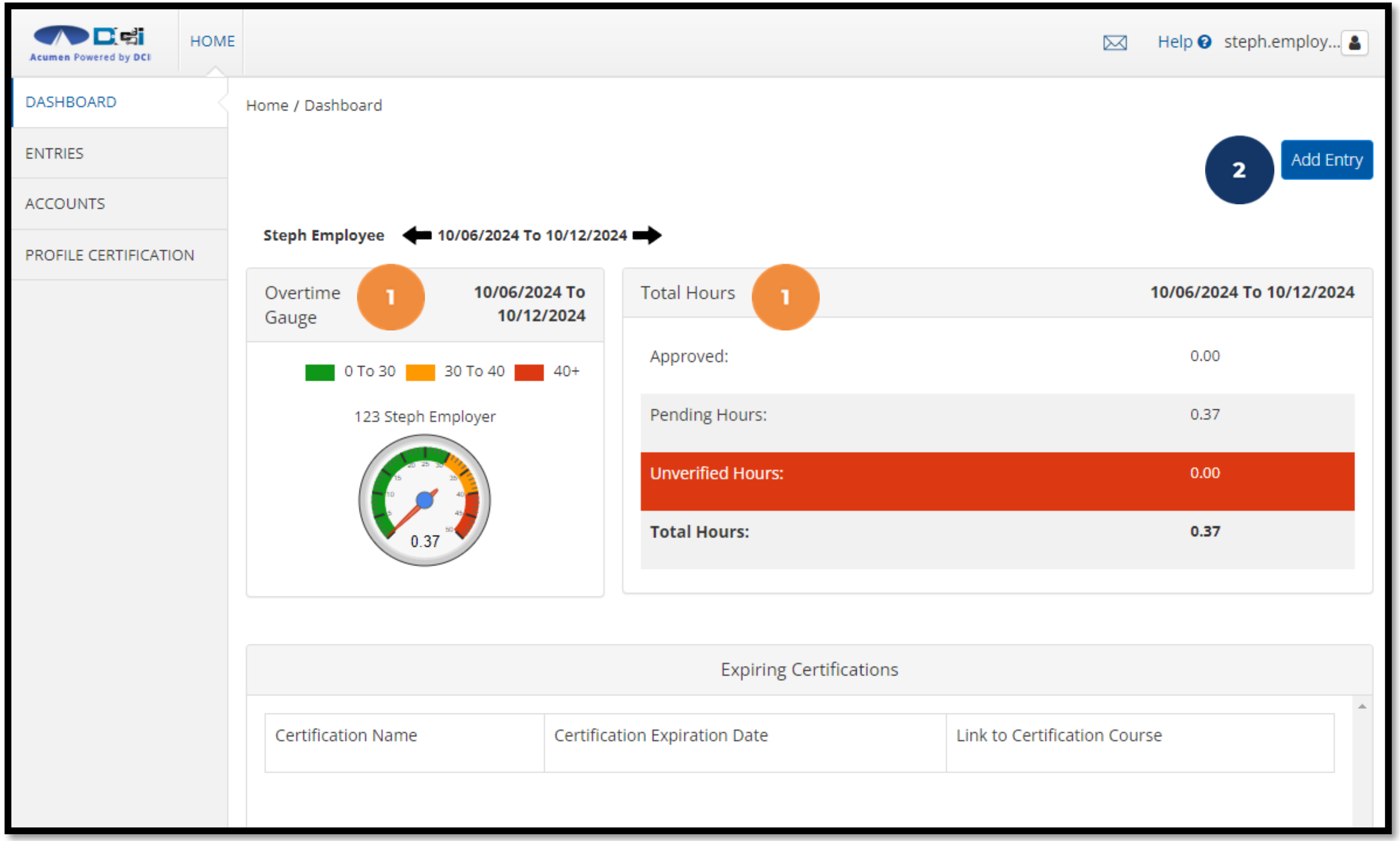
Dashboard

1. View Overtime Gauge & Total Hours for the current calendar week. Use the black arrows to toggle between weeks.
   - ❖ **Please note!** Unverified hours must be resolved to move to Pending status

2. Click **Add Entry** to enter a historical time punch
   - ❖ Historical entries are non-EVV-compliant so should only be used if a service interruption occurred that prevented a real-time entry

The **Dashboard** is the landing page



Entries

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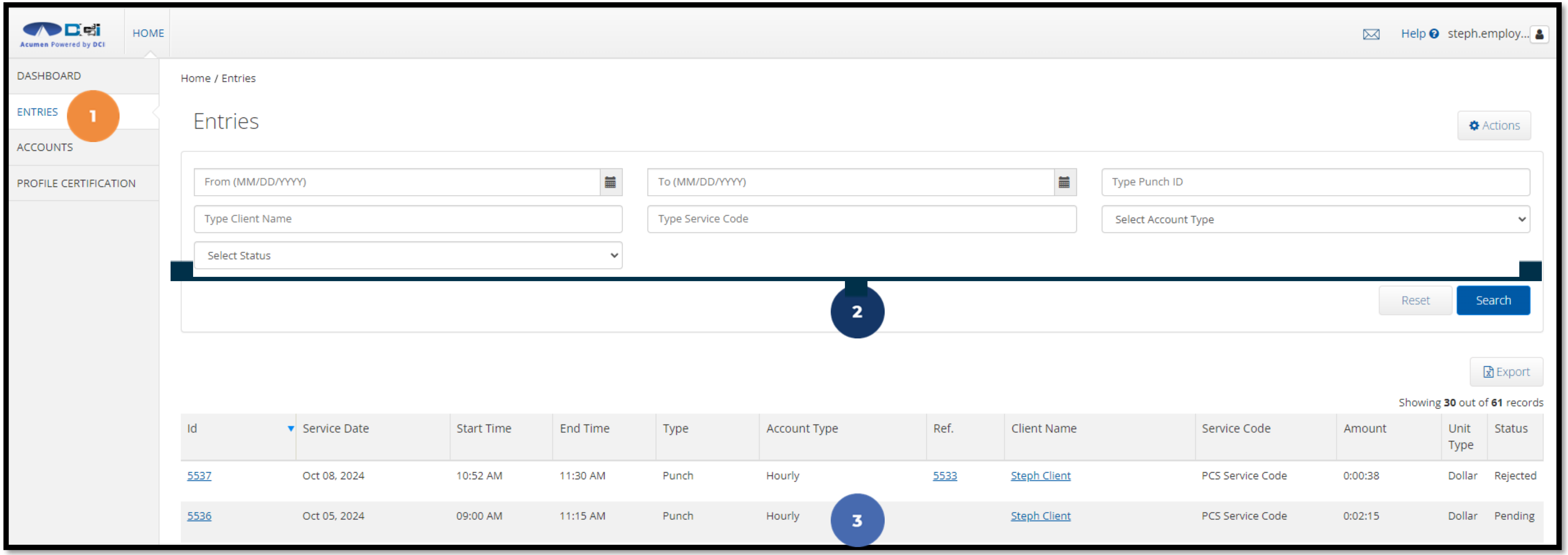
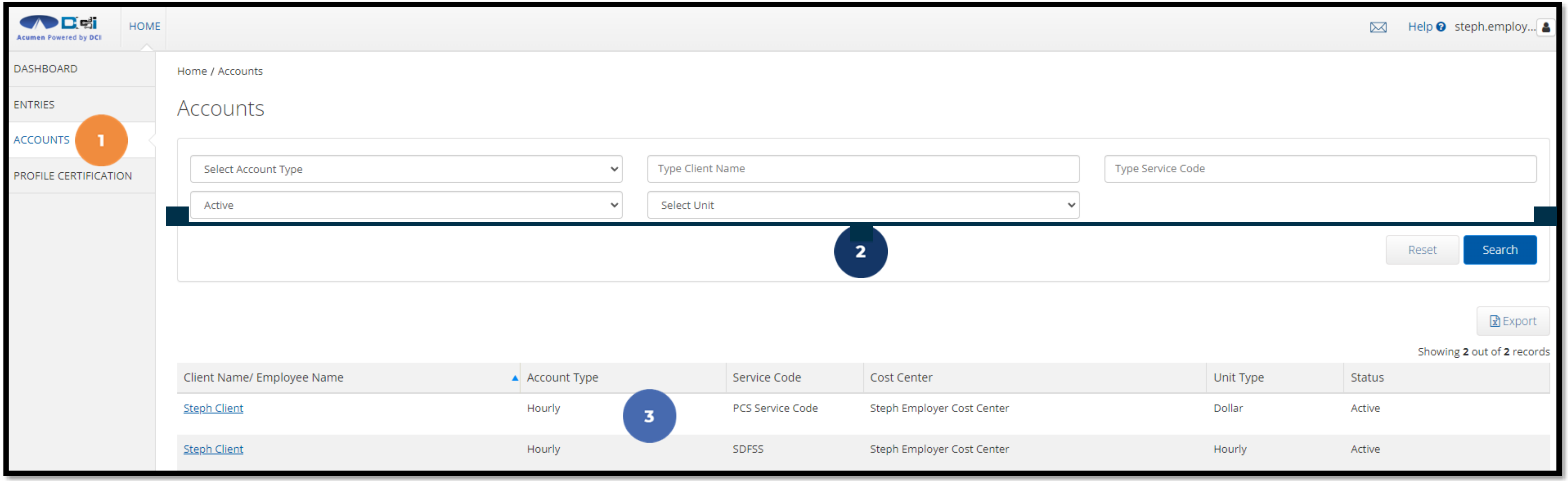
1. The Entries tab on the submenu displays all your entries. Work with your employer to ensure all entries are approved before the payroll and timely filing (if applicable) deadlines.
2. Use the filters to narrow the results if needed
3. Click anywhere on the entry row to view the punch details



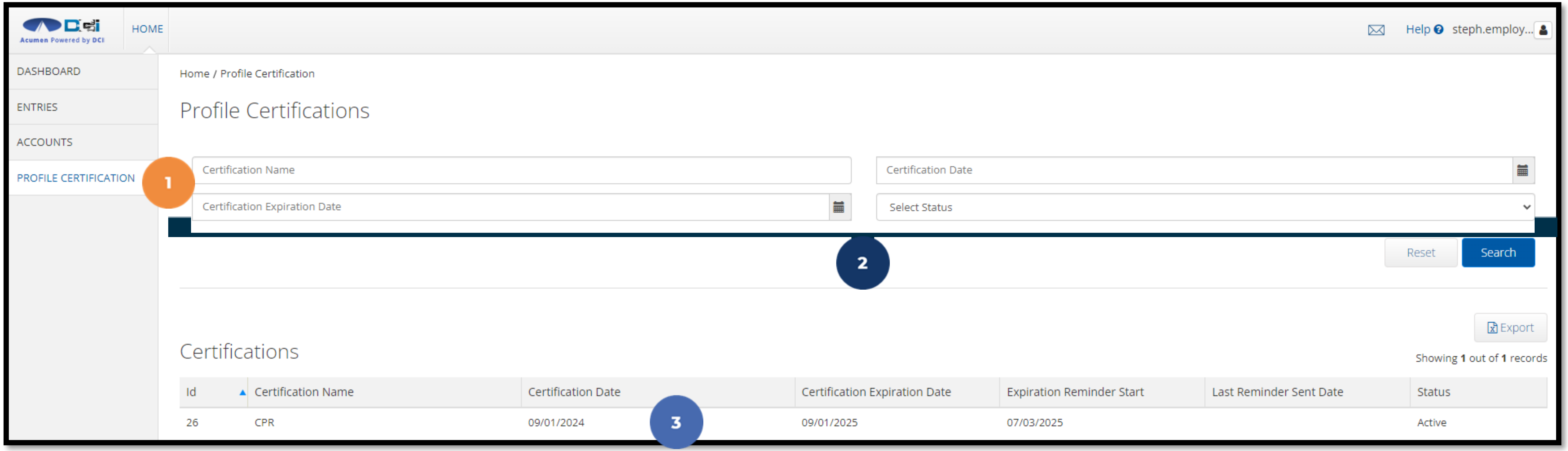
Accounts

1. The Accounts tab on the submenu displays all your accounts (connections) and is useful for troubleshooting
2. Use the filters to narrow the results if needed
3. Click anywhere on the account row to view the details, including associated entries.



