

**National Time
Entry Training
for Employees
– Mobile App**

Welcome to Acumen!
Thank you for joining the Acumen Family!



Acumen powered by DCI

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

Agenda



Overview



Mobile App Download & Login



Clock In/Out Process



EVV/Client Attestation Options



Offline Mode



Review Entries



Acumen Fiscal Agent
Innovation • Opportunity • Freedom

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 Mobile App Entries
 - ✓ Employee Mobile Web Entries
 - ✓ Employee Web Portal 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



Proprietary: For Acumen and Customer Use Only

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)?

- 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)

Mobile App



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

OR

Phone EVV



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

OR

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

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

Mobile App Download & Login

Download DCI Mobile EVV

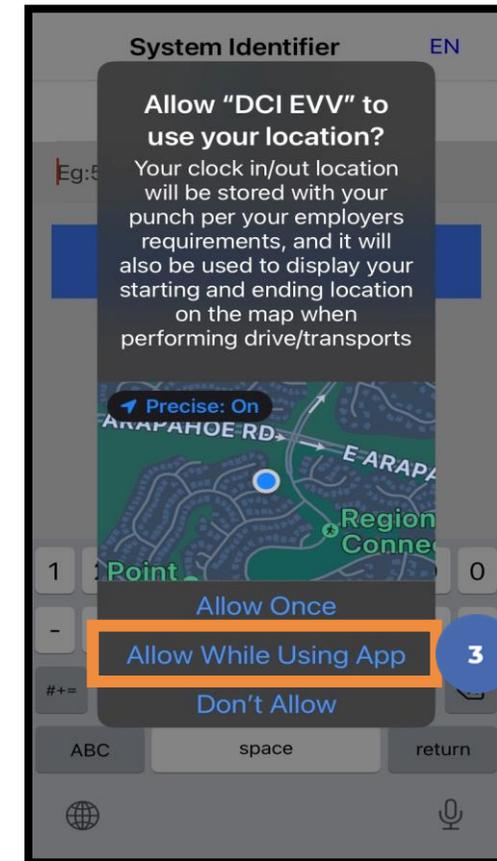
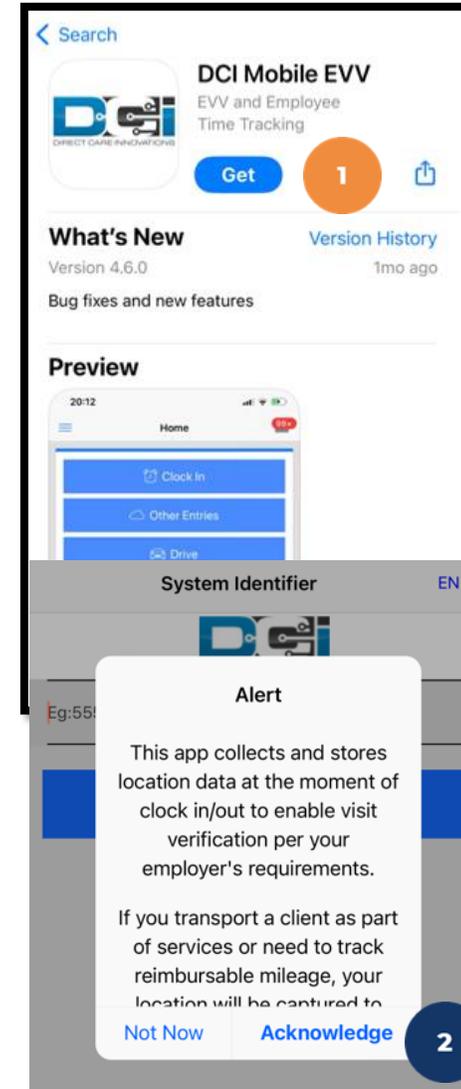
1. [Download](#) the **DCI Mobile EVV** App



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.



Initial Agency Selection

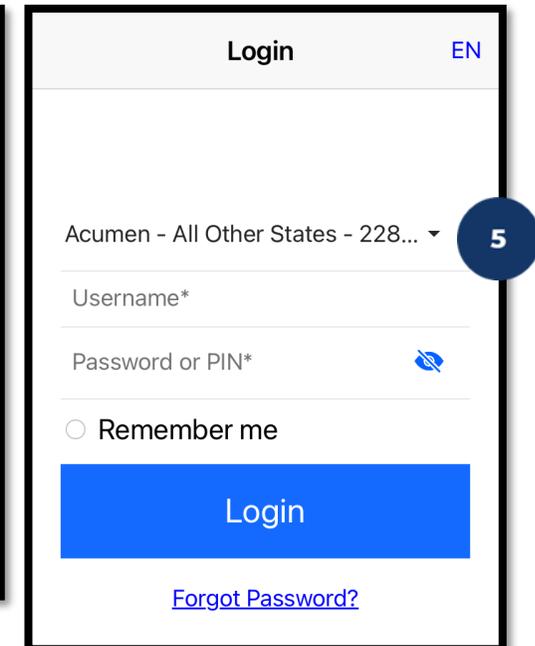
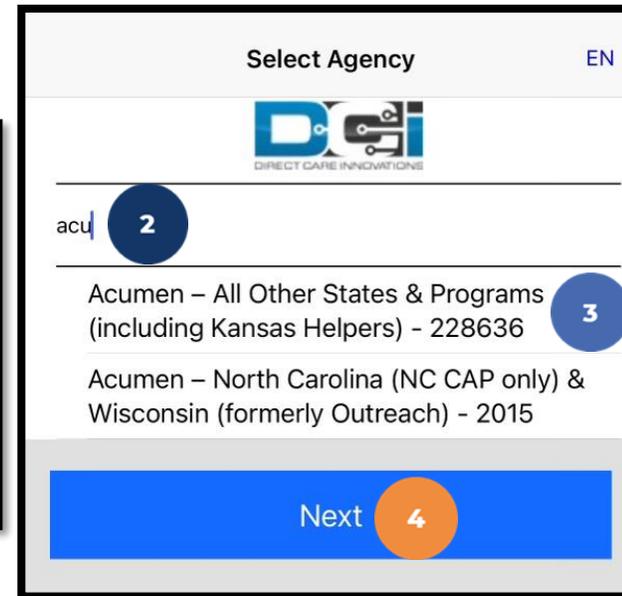
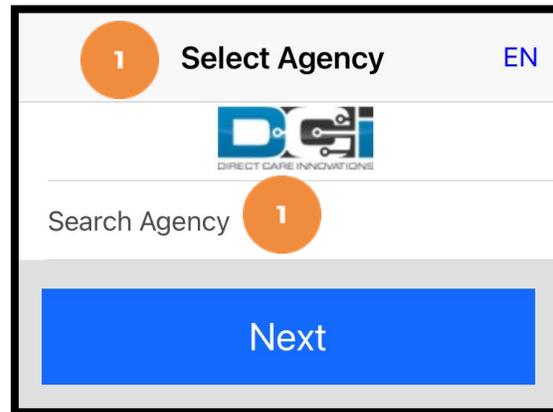


1. After downloading the app, the Select Agency screen appears with a Search Agency field.
2. Type at least three consecutive characters of the agency name OR the system identifier in the Search Agency field
 - ❖ The Acumen system identifier for North Carolina (NC CAP only) & Wisconsin (formerly Outreach) is **2015**
 - ❖ The Acumen system identifier for All Other States & Programs (including Kansas Helpers) is **228636**
 - ❖ The consecutive characters can be located anywhere in the agency name or system identifier

3. Select the agency from the list

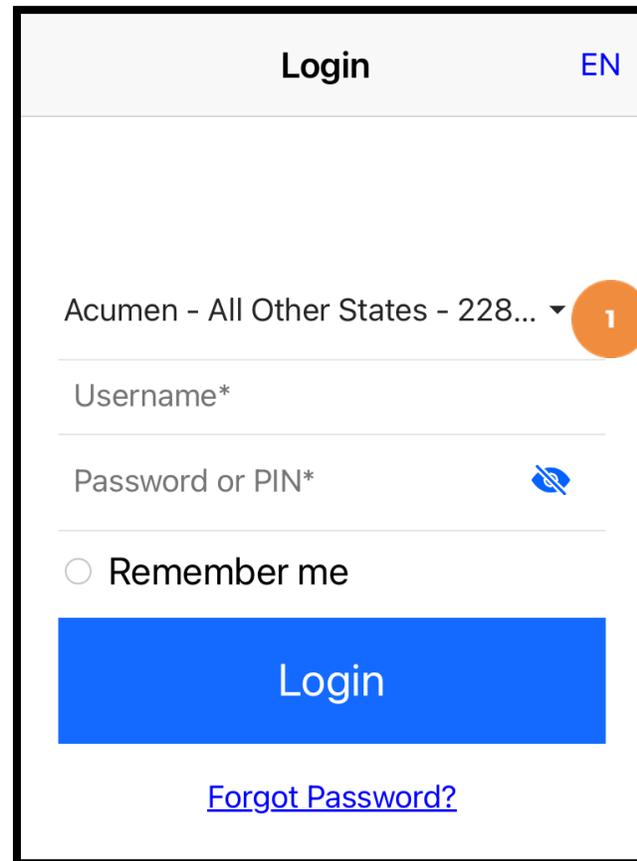
4. Click the blue **Next** button

5. The agency is now selected and appears on the login screen



Add More Agencies

1. To add more agencies, click the **drop-down** on the agency field.
2. If the desired agency is not listed, click **Add New** on the Agency results list.



Login EN

Acumen - All Other States - 228... ▾ 1

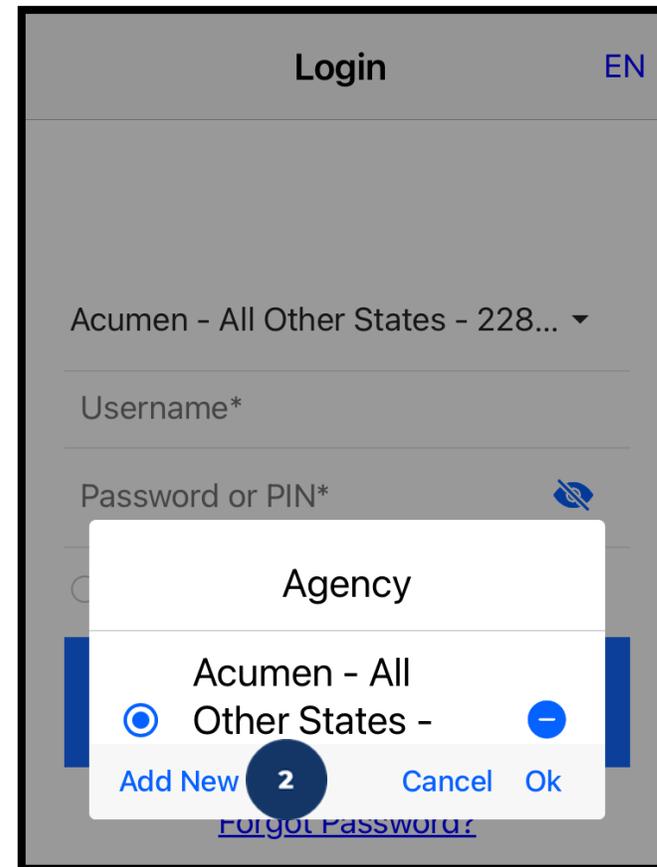
Username*

Password or PIN* 

Remember me

Login

[Forgot Password?](#)



Agency

Acumen - All Other States - 

Add New 2 Cancel Ok

[Forgot Password?](#)



Add More Agencies

3. On the Add Agency window, type at least three consecutive characters of the agency name OR the system identifier in the Search Agency field.

