

**Phone EVV IVR
(Interactive
Voice Response)
for Employees &
Employers**

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



Acumen Fiscal Agent
Innovation • Opportunity • Freedom



Overview



Employee Adds PIN



**Clock In & Out –
Real Time Entry**



**Clock In & Out –
Historical Entry**

Quick Resources

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



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





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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 Employees Enter Time

They select 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

Employee Adds PIN

Phone EVV Basics

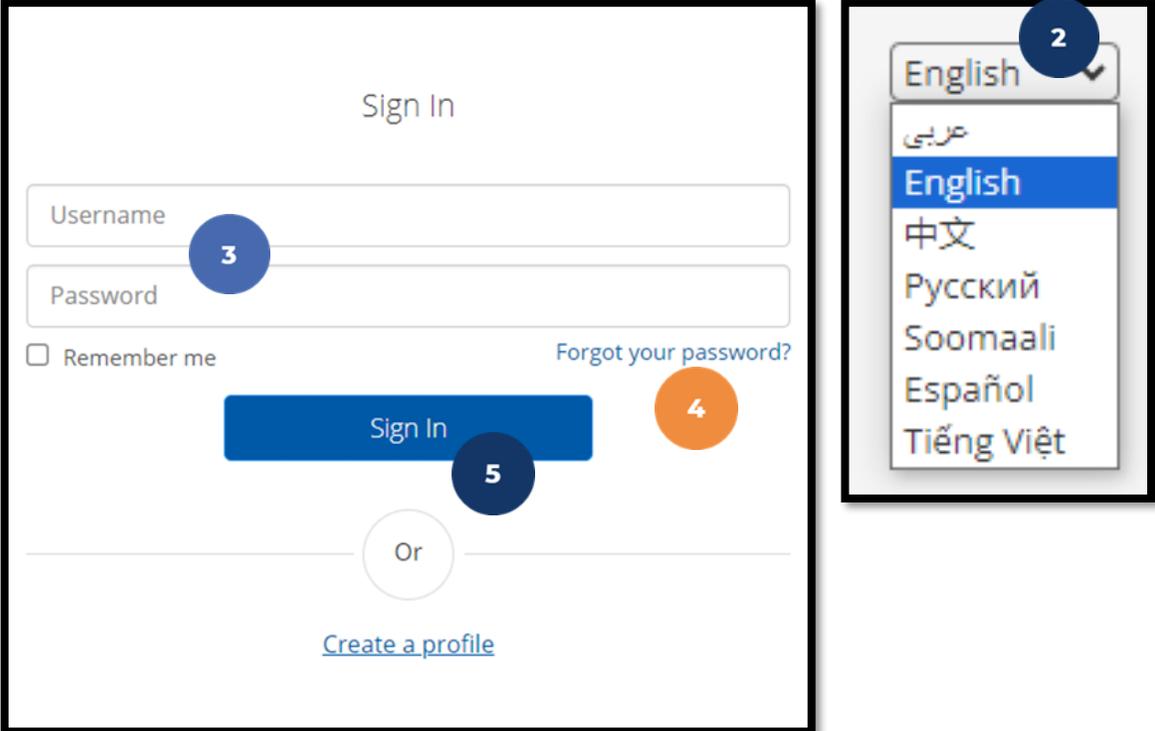
- Employer - Confirm the landline phone number on file with Acumen is for the client
 - ✓ Employees must call from a recognized number only
 - ***Please note!** If calling from a number not associated with the client, the employee will receive an error message.
- Employee - Will be asked to validate the following information:
 - ✓ Last four digits of their social security number
 - ✓ PIN (add in the web portal under user settings)
 - ✓ 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



Accessing the DCI Web Portal

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

1 acumen.dcisoftware.com



The screenshot shows the sign-in page for the DCI Web Portal. It features a 'Sign In' heading, a 'Username' field (callout 3), a 'Password' field (callout 3), a 'Remember me' checkbox, and a 'Forgot your password?' link (callout 4). A blue 'Sign In' button (callout 5) is prominently displayed. Below the button is an 'Or' separator and a 'Create a profile' link. On the right side, a language drop-down menu (callout 2) is open, showing options: English (selected), العربية, 中文, Русский, Soomaali, Español, and Tiếng Việt.