Profile Certification

1. The Profile Certification tab on the submenu displays all of your certifications
2. Use the filters to narrow the results if needed
3. Click anywhere on the certification row to view the details, including notes and attachments.



Authorization Check

Optionally verify authorization or budget units or dollars for current or future service dates to ensure there is enough budget to cover the proposed shift

Authorization Check

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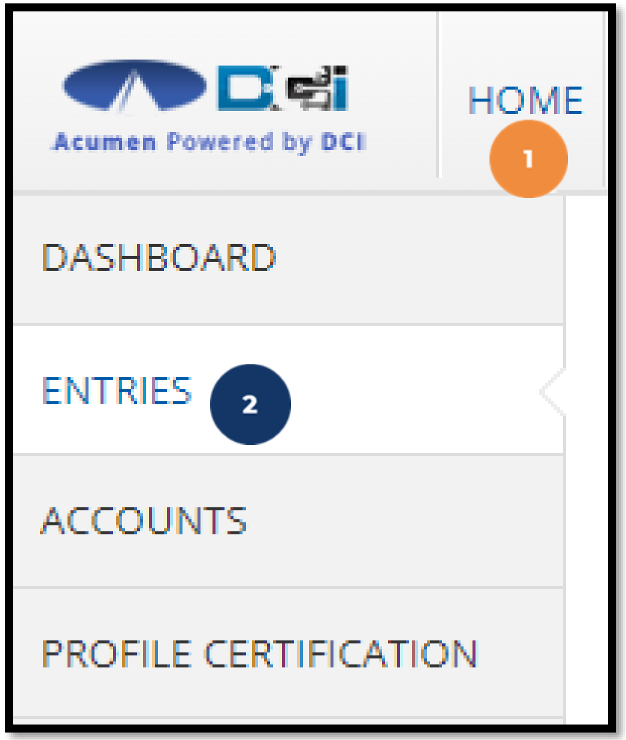
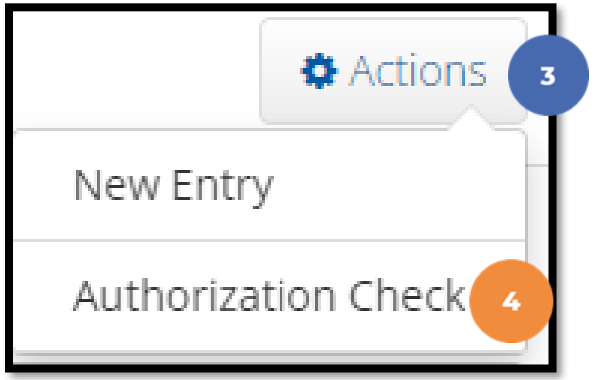
1. Click **Home** on the main menu
2. Select **Entries** on the submenu
3. Click the **Actions** button
4. Select **Authorization Check** from the drop-down menu

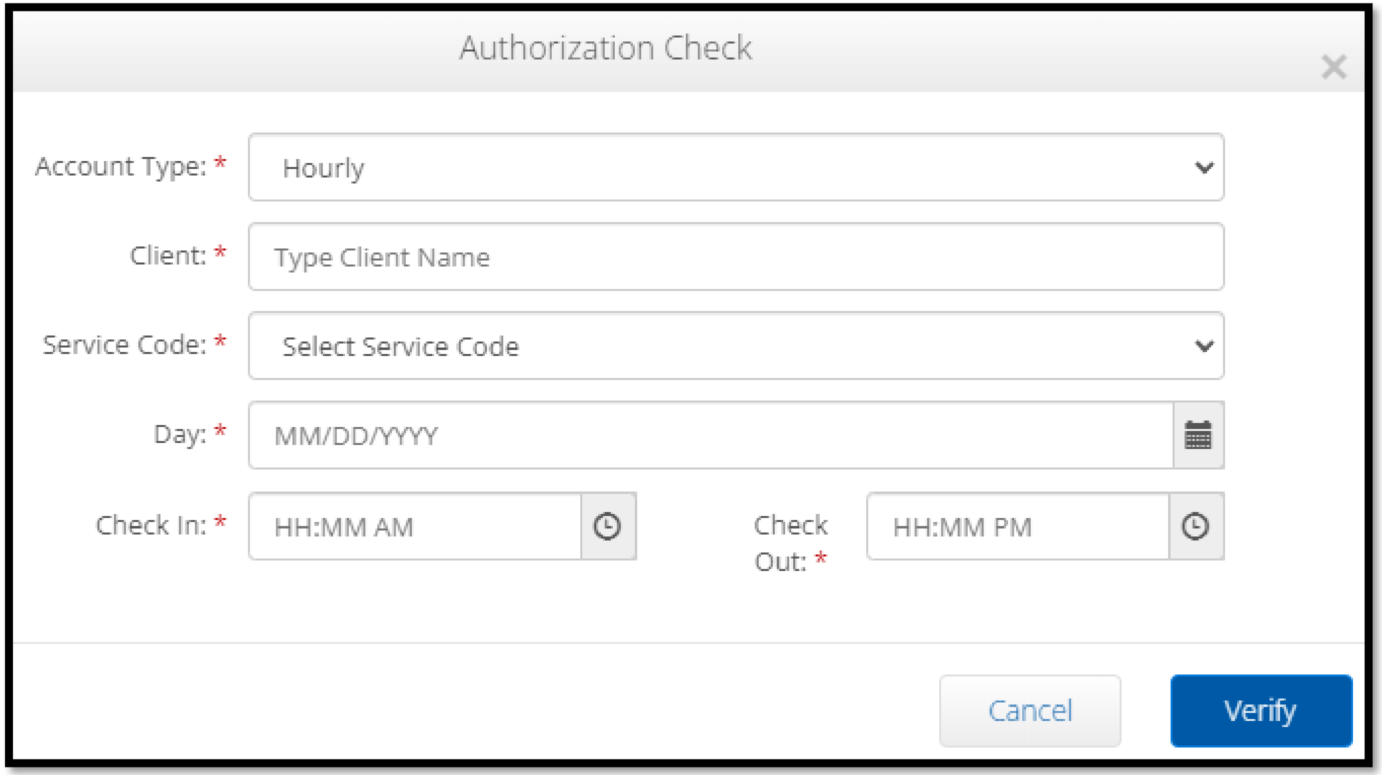




Authorization Check

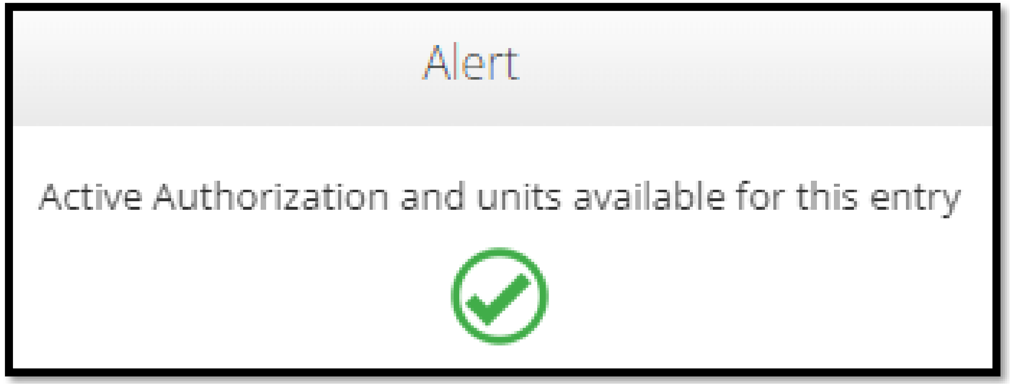
5. Select the Account Type
6. Type at least three characters of the client's name and select it from the drop-down
7. Select the Service Code
8. Enter the current date or a future date for the Authorization Check
   - Cannot be a past date
9. Enter the Check In and Check Out times
   - If the current date was selected, the Check In and Check Out times must be in the future.
10. Click the blue **Verify** button

Complete the Authorization Check form wizard



Authorization Check Results

- The system will alert the employee if the shift:
  - ✓ Results in overtime
  - ✓ Exceeds the authorization balance
  - ✓ Is outside of the authorization dates
- If the shift passes all rules listed above, the user receives a green check mark.
- If the shift violates any rules, the user receives a red X.



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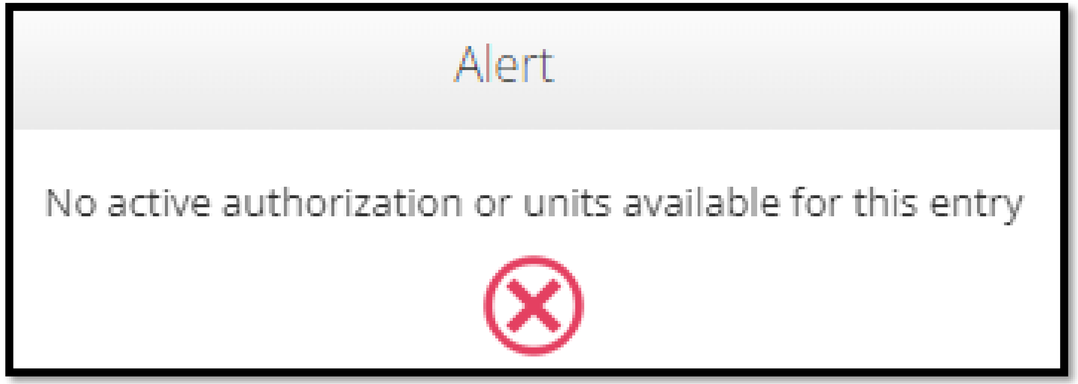

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Add Entry

***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.

*Important! Please check to see if your program has a timely filing rule, meaning entries must be both entered AND approved within a certain number of days from the date of service