❖ The consecutive characters can be located anywhere in the agency name or system identifier

4. Select the agency from the list

5. Click Add

Login EN

Acumen - All Other States - 228... ▾

Username*

Password or PIN*

Add Agency

Search Agency acu **3**

Cancel Add

[Forgot Password?](#)

Login

Add Agency

acu|

- Acumen - All Other States - 228636 **4**
- Acumen - North Carolina & Wisconsin - 2015

Cancel Add

[Forgot Password?](#)

Login EN

Acumen - All Other States - 228... ▾

Username*

Password or PIN*

Add Agency

Agency Name

Cancel Add **5**

[Forgot Password?](#)

The agency is now added and displays on the agency drop-down menu. At each log in, select the appropriate agency.

Log into the DCI Mobile EVV App



1. Enter employee credentials
 - ✓ Acumen provided a **username** and **password** on the Good to Go letter via email or mail
2. Optionally, select the **Remember me** button to remember the Username.

***Please note:** Do not use on a shared device

3. 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 customer service or your support coordinator with any login issues

A screenshot of the mobile app's login screen. At the top, it says "Login" and "EN". Below that is a dropdown menu for "Acumen - All Other States - 228...". There are two input fields: "Username*" and "Password or PIN*", both with a red circle containing the number "1" next to them. Below the password field is a radio button for "Remember me" with a red circle containing the number "2" next to it. At the bottom is a large blue button labeled "Login" with a red circle containing the number "3" next to it. Below the button is a blue link that says "Forgot Password?".

EN

Acumen - All Other States - 228... ▾

Username* 1

Password or PIN* 1

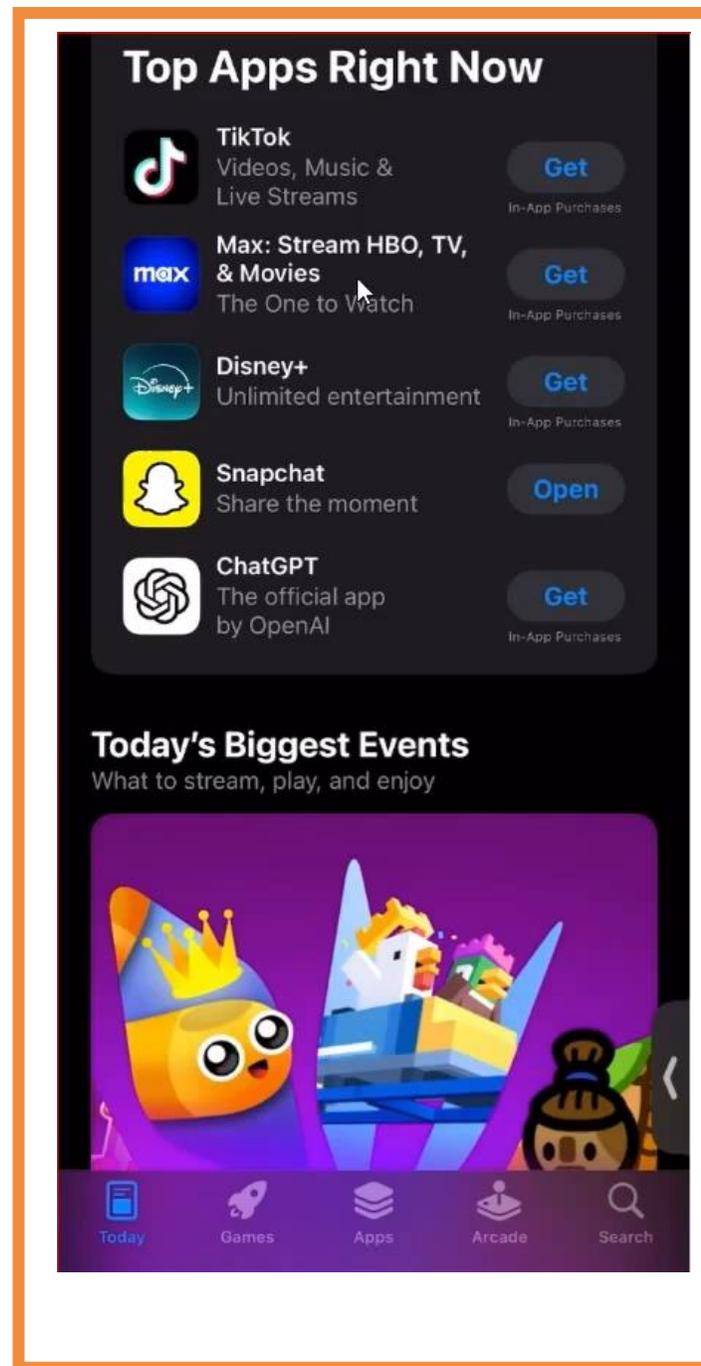
Remember me 2

Login 3

[Forgot Password?](#)