***Please note:** Contact Acumen with login issues

Profile Settings

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

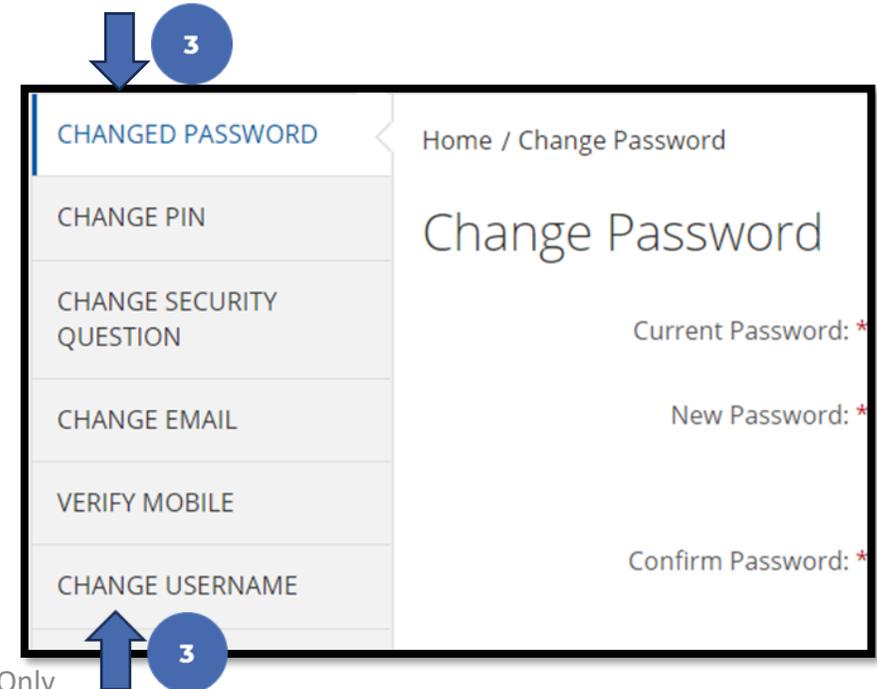
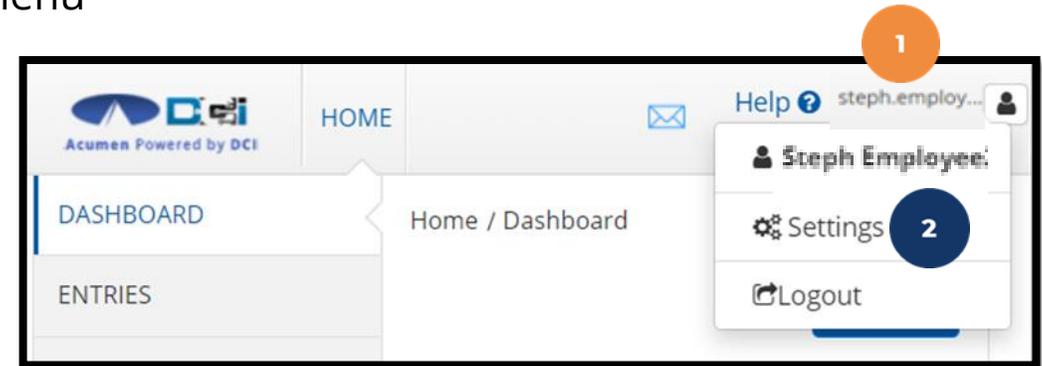