Add New Entry

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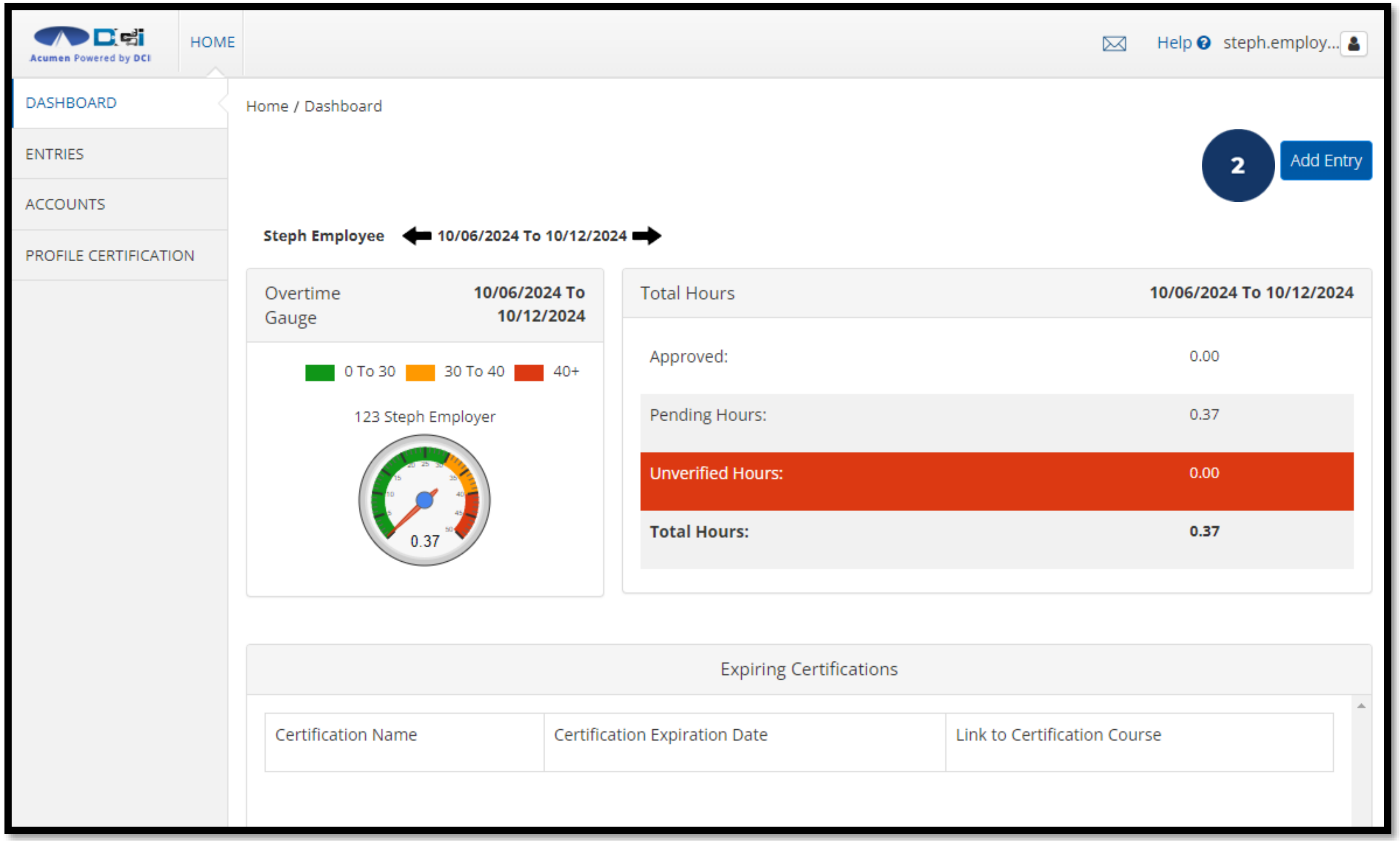
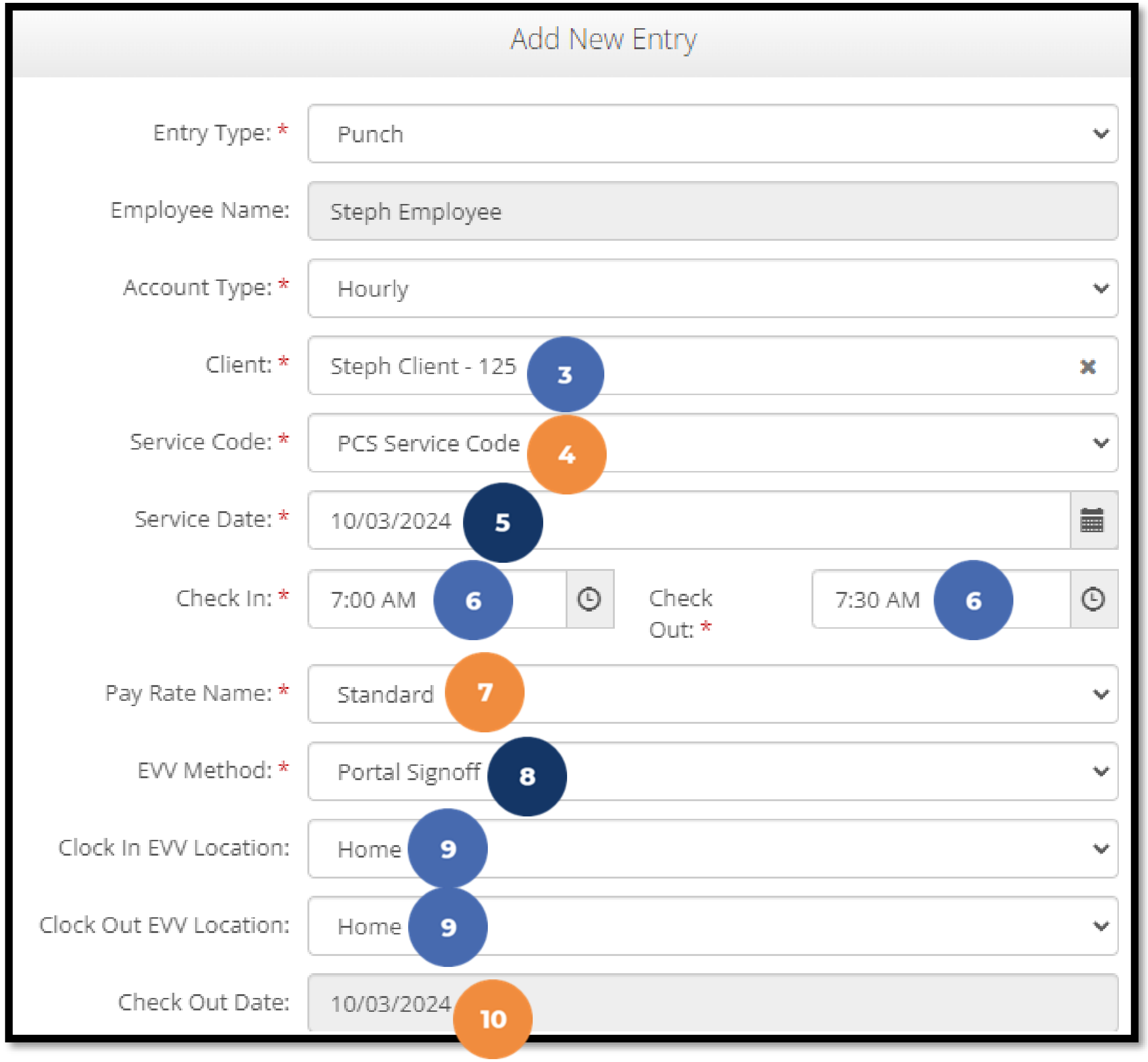
1. Log in to the [DCI Web Portal]
2. Click the blue **Add Entry** button



Add New Entry – Portal Signoff

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. If applicable to the program, select the Pay Rate Name from the drop-down.
8. Select Portal Signoff as the EVV Method
9. If required by the program, select Clock In and Out EVV Location.
10. Check Out Date will auto-populate based on the Service Date entered