Mobile App Video

Download,
Select
Agency,
Log In

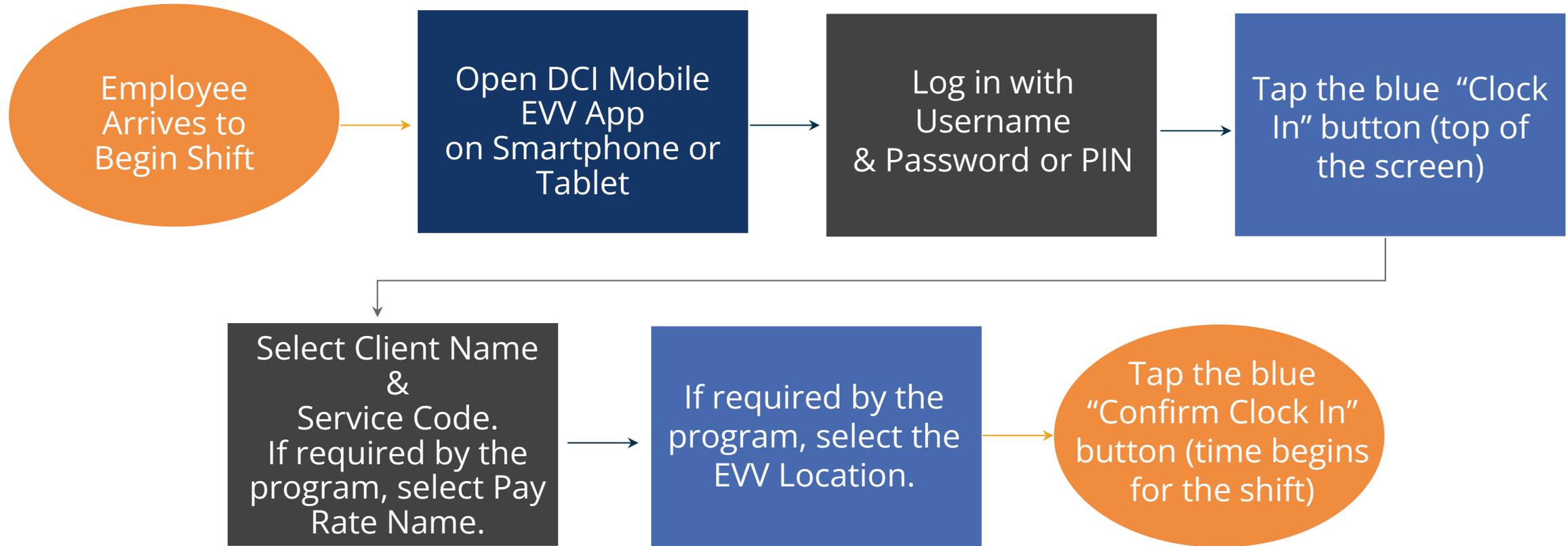


Proprietary: For Acumen and Customer Use Only

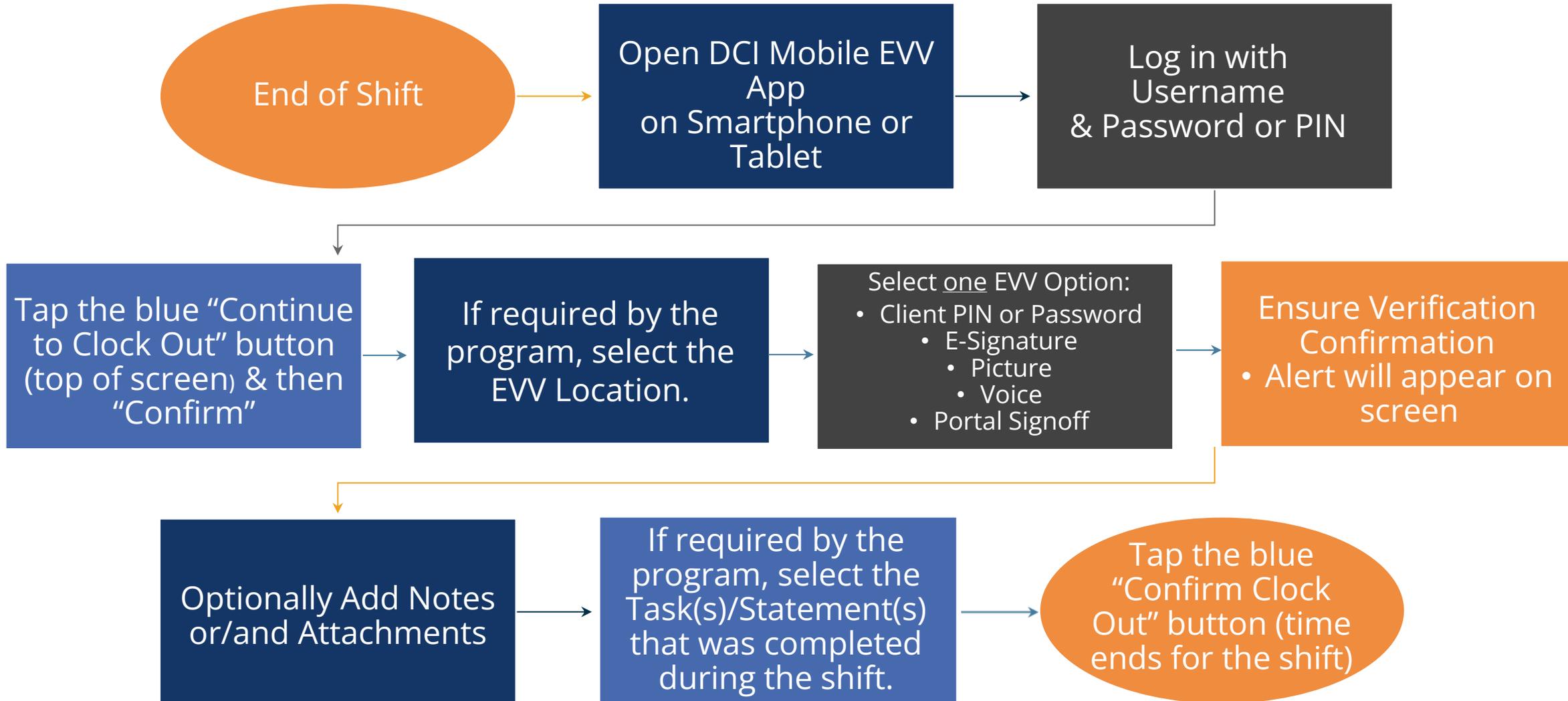
Clock In/Out Process



Overview Mobile App Clock In

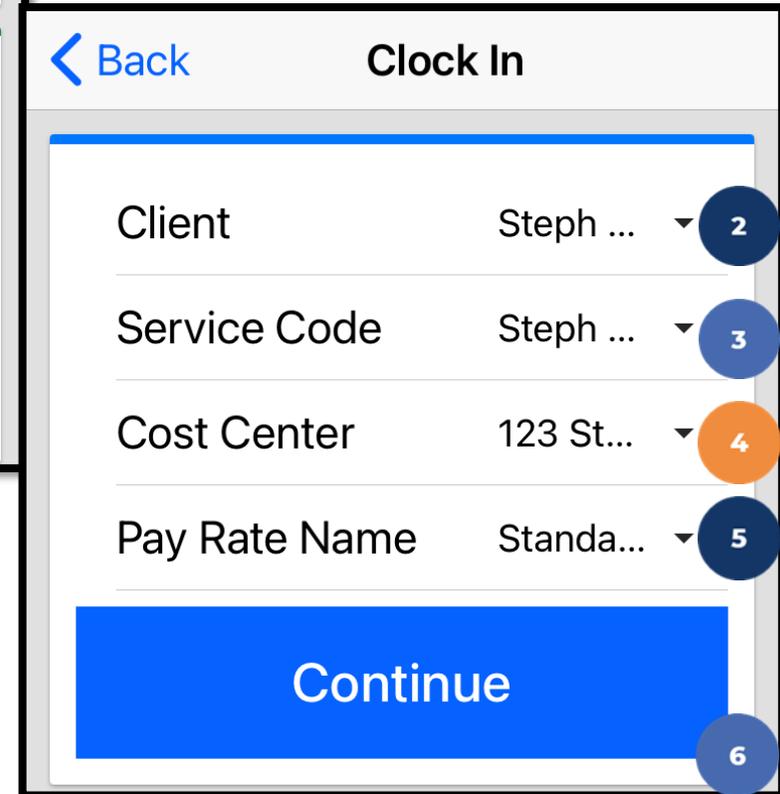
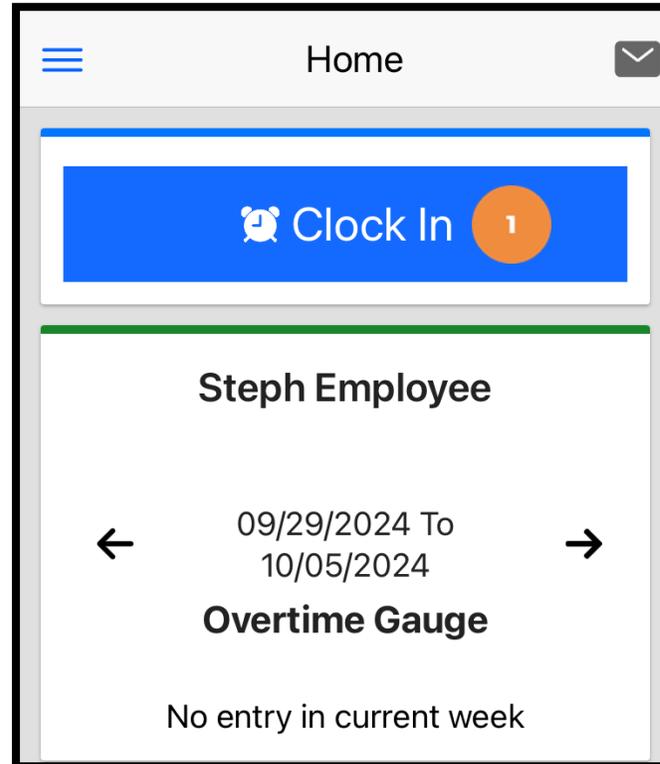


Overview Mobile App Clock Out



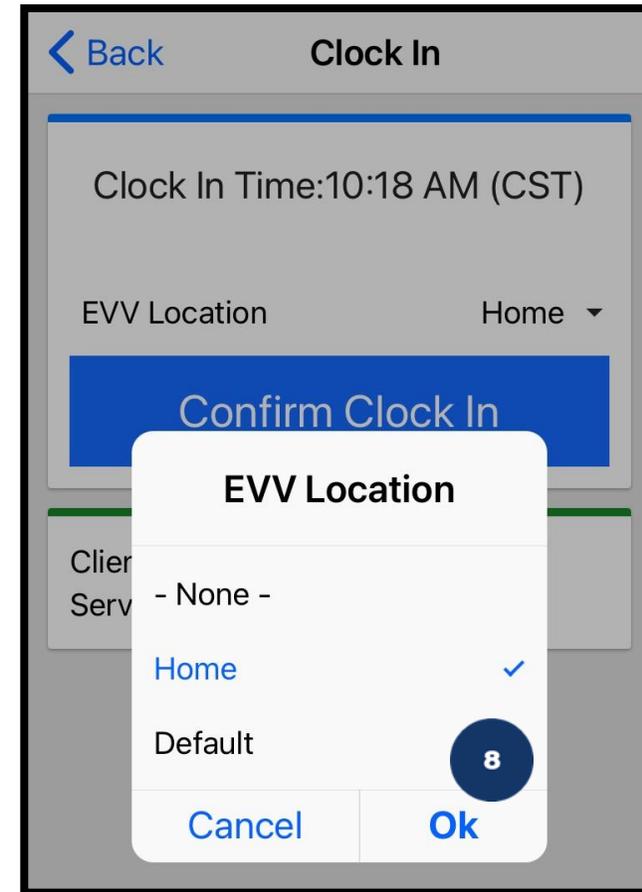
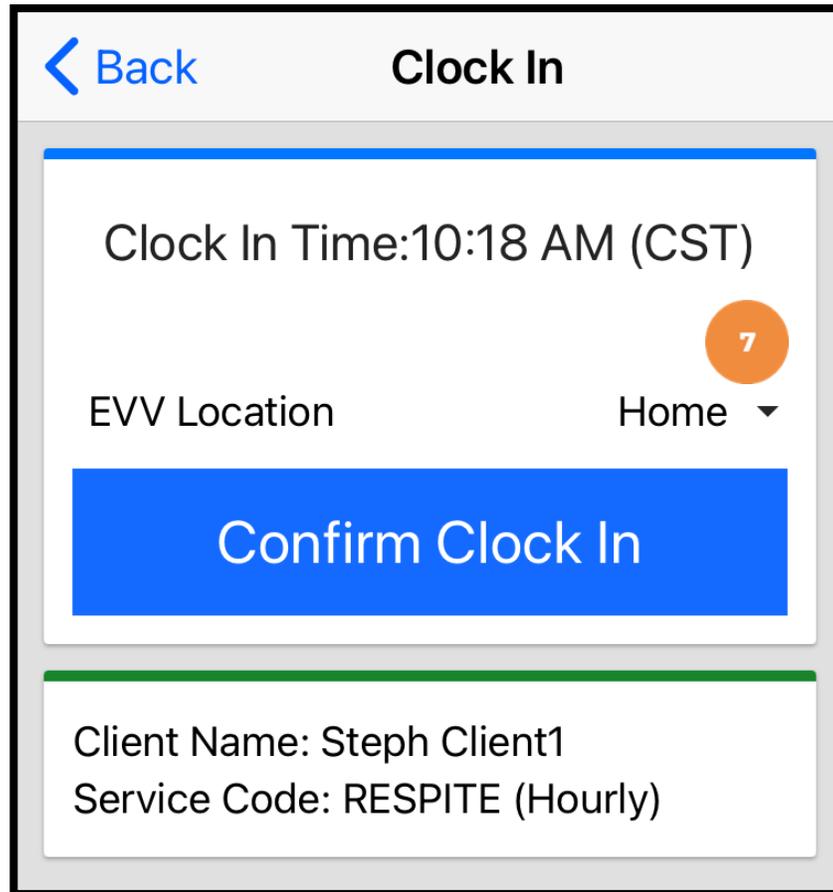
Clock In on Mobile App

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. If applicable to the program, select the Pay Rate Name from the drop-down.
6. Click the blue **Continue** button



Clock In on Mobile App (cont.)

7. If required by the program, click the drop-down menu to select the EVV Location.
8. Click **Ok** to confirm the EVV Location selection



Clock In on Mobile App (cont.)