Add New Entry – Portal Signoff

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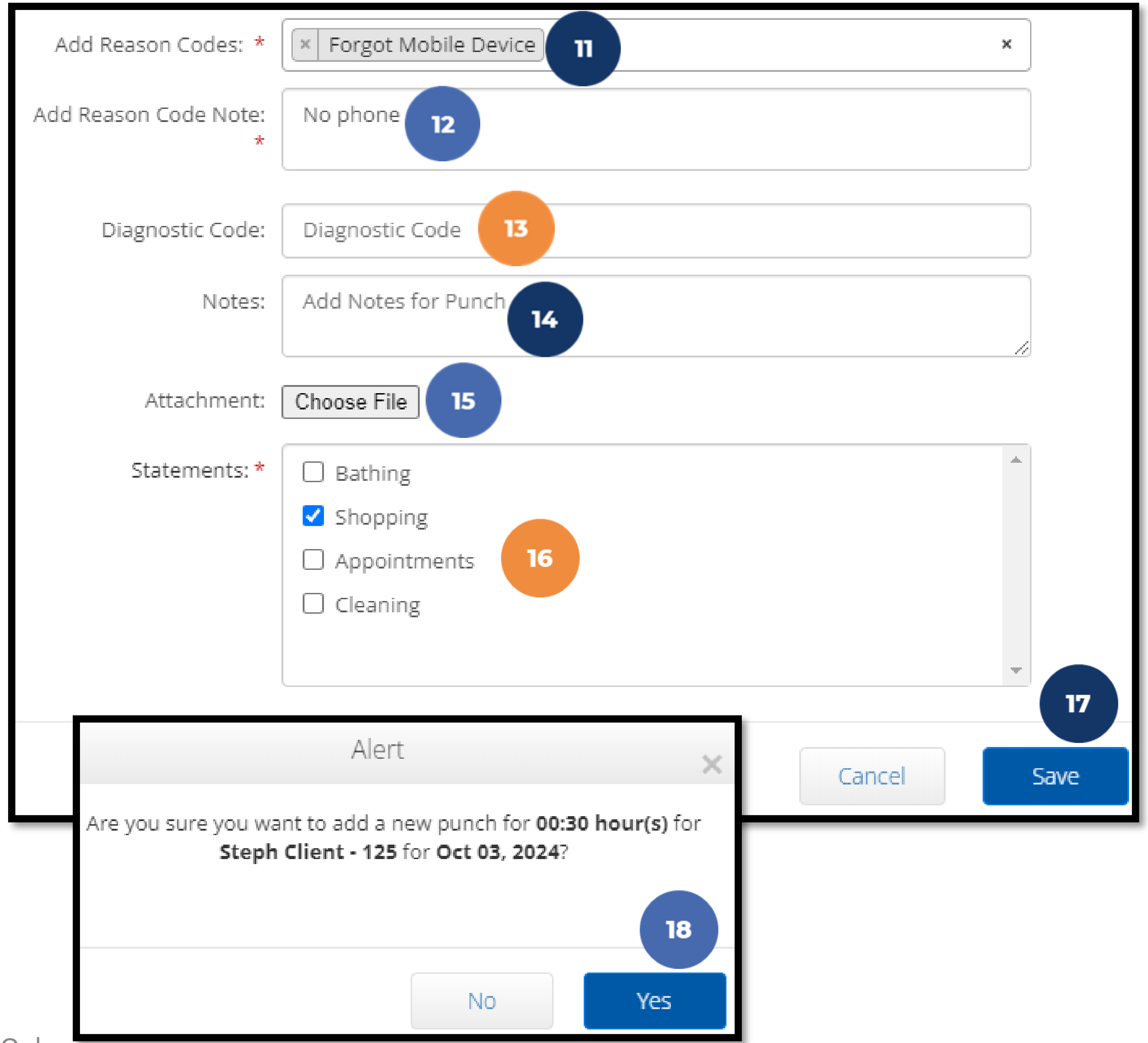
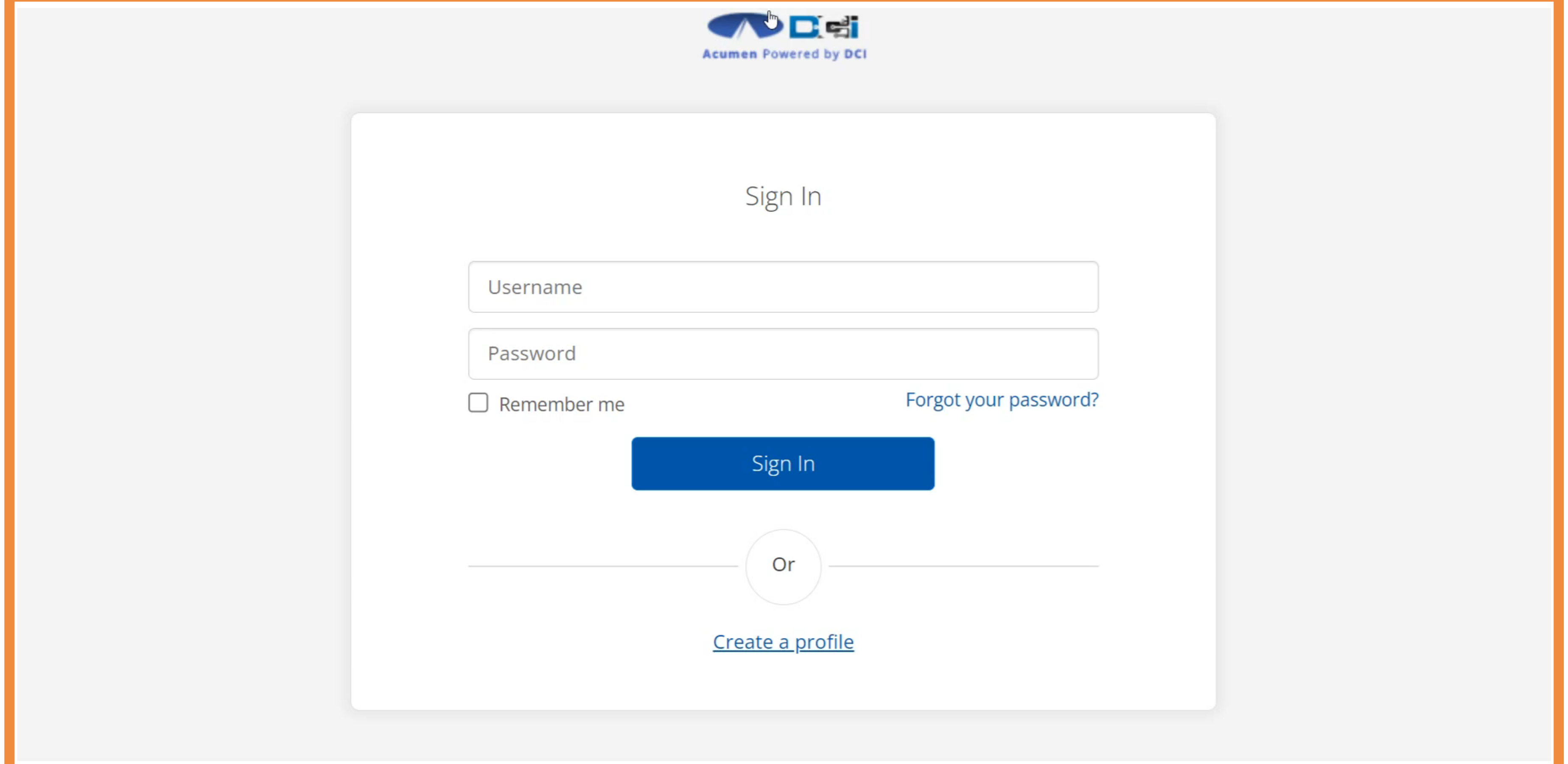
11. If required by the program, select a Reason Code from the drop-down list.
12. If required by the program, add a Reason Code Note.
13. If required by the program, add a Diagnostic Code.
14. Enter Notes for the punch (optional)
15. Click the **Choose File** button to select and upload Attachments (optional)
16. If required by the program, select the task(s)/statement(s) that was completed during the shift for the client.
    - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
    - ✓ The entry cannot be saved without a selection
17. Click **Save**
18. Click **Yes** to submit



Web Portal Video

Employee Adds (Historical) Entry – Portal Signoff



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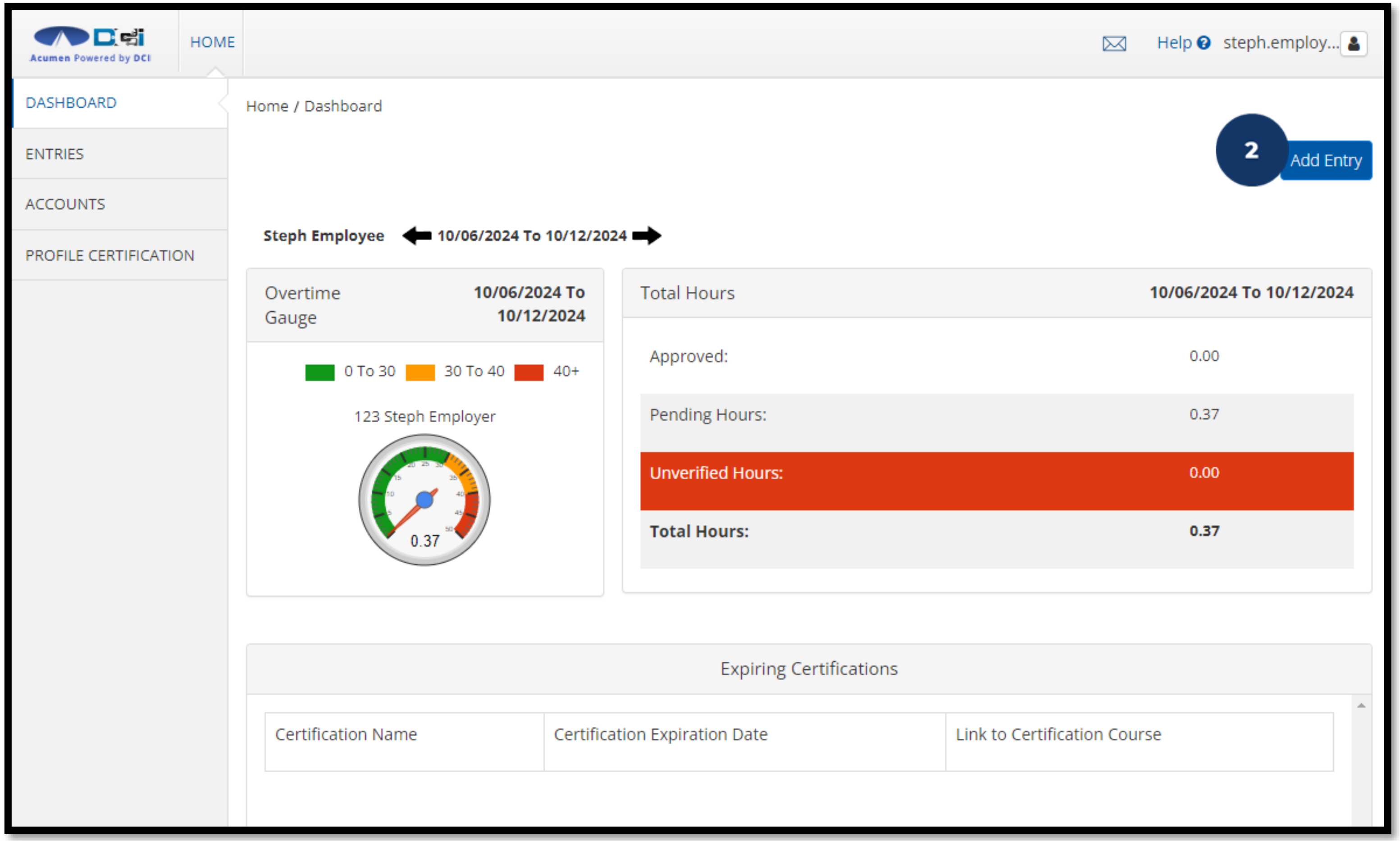
Add New Entry – Secure FOB

***Please note!** Not all states or programs will utilize Secure FOB as an entry option

1. Log in to the [DCI Web Portal]
2. Click the blue **Add Entry** button



Add New Entry – Secure FOB

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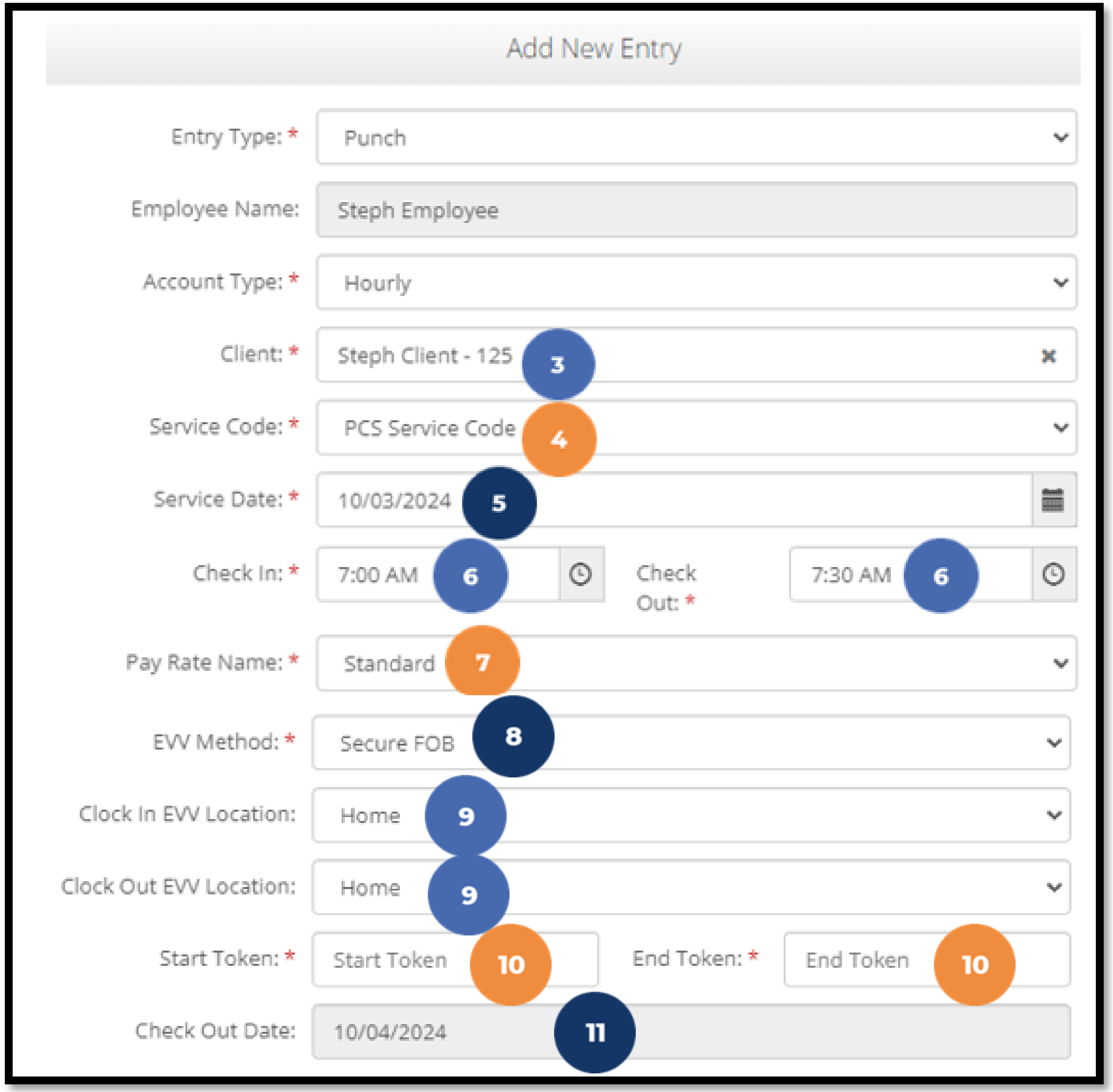
3. Type a minimum of three characters to generate results and select the Client's name from the list
4. Select the Service Code from the drop-down
5. Select the Service Date
6. Enter the Check In (start) and Check Out (end) times
7. If applicable to the program, select the Pay Rate Name from the drop-down.
8. Select Secure FOB as the EVV Method
9. If required by the program, select Clock In and Out EVV Location.
10. Enter the Start and End Tokens (6-digit codes) from the FOB that were generated during the shift and previously recorded
11. Check Out Date will auto-populate based on the Service Date entered



Add New Entry – Secure FOB

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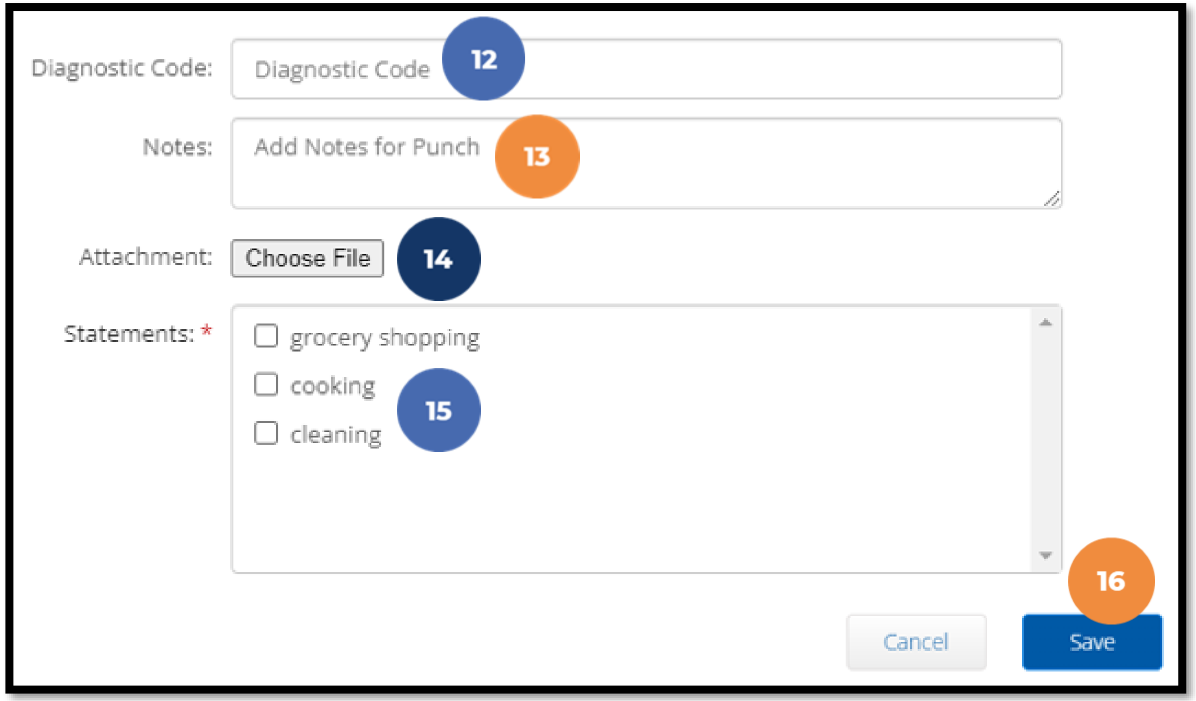
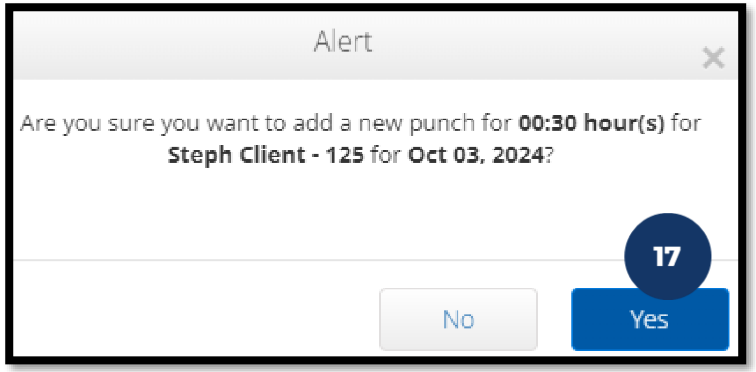
12. If required by the program, add a Diagnostic Code.
13. Enter Notes for the punch (optional)
14. Click the **Choose File** button to select and upload Attachments (optional)
15. If required by the program, select the task(s)/statement(s) that was completed during the shift for the client.
    - ✓ 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





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Edit or Reject Entry

Edit or Reject Entry

***Please note!** Only entries in a Pending status can be edited by the employee. Contact Acumen for assistance if in any other status.

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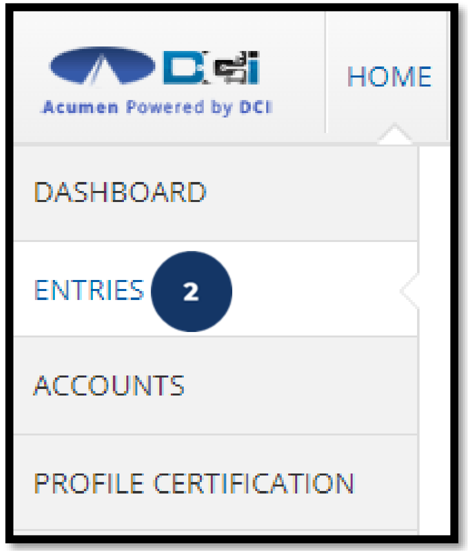
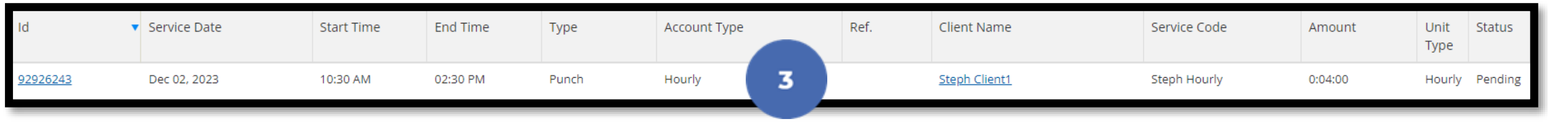
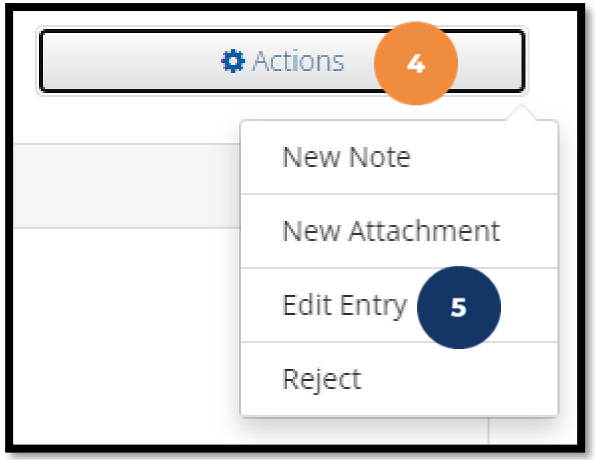
1. Log in to the [DCI Web Portal]
2. Click **Entries** on the submenu
3. Click anywhere on the line of the punch entry to be edited
4. Click the **Actions** button in the top right corner
5. Select **Edit Entry** from the drop-down menu





Id	Service Date	Start Time	End Time	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
92926243	Dec 02, 2023	10:30 AM	02:30 PM	Punch	Hourly		Steph Client1	Steph Hourly	0:04:00	Hourly	Pending



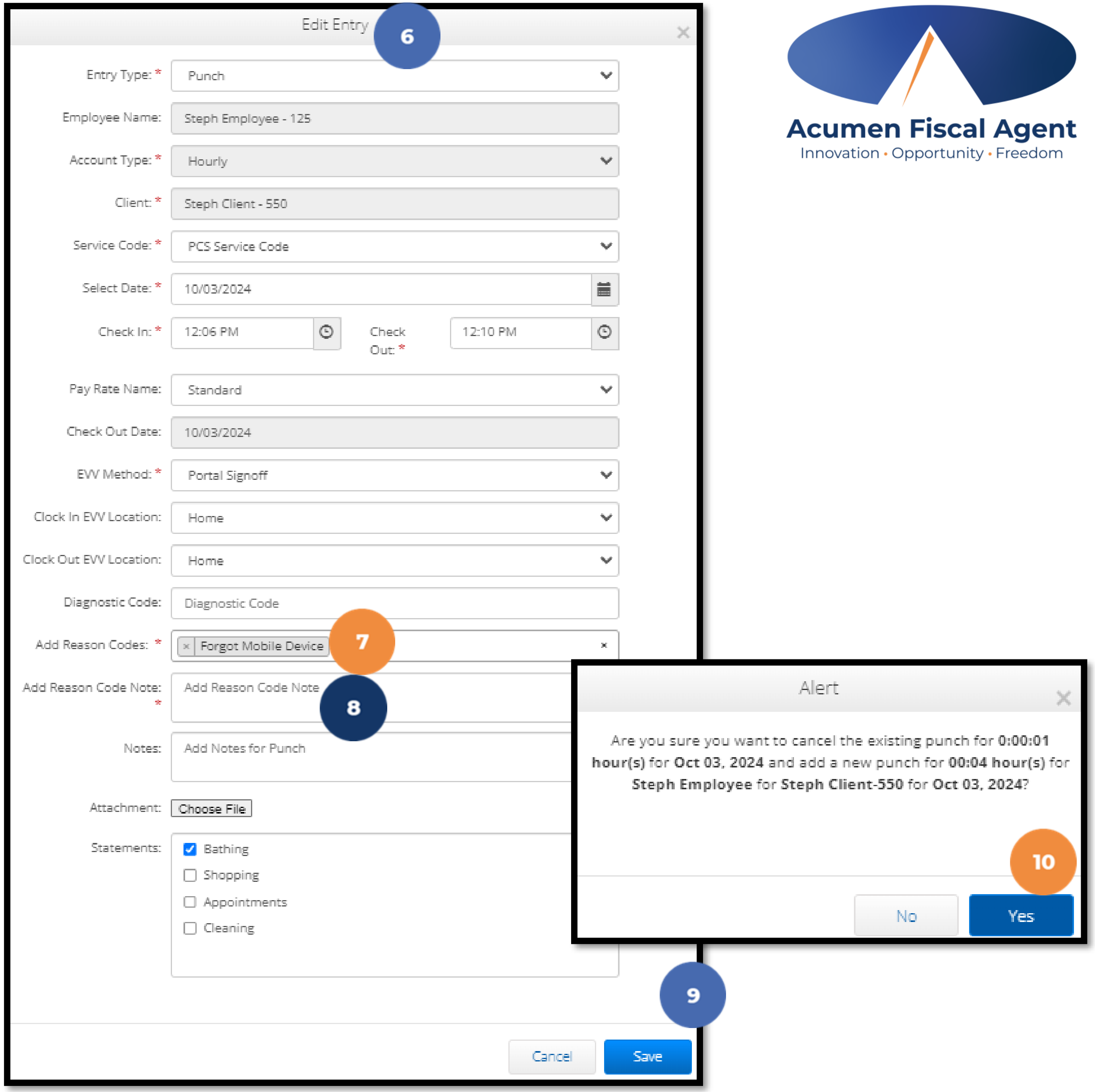
***Please note!** To reject an entry, select **Reject** from the drop-down menu. Click **Yes** to confirm rejecting the entry.