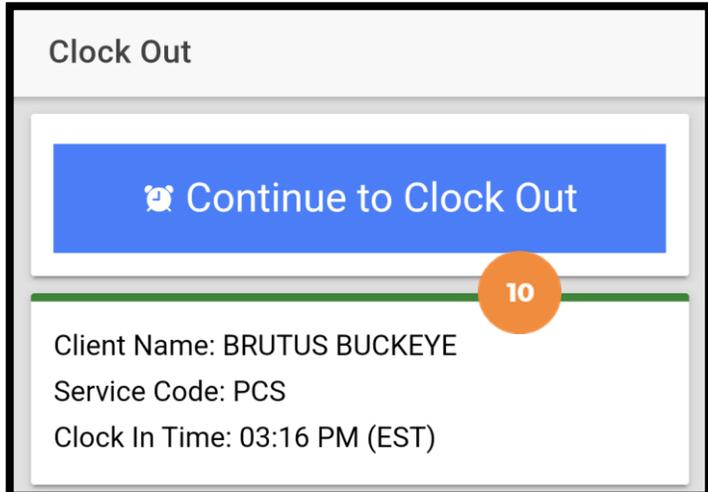
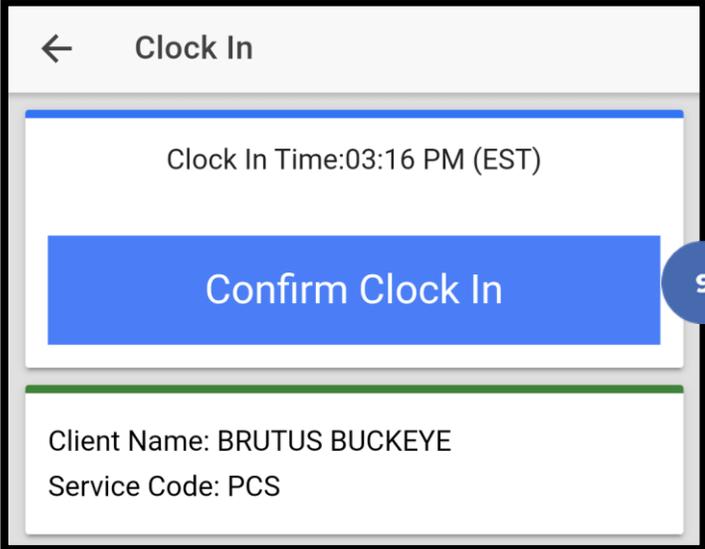
9. Select Confirm Clock In

* *This will start the time for the shift*

10. Clock In Details Summary

- Clock in is successful when the blue **Continue to Clock Out** button displays
- Clock in details display in summary form

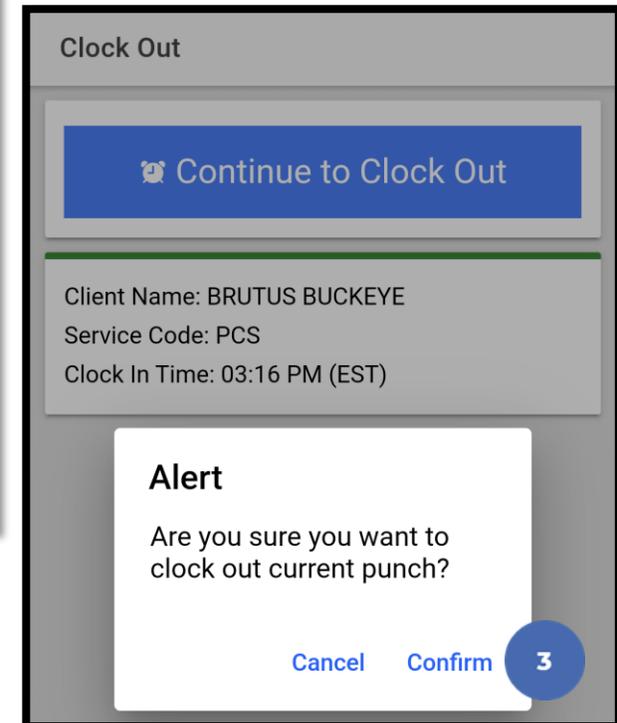
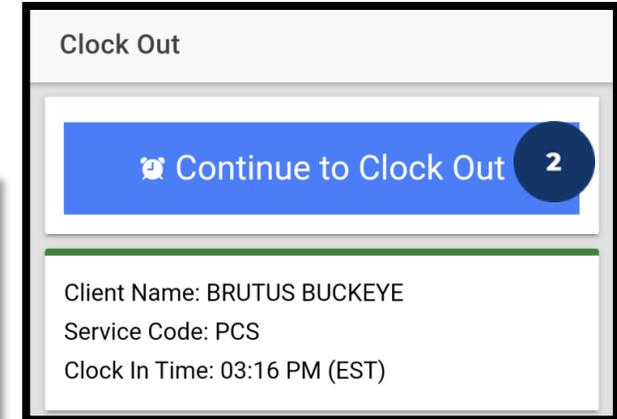
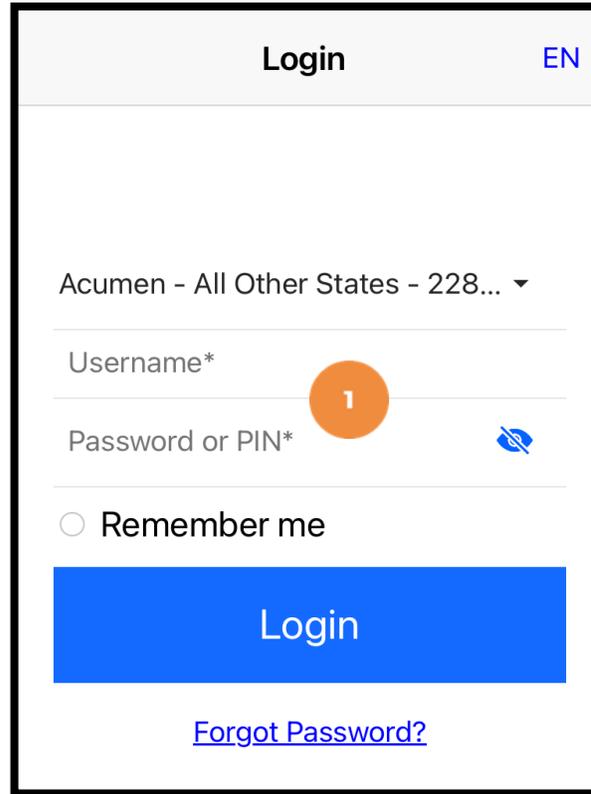
***Please note:** Users do not need to stay logged into the mobile app during their shift and cannot take any other action until clocked out.



Initial Clock Out Process

***The first five steps in the clock out process are the same regardless of the EVV (client attestation) option selected**

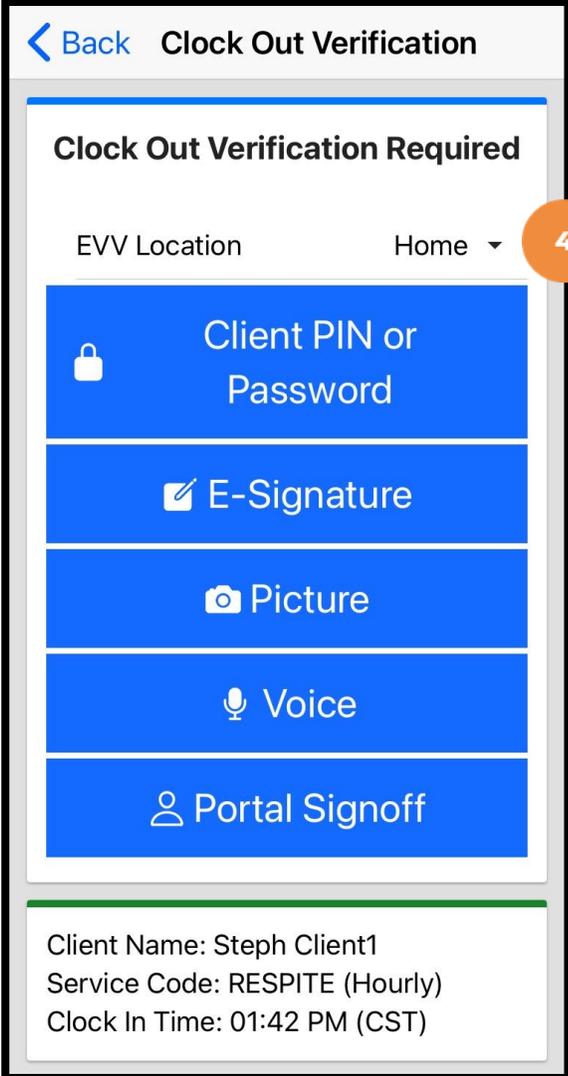
1. At the end of the shift, log in to the mobile app.
2. Click the blue **Continue to Clock Out** button
3. Select **Confirm** to proceed with clocking out



Initial Clock Out Process

***The first five steps in the clock out process are the same regardless of the EVV (client attestation) option selected**

4. If required by the program, click the drop-down menu to select the EVV Location.
5. Click **Ok** to confirm the EVV Location selection



Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾ 4

Client PIN or Password

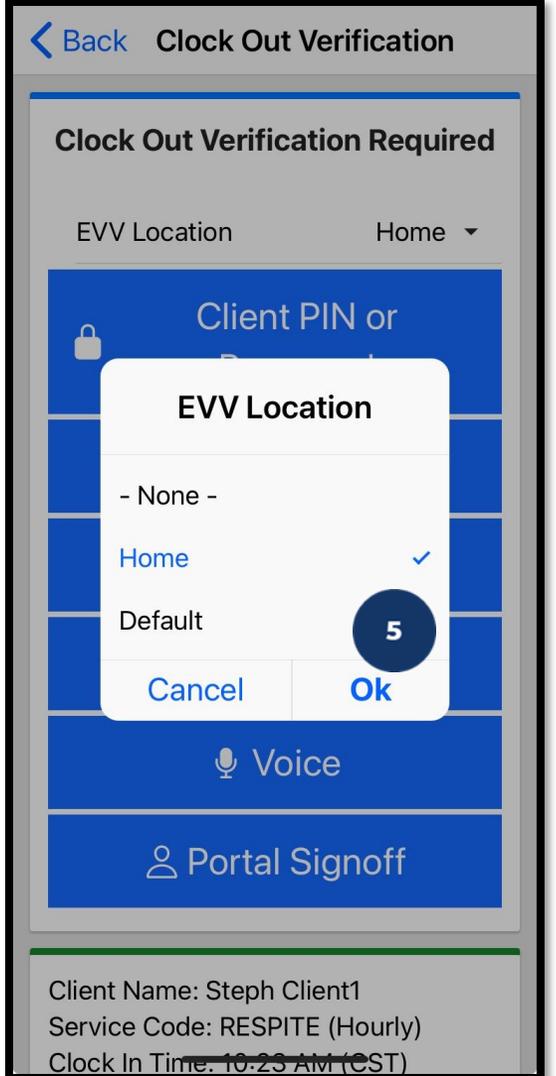
E-Signature

Picture

Voice

Portal Signoff

Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 01:42 PM (CST)



Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

Client PIN or Password

EVV Location

- None -

Home ✓

Default

Cancel Ok 5

Voice

Portal Signoff

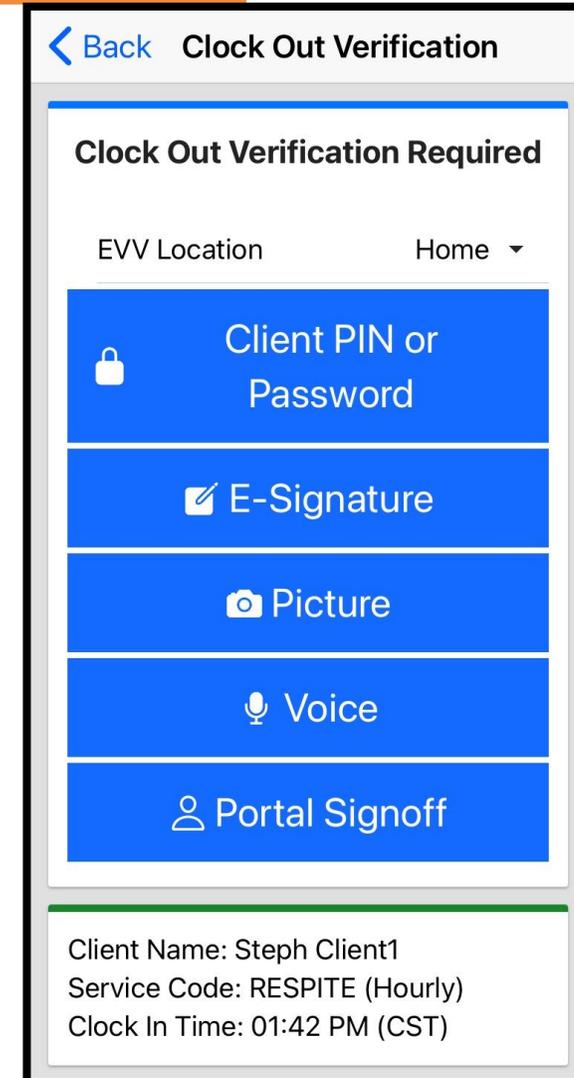
Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 10:23 AM (CST)

Mobile App – EVV Options (Client/Employer Attestation)



- EVV (client attestation) options are visible if required by the program. They 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.

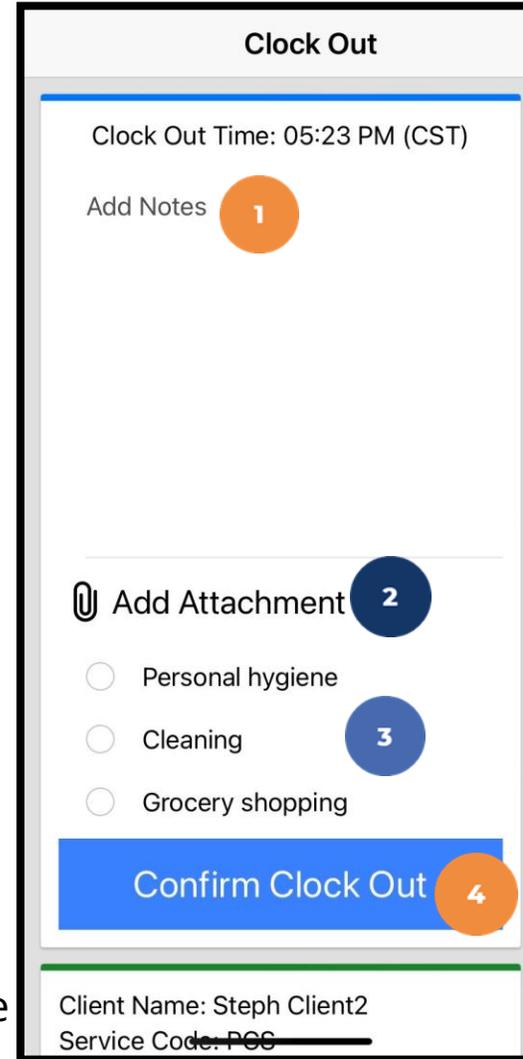


Choose one at clock out if required by the program

Clock Out Process After the EVV (Client Attestation) Option is Selected

The employee:

1. Enters any notes for the punch (optional)
2. Adds an attachment for the punch (optional)
3. If required by the program, 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
4. Clicks the blue **Confirm Clock Out** button when ready
 - ✓ *This will stop the time for the shift*
5. Punch Confirmation
 - ✓ Punch details, including verification option selected, display.
 - ✓ Optionally, click the blue **Home** button to return to the dashboard.



Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes 1

Add Attachment 2

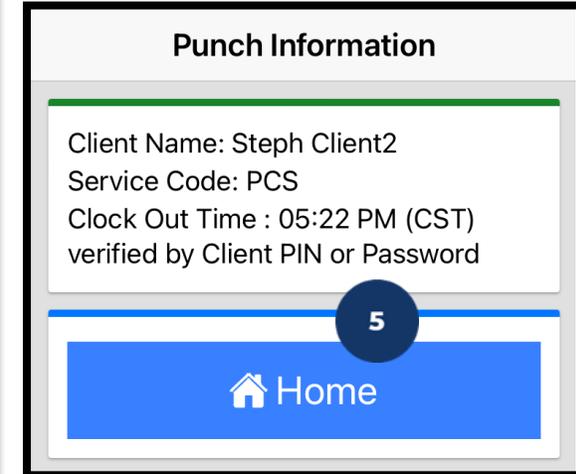
Personal hygiene

Cleaning 3

Grocery shopping

Confirm Clock Out 4

Client Name: Steph Client2
Service Code: PCC



Punch Information

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

Home 5

EVV or Client Attestation Options

***There are up to five options (program-determined).**

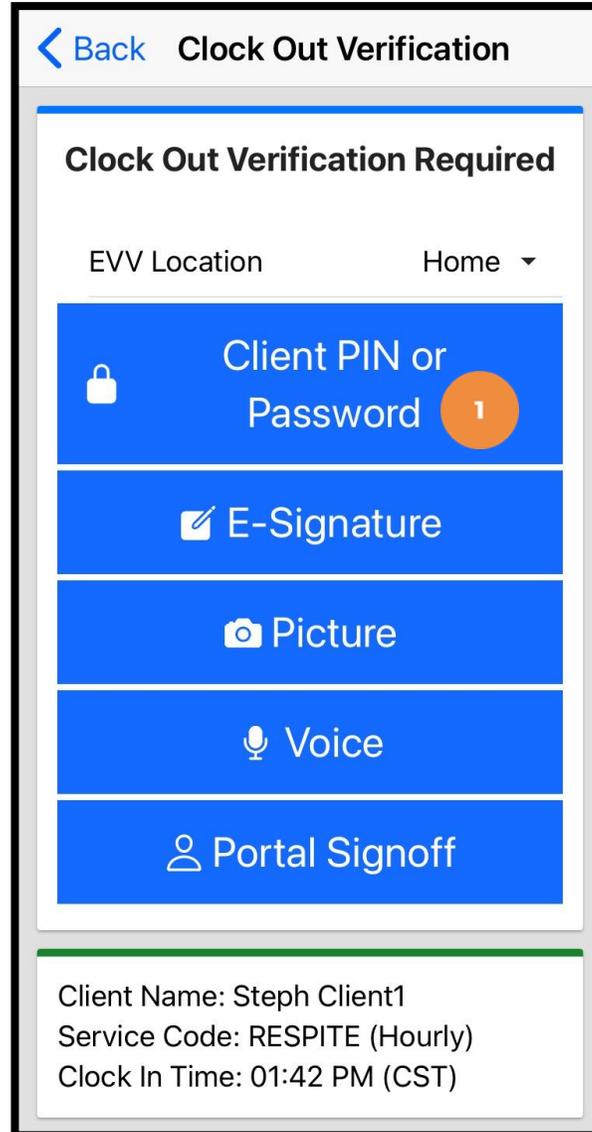
Choose only one at clock out:

- **Client PIN or Password**
- **E-Signature**
- **Picture**
- **Voice**
- **Portal Signoff**

Clock Out - EVV Option #1

Client PIN or Password

1. Select the clock out verification type:
 - ✓ Client PIN or Password
2. Hand the mobile device to the client or employer, who enters the Client PIN or Password (client PIN or password issued on the Employer Good to Go/Welcome letter).
3. The client or employer clicks the blue **Submit** button when ready
4. The client or employer clicks **Confirm** to validate the PIN or password and hands the mobile device back to the employee



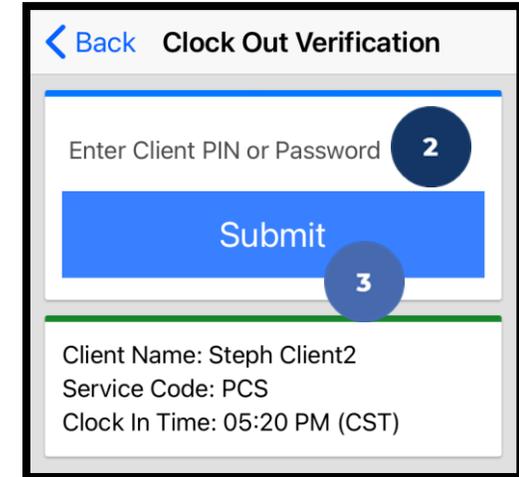
Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

- Client PIN or Password 1
- E-Signature
- Picture
- Voice
- Portal Signoff

Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 01:42 PM (CST)

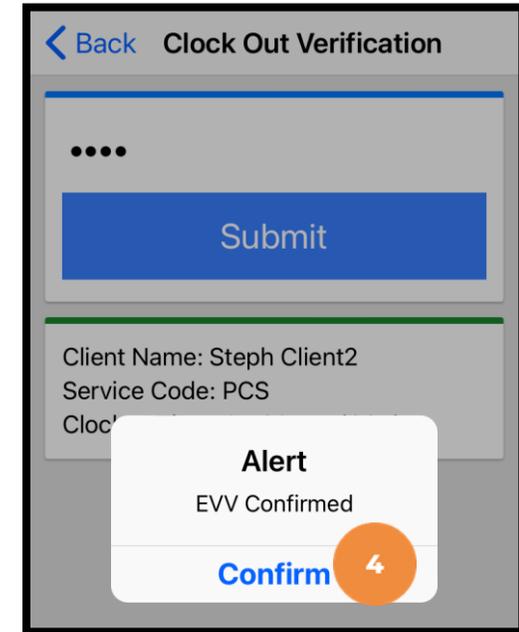


Back Clock Out Verification

Enter Client PIN or Password 2

Submit 3

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
Clock In Time: 05:20 PM (CST)