Edit Entry

***Please note!** Only entries in a Pending status can be edited by the employee

6. Complete the necessary changes in the Edit Entry form wizard
7. If required by the program, select a Reason Code from the drop-down list.
8. If required by the program, add a Reason Code Note.
9. Click **Save**
10. Click **Yes** to confirm the changes

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



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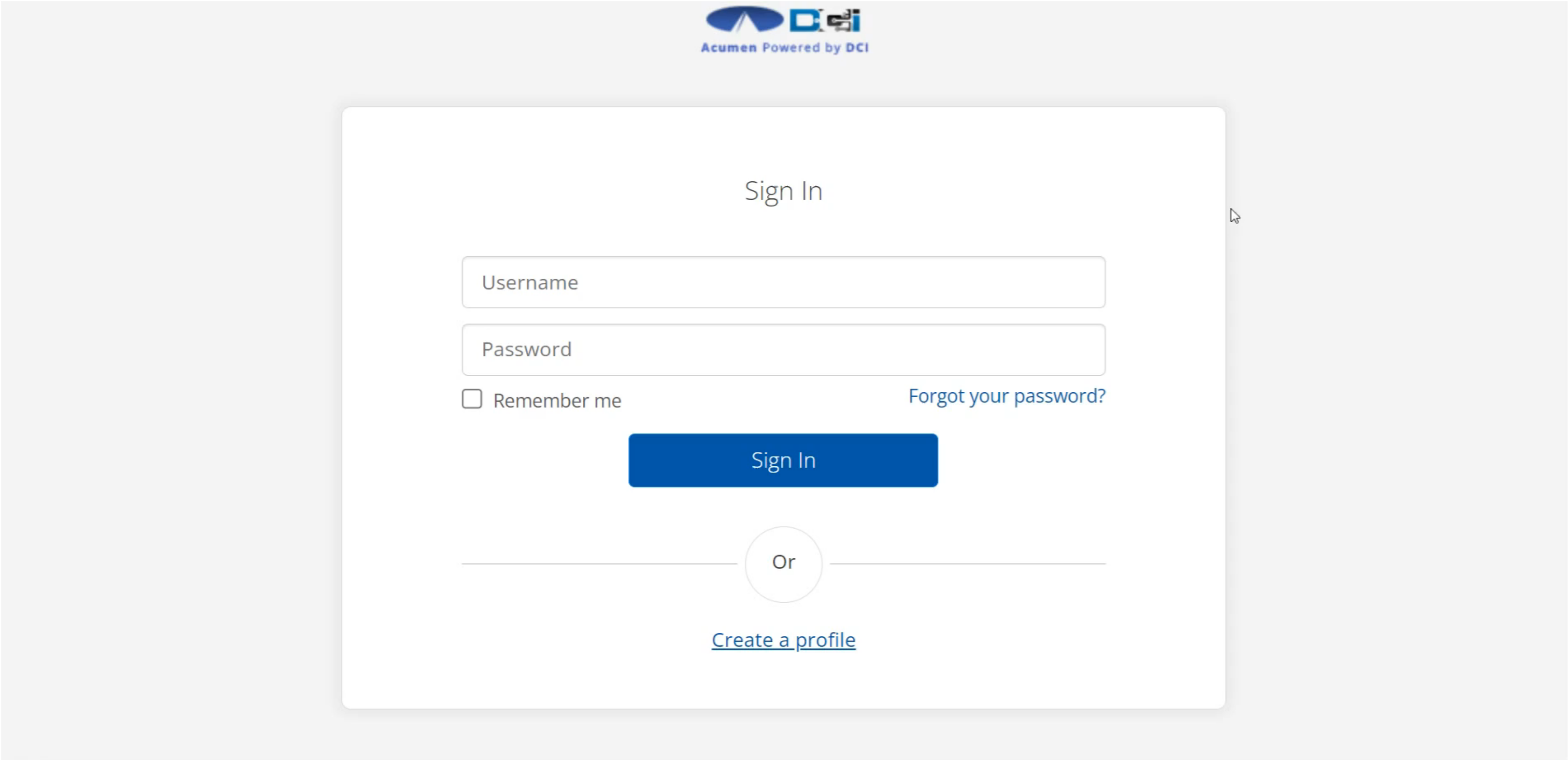
Web Portal Video
Employee Edits (Historical) Entry



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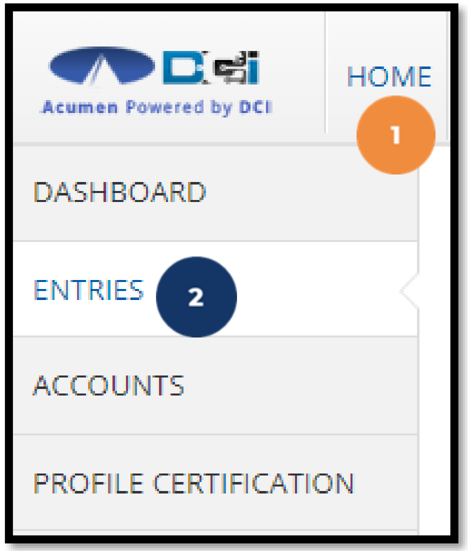
Review Entries

Review Entries

1. Click **Home** on the main menu
2. Select **Entries** on the submenu
3. View the complete list of entries
   - Verify that all time is accurate and submitted
   - The employer reviews and approves or rejects the entries



Id	Service Date	Start Time	End Time	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
77230	Sep 30, 2024	07:00 AM	08:00 AM	Punch	Hourly		Steph Client1	RESPITE (Hourly)	0:01:00	Hourly	Pending
77148	Sep 26, 2024	10:28 AM	10:29 AM	Punch	Hourly		Steph Client2	RESPITE (Hourly)	0:00:01	Hourly	Approved
77139	Sep 25, 2024	01:11 PM	01:13 PM	Punch	Hourly		Steph Client2	RESPITE (Hourly)	0:00:02	Hourly	Approved

4. Click anywhere on the entry row, or on the blue entry Id hyperlink, to open the punch detail page.

Entry Status

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- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an employee. The employee must resolve the unverified entries so the employer can review.
- **Unvalidated:** Temporary status. Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour. Moves to pending or rejected status after processes run.
- **Pending:** Entries that are awaiting review and approval by the Employer. Display on the Pending Entries page.
- **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

Punch Detail Page

- Widgets contain detailed information on the punch

Employer / Pending Entries / 76561

Punch Detail - 76561

Punch Details

Entry Id:	76561
Machine Details:	73.181.17.178
Service Date:	Sep 04, 2024
Check In:	10:56 AM
Check Out:	10:59 AM
Hour(s):	0:00:03
Amount:	0.05 Hour
Rounded Amount:	0.05 Hour
Employee Time Zone:	CST (UTC-6)
Client/ Program Time Zone :	CST (UTC-6)
Location Code:	48-439-1340898
Authorization Entry Id:	57934
Pay Rate Name:	Standard
Pay Rate:	12.00
Status:	Pending
Created By:	Steph Employee1
Created:	Sep 04, 2024
Input Method Type:	Mobile App

Account Details/ Service Account

Account Id:	2926
Account Type:	Hourly
Client/ Program Time Zone:	CST (UTC-6)
Employee:	Steph Employee1
Employee Time Zone:	CST (UTC-6)
Service Code:	RESPITE (Hourly)
Portal Signoff:	TRUE
Funding Type:	Units
Funding Source:	Steph Funding Source
Cost Center:	Steph Cost Center test
Unit Type:	Hourly
Status:	Active

Punch Detail Page

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- Additional widgets

EVV Details

EVV Method: Portal Signoff
EVV: No
Clock In EVV Location : Home
Clock In EVV Address: 835 White House Road
Mansfield, TX 76063
Clock Out EVV Location : Home
Clock Out EVV Address: 835 White House Road
Mansfield, TX 76063
Employee Fail InHome Validation: No
Supervisor Approved Failed InHome Validation: NA
EVV Compliant: No

Reason Codes

Reason Code Name: Forgot device
Reason Code: 10
Free Text Note: forgot

Statements

1. bathing

Punch Detail Page - Tabs

- Beneath the widget boxes are tabs containing even more information on the punch entry

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

1

1. **Ref Entries** tab displays entries associated with the entry being viewed
   - ✓ When an entry is edited, a new entry is created.
   - ✓ The original entry displays in the Ref. (reference) column
   - ✓ The new, edited entry is visible in the Id column.
   - ✓ All changes are visible and connected to the original entry

Reference Entries

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

Reject	Id	Service Date	Account Type	Ref.	Type	Cost Center	Client/ Program	Employee/ Program	Service Code	Amount	Unit Type	Status
	74969	Jul 17, 2024	Employee Service	74963	Punch	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Employee1	RESPITE (Hourly)	0:00:02	Hourly	Pending

Punch Detail - Tabs

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Ref Entries	Notes	Attachments	Events	Verifications	Map	Business Rules	Auto Approval	Custom Fields	History
	2	3	4	5					

2. **Notes** – View notes on the punch, reason codes, reason code notes, and statements/tasks.
3. **Attachments** – View attachments on the punch
4. **Events** – Log including date/time, subject, description, input type (web portal or mobile app), OS, OS version, app version, and user/system process for all punch activity including EVV method captured, updates, edits, system processes, approvals, rejections, and views.
5. **Verifications** – EVV verification data for the punch (signature or picture) along with the status of the verification (some require approval)

EVV Verifications 5

Showing 1 out of 1 record

Approve	Date	Verification Type	Status	Attachments	Compare	Approved By	Approved Date
	Jul 17, 2024 11:02:51 AM	Picture	Approved	53e8b14b-bfe8-4c62-91bd-fb9e4cbe7392.jpeg	⇄	Matthew Chavez	Jul 17, 2024

Punch Detail - Tabs

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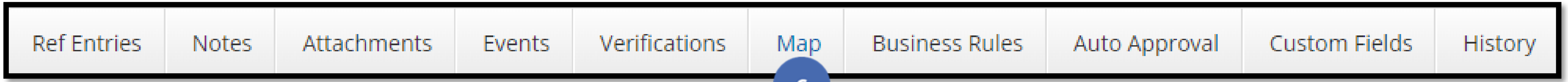

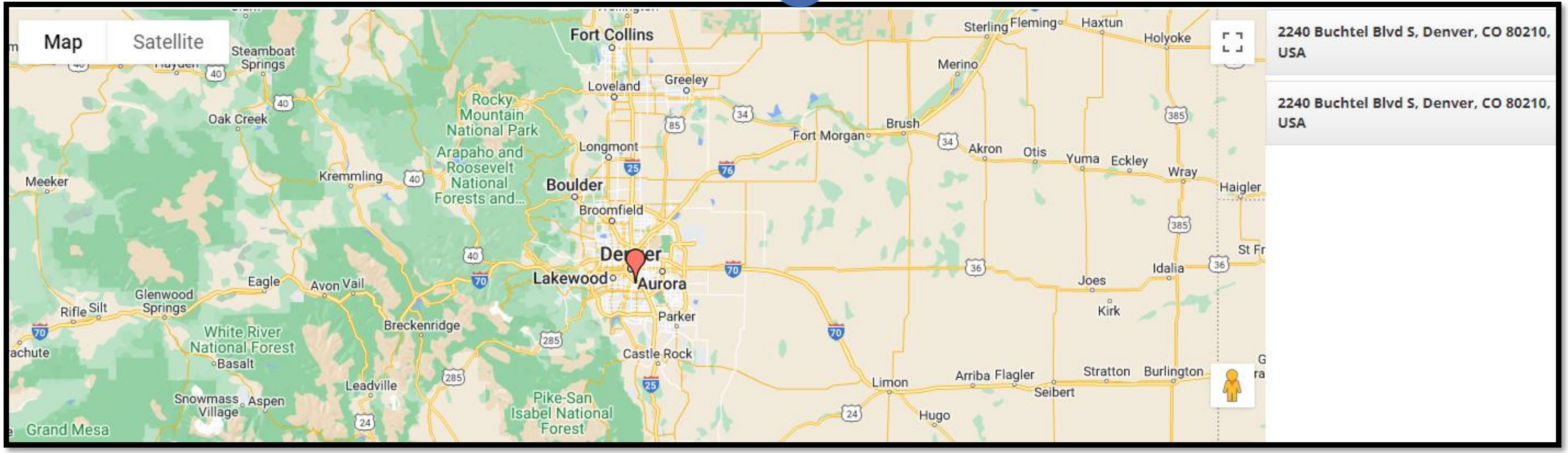

6. **Map** – Visual location of the mobile app punch. Includes clock in and clock out addresses. Zoom in and out. View the map or street view.

Punch Detail Page

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7. **Business Rules –** View business rule results for the entry. Business rules are used to validate, by service code, specific requirements mandated by that service.

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

7

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

Punch Detail Page

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8. **Auto Approval –** View auto approval results for the entry. Auto approval is a system process in which the entry is approved if it does not violate business rules.

Auto Approval Results

Run Date	Result	Failure Reason(s)	Schedule Compare Check Attempted	Geo Fencing Check Attempted	EVV Check Attempted	OT Check Attempted	Over Auth Check Attempted
09/22/2024 09:49:43 PM	Approved		No	No	Yes	Yes	Yes
10/09/2024 12:00:46 PM	Not Approved	EVV:There is no approved Electronic Visit Verification for this punch.	No	N/A	Yes	Yes	Yes

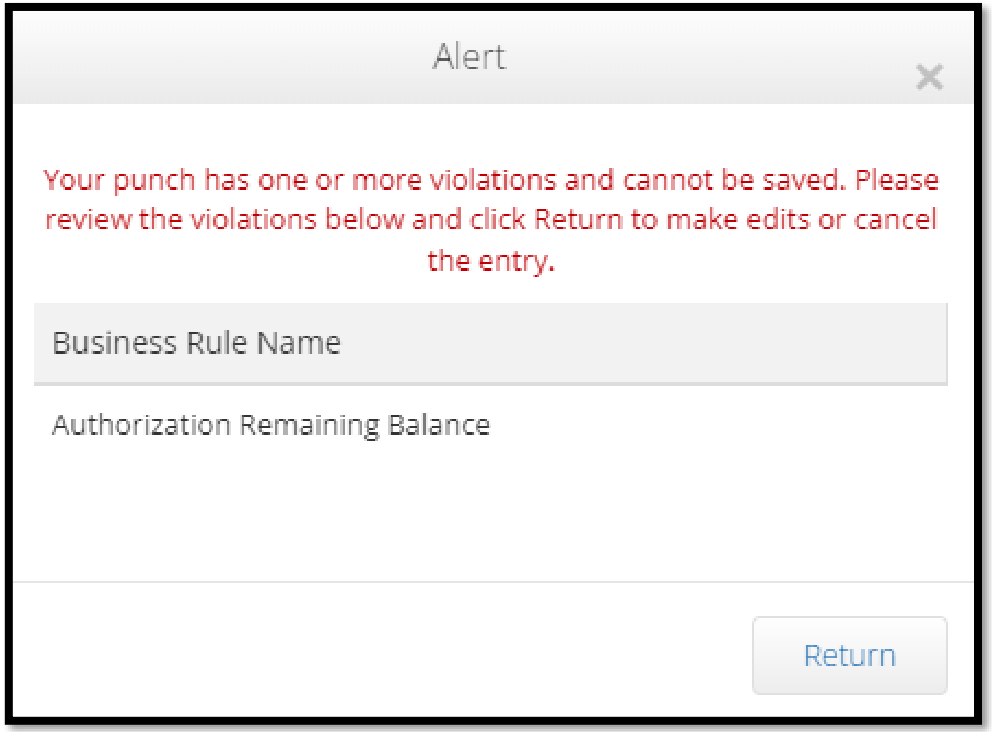
9. **Custom Fields –** List of all custom (non-standard) field values for the entry
10. **History –** Record of all changes for the entry

Troubleshooting

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, you will receive an alert explaining the violation and what action needs to be taken.

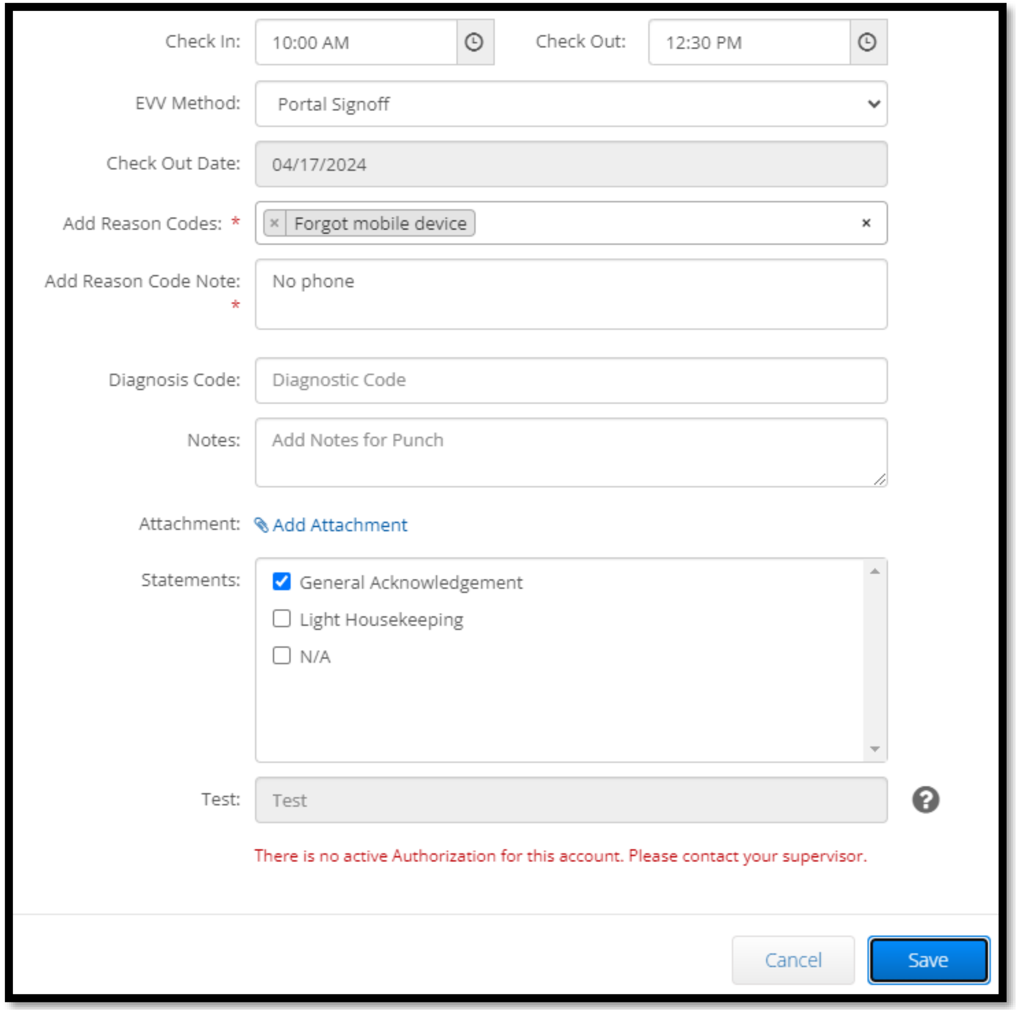
One of the most common business rules is the **Authorization Remaining Balance** rule. This rule checks to see that there are enough funds in the authorization/service plan to cover the punch.



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

Alerts

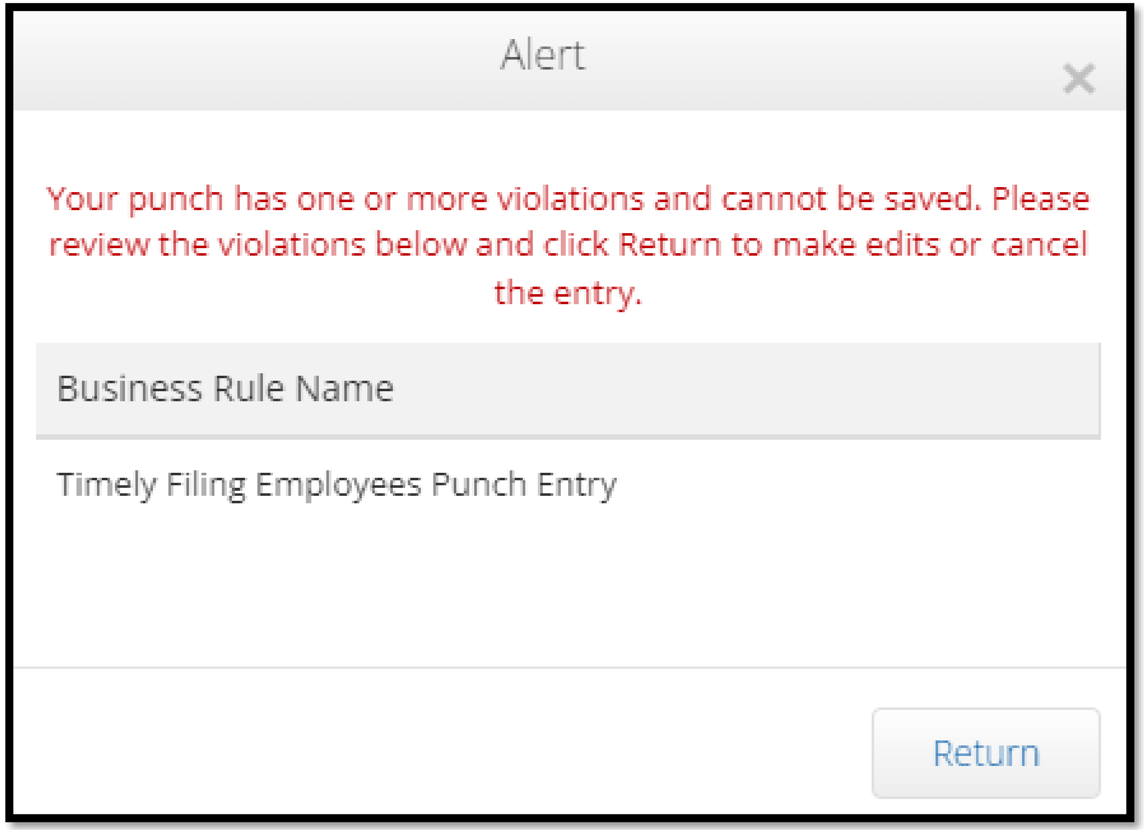
Many other business rules pertain to the authorization/service plan such as the **Authorization Expiration Date** rule.