Alert
EVV Confirmed

Confirm 4

Mobile App Video

**Clock in and
Out Using
Client PIN or
Password
Option**

Login EN

Acumen - All Other States & Programs (inclu... ▼

Username*

Password or PIN* 

Remember me

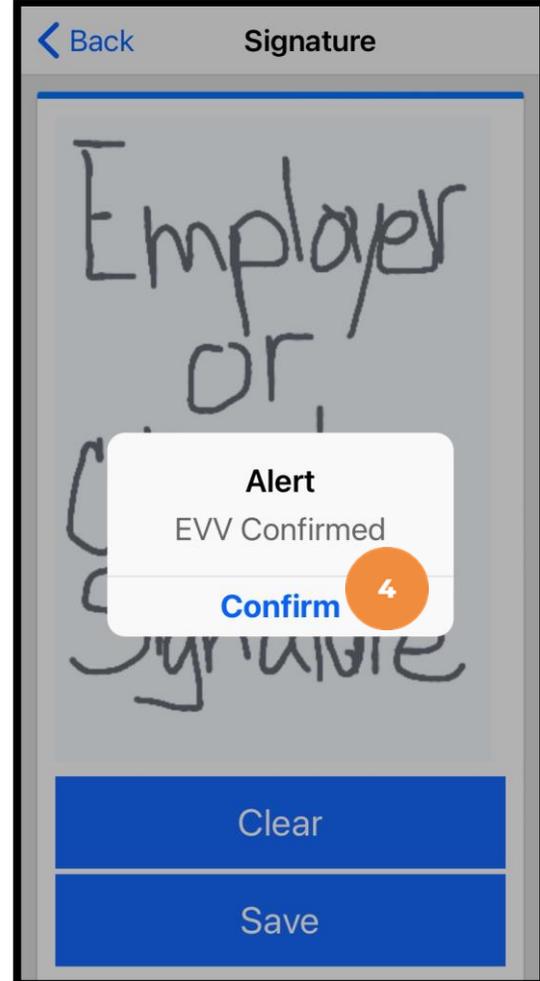
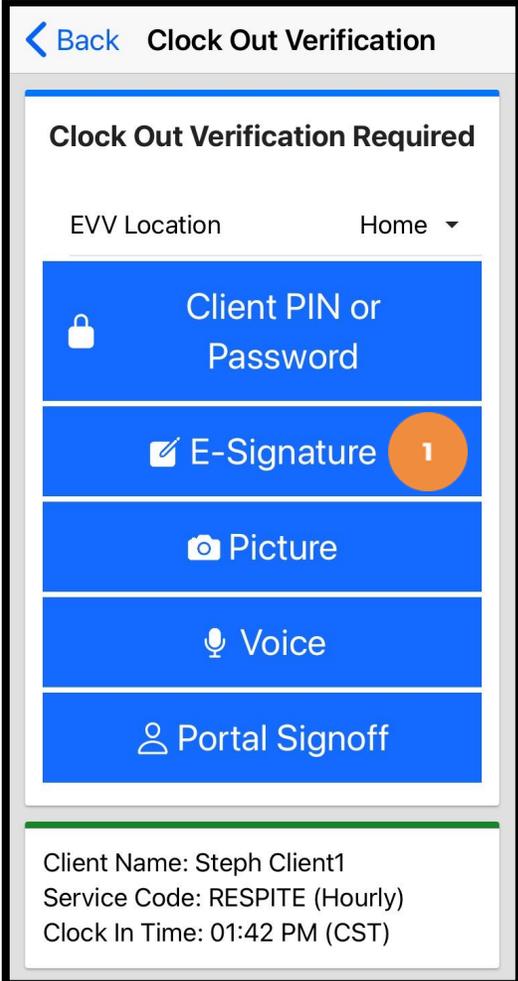
Login

[Forgot Password?](#)

Clock Out - EVV Option #2

E-Signature

1. Select the clock out verification type:
 - ✓ E-Signature
2. Hand the mobile device to the client or employer, who signs their name on the device screen.
3. The client or employer clicks **Save** to accept the signature
 - ✓ Optionally, they may click **Clear** to rewrite their signature.
4. The client or employer clicks **Confirm** to validate the signature and hands the mobile device back to the employee



Mobile App Video

Clock in and Out Using E-Signature Option

Login EN

Acumen - All Other States & Programs (inclu... ▾

Username*

Password or PIN* 

Remember me

Login

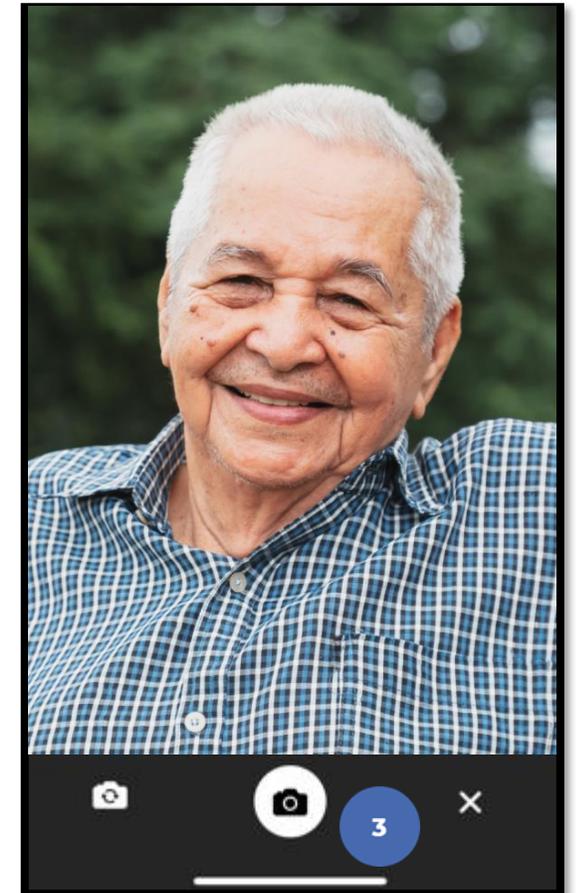
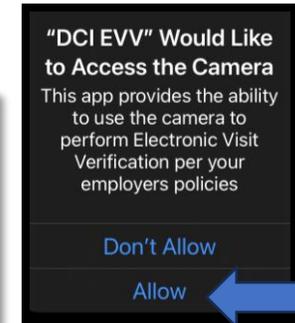
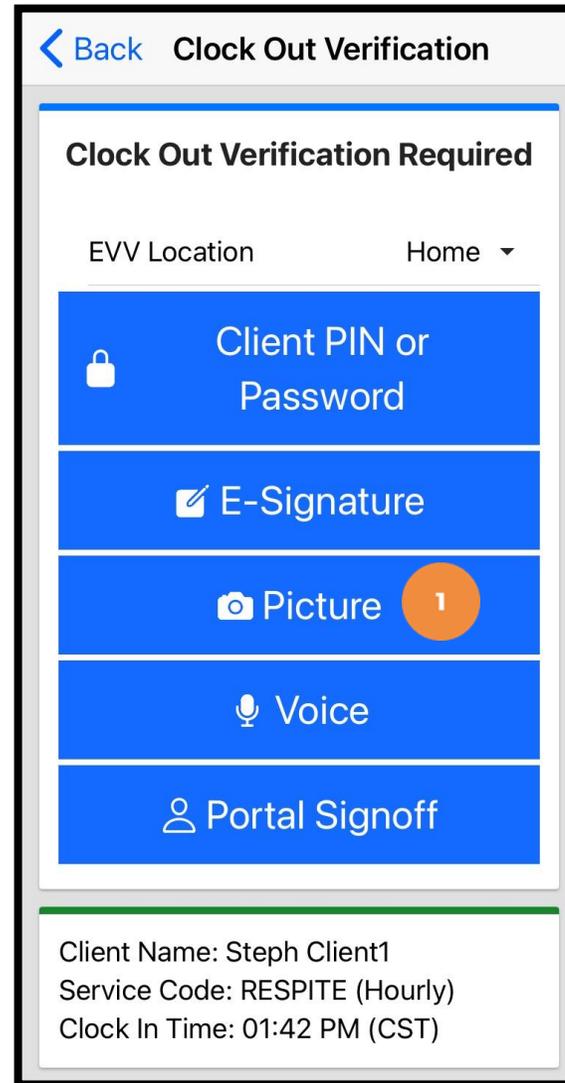
[Forgot Password?](#)

Clock Out - EVV Option #3

Picture

1. Select the clock out verification type:
 - ✓ Picture
2. A pop-up stating "DCI EVV" Would Like to Access the Camera appears. Select **Allow**.
3. Click the **camera** icon to take a picture of the client

***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

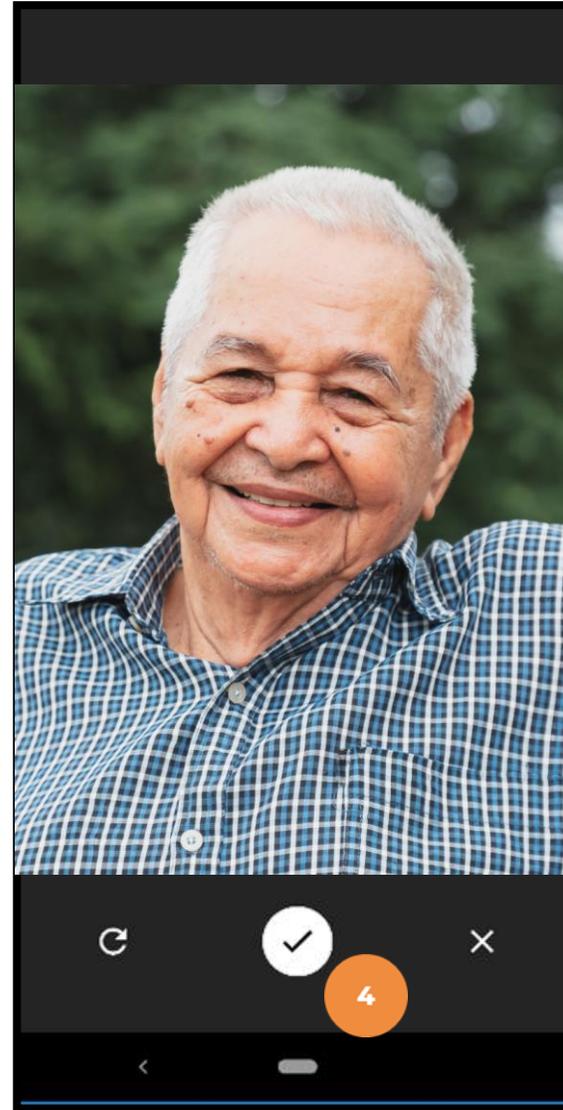


Clock Out - EVV Option #3

Picture

4. Click the **checkmark** to accept the picture, the X to cancel, or the circular arrow to retake the picture.
5. 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