- You will receive this alert when attempting to punch for a date after the authorization/service plan has expired
- You cannot save the punch
- Contact your employer
- The employer should verify their authorization data in DCI

Alerts

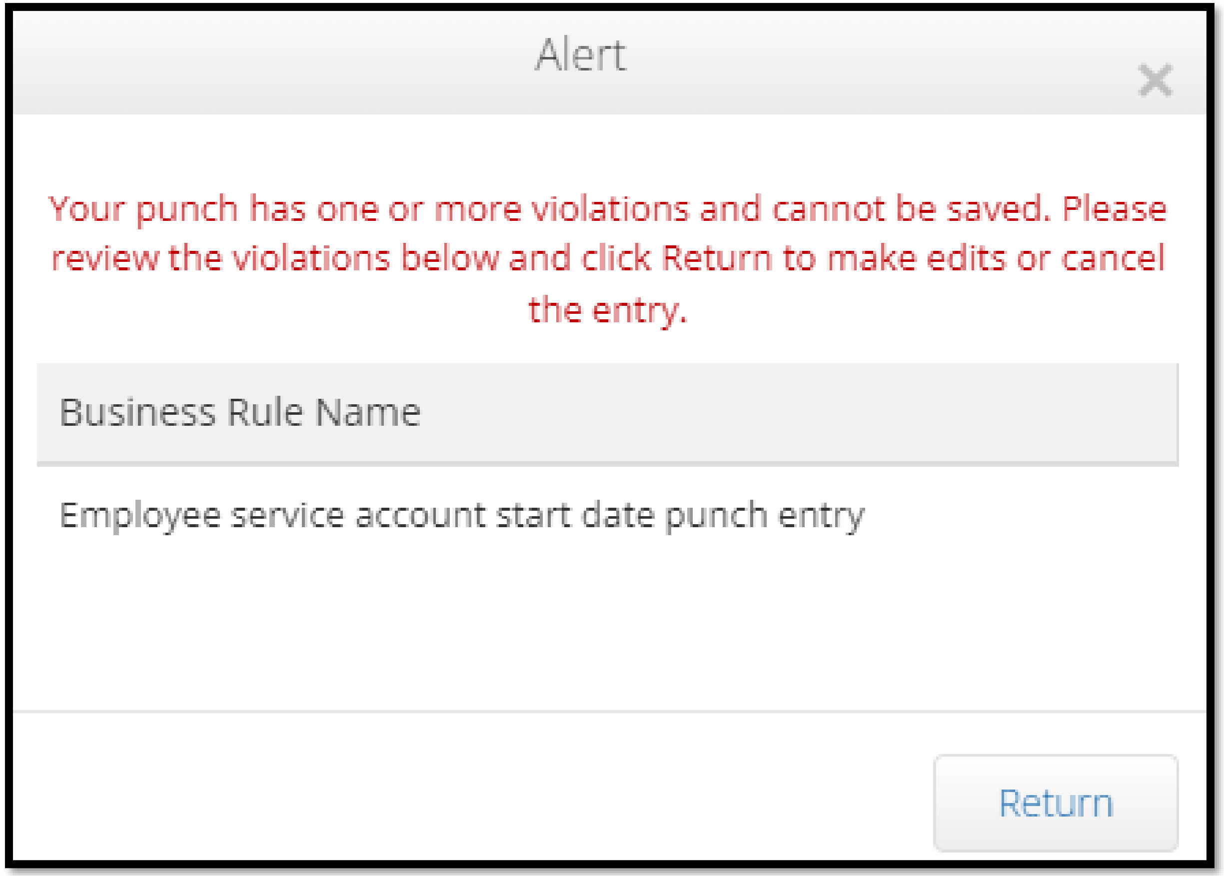
Punches must be **entered AND approved** within a certain number of days of the date of service (program-determined). After that number of days has passed, the **Timely Filing Employees Punch Entry** or the **Timely Filing Employee Punch Approval** rules will prohibit the punch from being saved.



- You will receive this alert when attempting to punch for a date after the deadline
  - 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 after the deadline.
- You 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

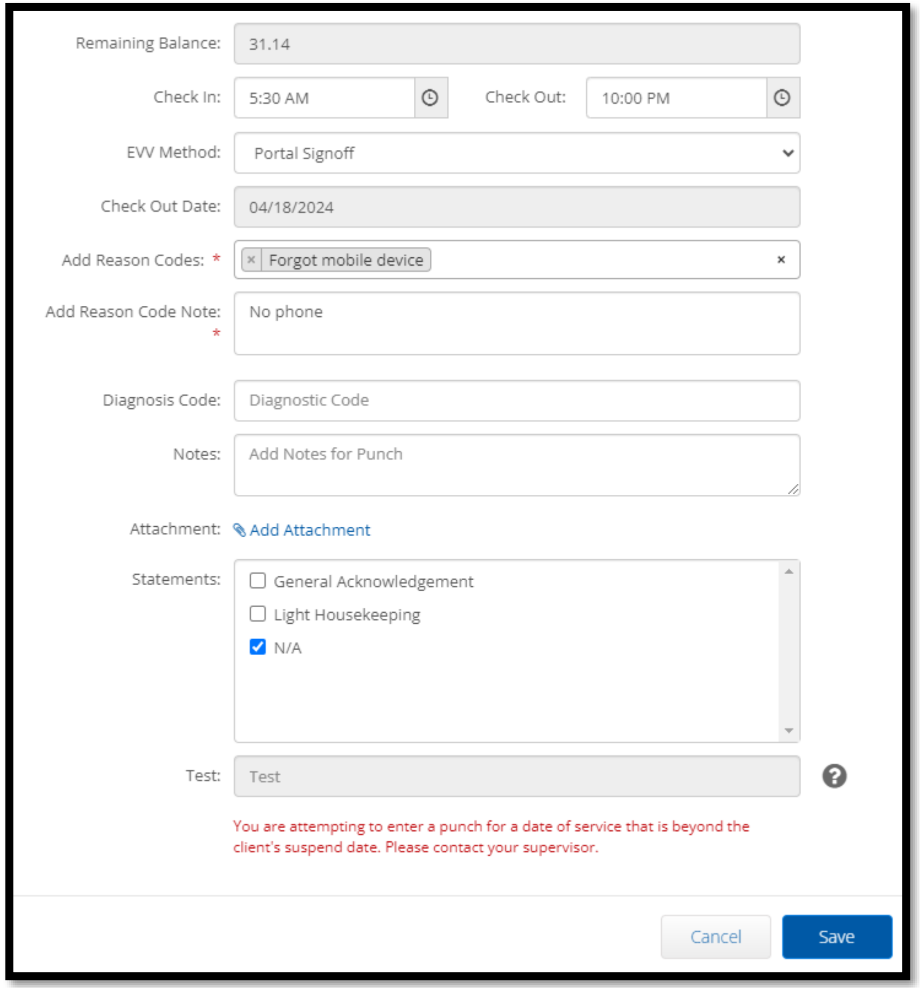
Punches may only be entered for an active service account. If you attempt to enter a punch before the start date or after the end date of the service account, you cannot save the punch. This triggers either the **Employee Service Account Start Date Punch Entry** rule or the **Employee Service Account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



- You cannot save the punch
- Ensure the correct dates have been entered for the punch
- Contact your employer

Alerts

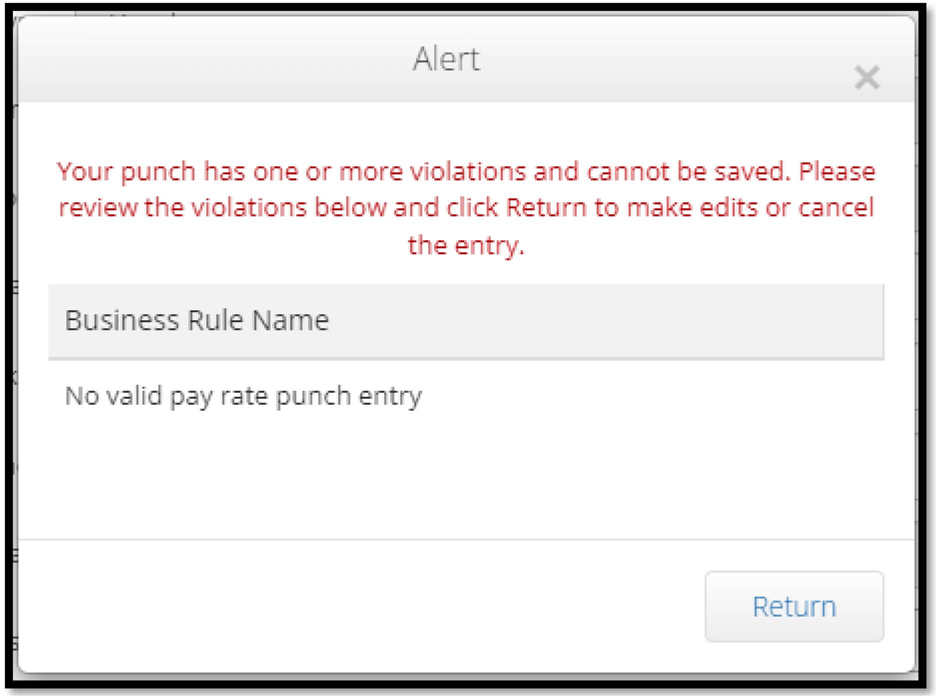
If enrollment is on hold, or the client cannot receive service, the client profile will be suspended. Punch entries cannot be added after the suspension date.



- You cannot save the punch
  - While the system allows you to log in on the mobile app, you cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- Contact your employer

Alerts

If enrollment was on hold, or the client couldn't receive service for a period of time, you will not have a valid pay rate for that date range. The date of service you are attempting to enter a punch entry for has no valid pay rate.



- You cannot save the punch
  - ➢ While the system allows you to clock in on the mobile app, you cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- Contact your employer

Check Entries

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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>You do not receive an alert</u> but can see that the punch was rejected and that the business rule failed.

Entries

Export

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. Always review your 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

Contact your employer

Visit the Acumen Help Center to learn more at:

acumenfiscalagent.zendesk.com

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THANK YOU!

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