Mobile App Video

Clock in and Out Using Picture Option

Login EN

Acumen - All Other States & Programs (inclu... ▾

Username*

Password or PIN* 

Remember me

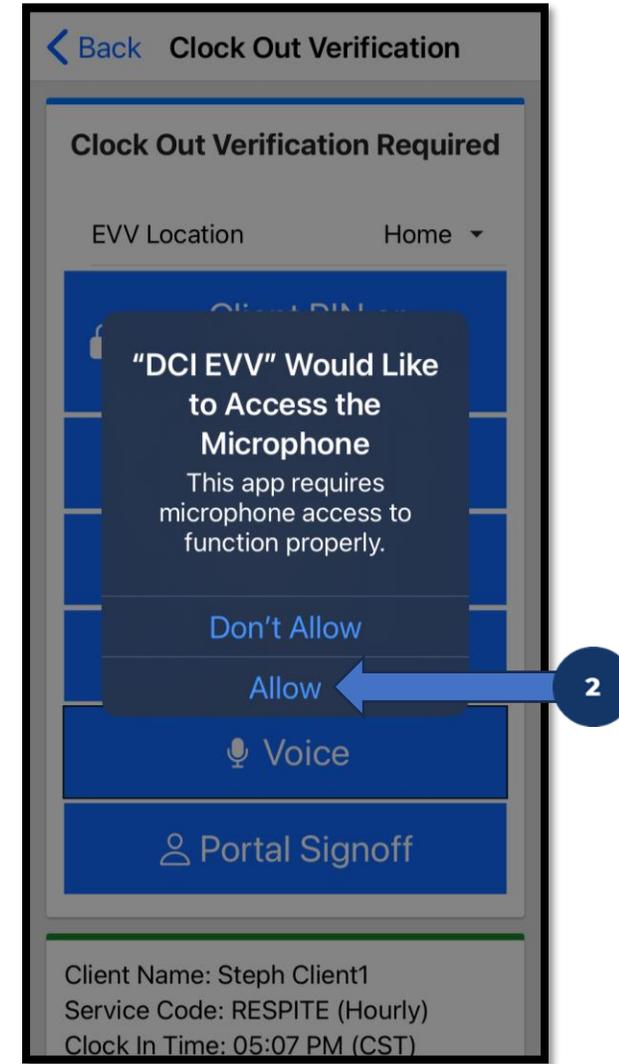
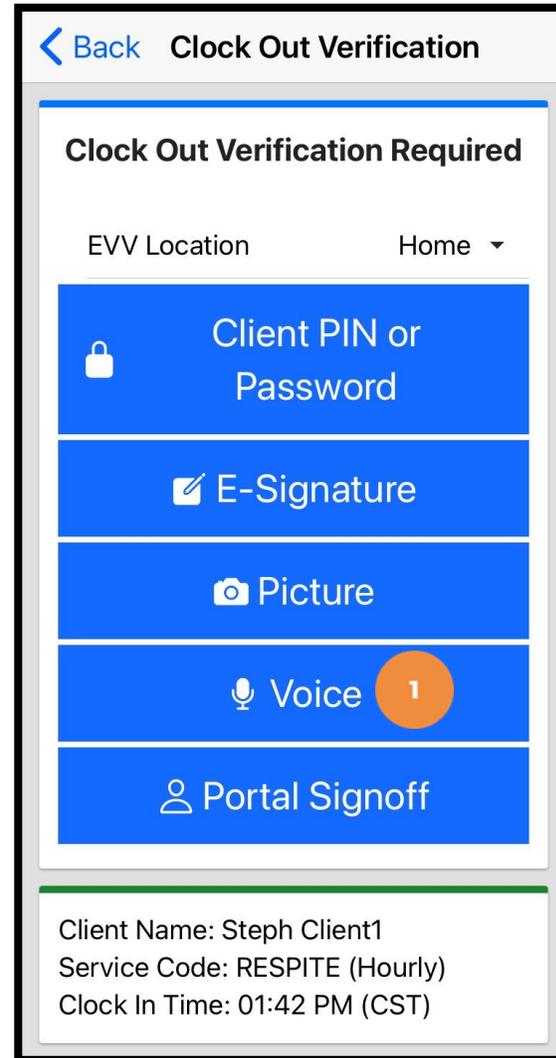
Login

[Forgot Password?](#)

Clock Out - EVV Option #4

Voice

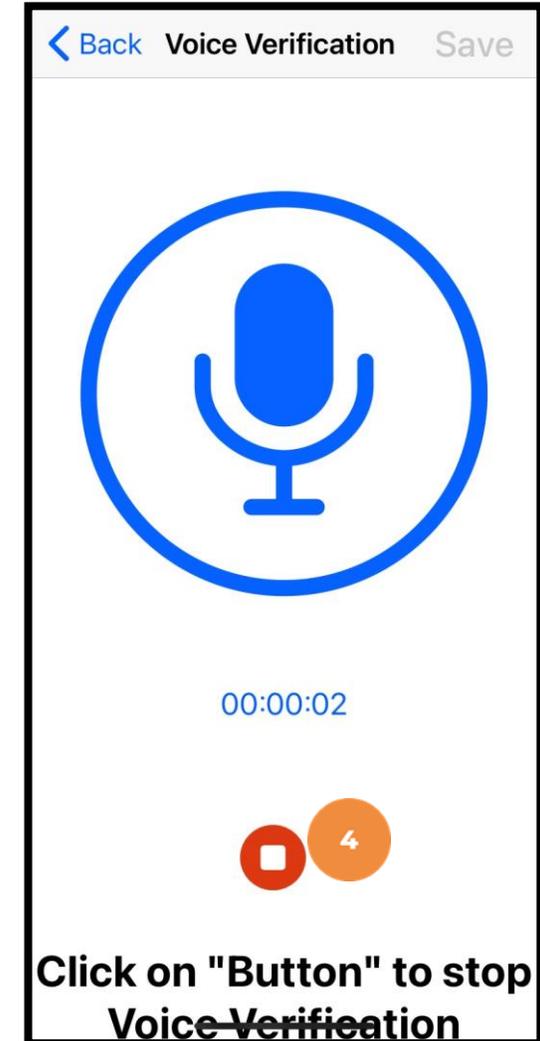
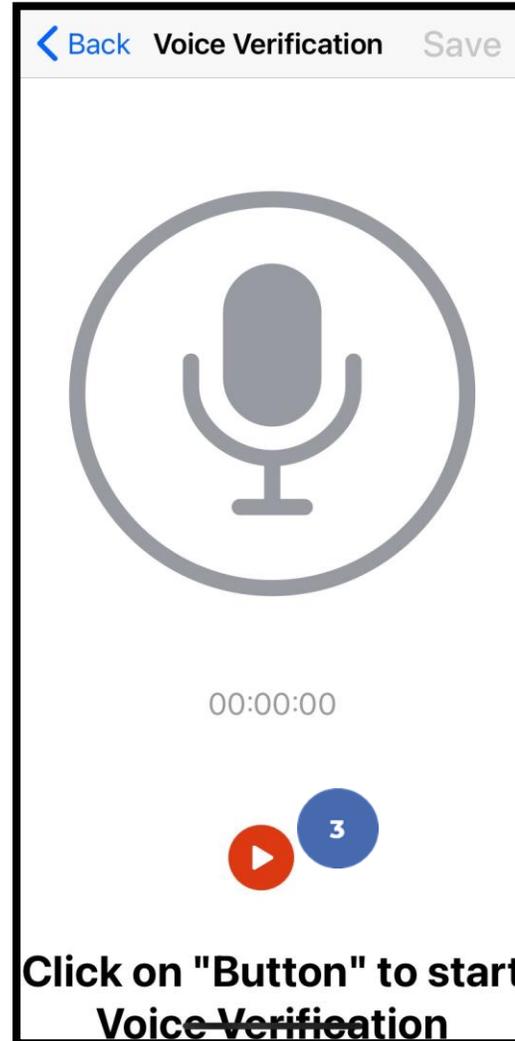
1. Select the clock out verification type:
 - ✓ Voice
2. Hand the device to the client or employer. A pop-up stating “DCI EVV” Would Like to Access the Microphone appears. The client or employer selects **Allow**.



Clock Out - EVV Option #4

Voice

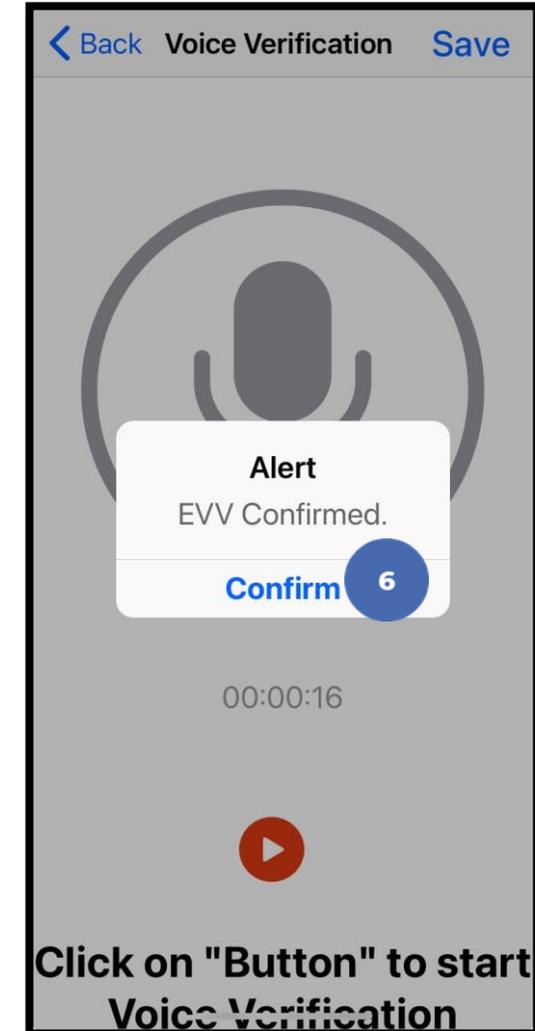
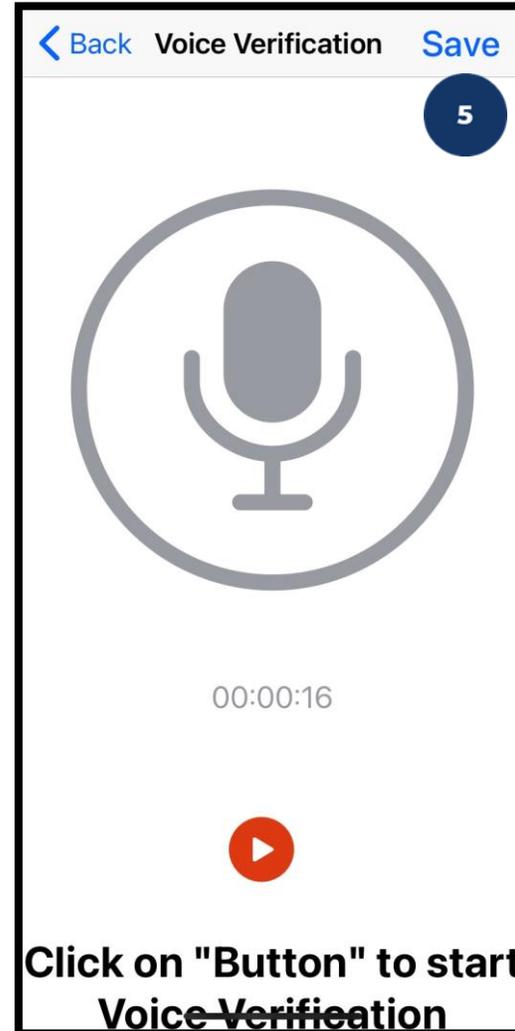
3. The client or employer clicks the **red play** button to start the voice verification
 - ✓ An automated voice will say "Please repeat after me. My name is (client name) and I am verifying this visit."
4. The client or employer states "My name is (client or employer name) and I am verifying this visit." When finished, they press the **red stop** button to stop the voice verification.



Clock Out - EVV Option #4

Voice

5. The client or employer clicks the blue **Save** button in the upper right corner to accept the voice verification, or the blue **<Back** button in the upper left corner to re-record it.
6. The client or employer clicks **Confirm** to validate the voice recording and hands the mobile device back to the employee



Mobile App Video

Clock in and Out Using Voice Option

Login EN

Acumen - All Other States & Programs (inclu... ▾

Username*

Password or PIN* 

Remember me

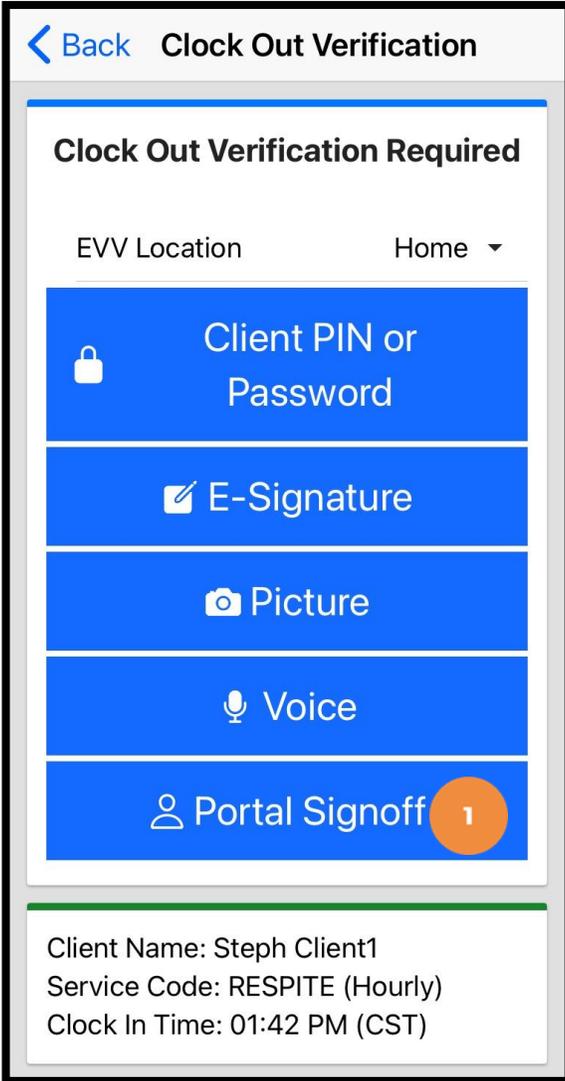
Login

[Forgot Password?](#)

Clock Out - EVV Option #5

Portal Signoff

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



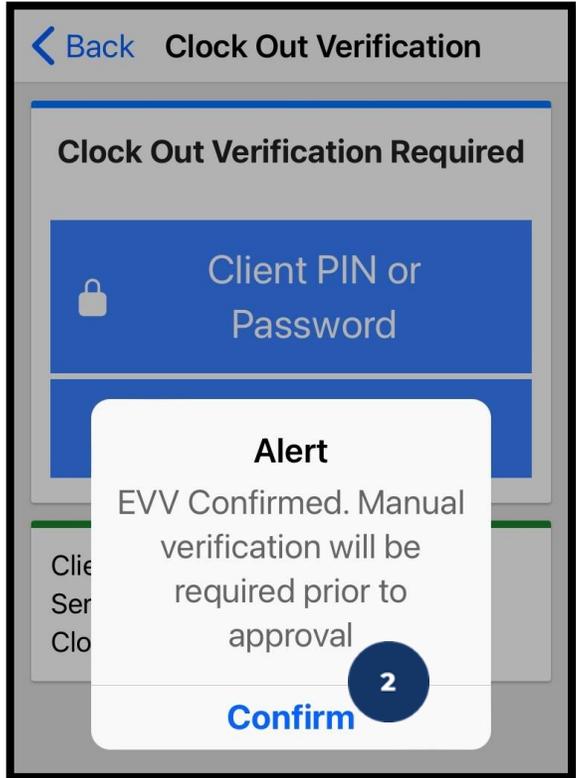
Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

- Client PIN or Password
- E-Signature
- Picture
- Voice
- Portal Signoff **1**

Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 01:42 PM (CST)



Back Clock Out Verification

Clock Out Verification Required

- Client PIN or Password

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

Confirm **2**

Mobile App Video

Clock in and Out Using Portal Signoff Option

Proprietary: For Acumen and Customer Use Only

Login EN

Acumen - All Other States & Programs (inclu... ▼

Username*

Password or PIN* 

Remember me

Login

[Forgot Password?](#)

Mobile App Offline Mode

Mobile App Offline Mode



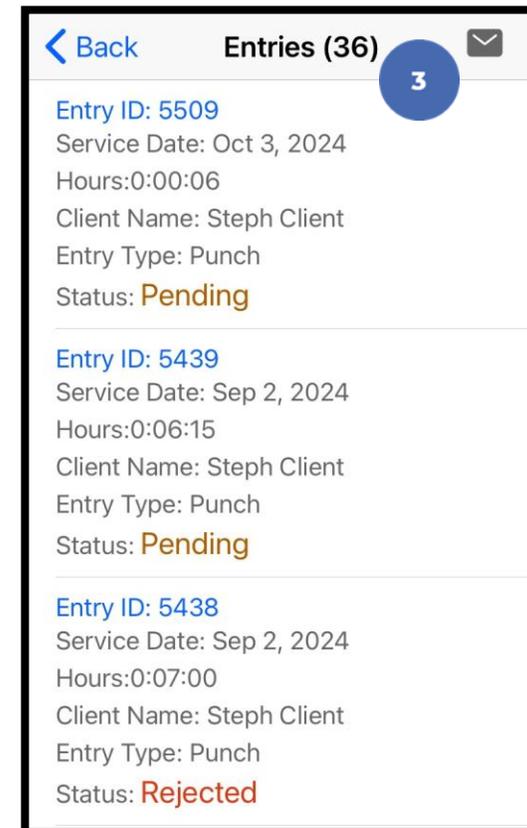
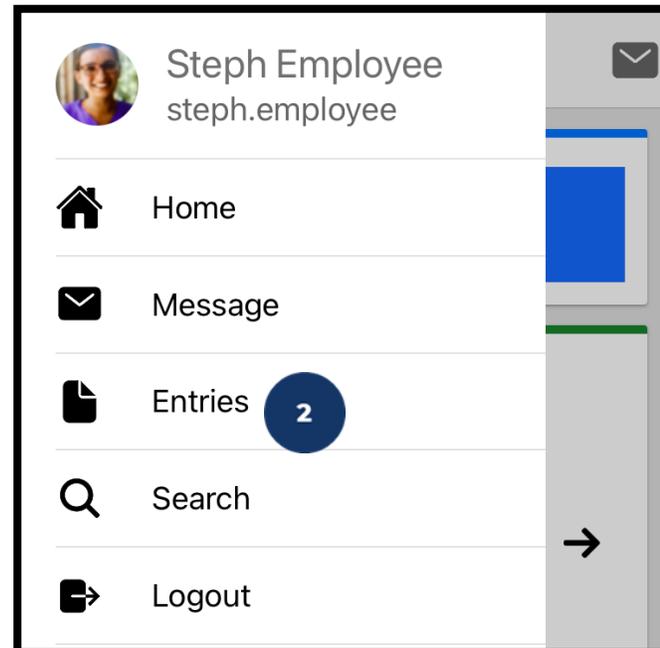
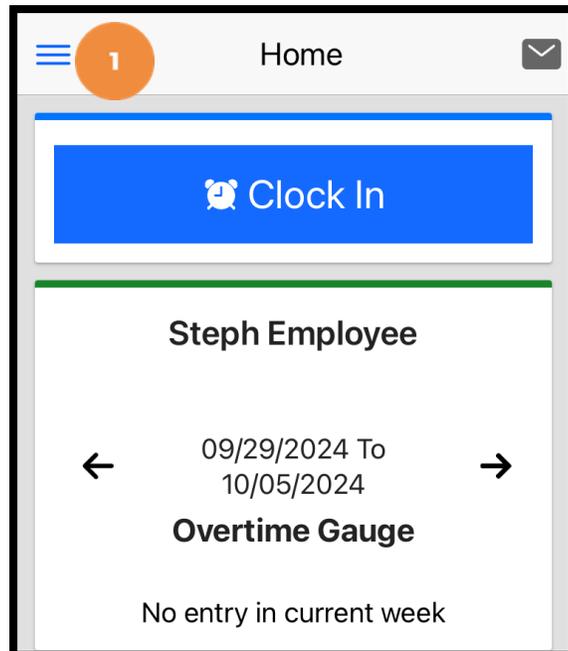
- Offline mode allows the employee to use the mobile app on a **registered device** when the device is not connected to the internet or loses connection while the app is in use
 - ✓ **Please note:** A device is registered automatically the first time the user logs into the mobile app while connected to a cellular network or internet
 - ✓ A user can only have one registered device
- Useful when there is limited or no cellular or WIFI connection at the service location
- Limits users to only clock in and clock out
- Offline mode status is indicated by a **red "Offline" bar** at the top of the dashboard
- Punches made in offline mode are saved in the mobile app as offline punches, will automatically upload when the user connects to a cellular or wireless network, and will be listed under Entries.

Review Entries

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.



Entry Status



- **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

**Visit the Acumen Help Center
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