1. Click the **username** in the top right corner of the main menu

2. Click **Settings**

3. Select a submenu tab to update:

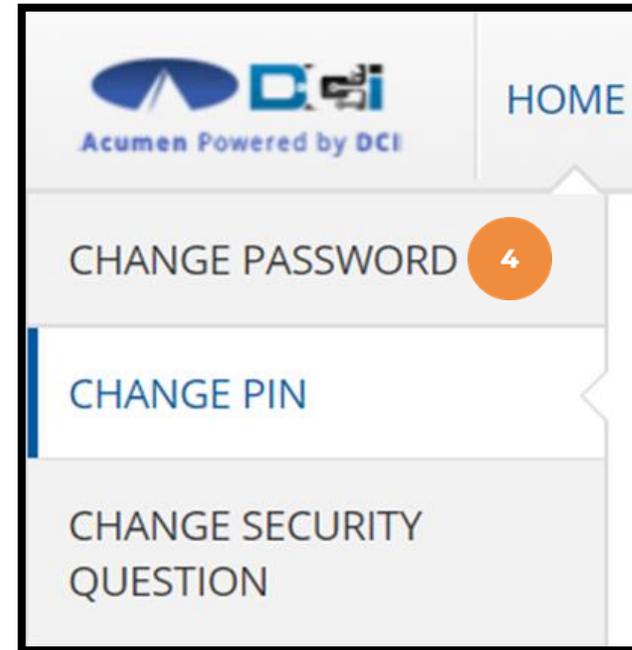
- Change Password – Used for login
- Change PIN – A number that can be used instead of a password when logging into the mobile app. *Required for employees if using Phone EVV.*
- Change Security Question
- Change Email – A valid and correct email address is required for password recovery
- Verify Mobile
- 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



A screenshot of the password verification form. The form is a long, light gray horizontal box. On the left, it says "Password: *". To the right of this is a text input field containing the placeholder text "Please enter password". A blue circle with the number 5 is positioned over the input field. On the right side of the form, there are two buttons: a light gray "Cancel" button and a blue "Verify" button. A blue circle with the number 6 is positioned over the "Verify" button.

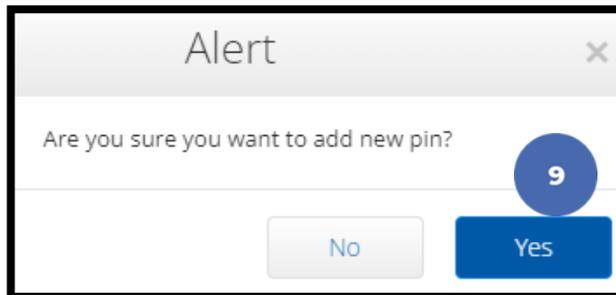
Add / Change PIN (cont.)

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



A screenshot of a web form for changing a PIN. It features two input fields: "New Pin: *" and "Confirm Pin: *". The "New Pin" field contains the placeholder text "Please enter New Pin" and is marked with a red asterisk. The "Confirm Pin" field contains the placeholder text "Please Confirm Pin" and is also marked with a red asterisk. Below the fields are two buttons: a grey "Cancel" button and a blue "Change Pin" button. An orange circle with the number "7" is positioned over the "New Pin" field, and a blue circle with the number "8" is positioned over the "Change Pin" button.

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



A screenshot of a confirmation alert dialog box titled "Alert". The dialog contains the question "Are you sure you want to add new pin?". Below the question are two buttons: a grey "No" button and a blue "Yes" button. A blue circle with the number "9" is positioned over the "Yes" button.



A screenshot of a green success message bar that reads "Pin Changed Successfully!". An orange circle with the number "10" is positioned at the end of the bar.

Clock In & Out – Real Time Entry

***Preferred, EVV-Compliant**

Clock In: Real Time Entry

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. Depending on program settings, the available balance may be announced. Press 1 to continue.



Clock In: Real Time Entry (cont.)

7. Select clock in EVV location

- If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 - If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
- If not required by the program, "none" will be an available option.

8. Press 1 to confirm and save the punch

9. The recording will read back the punch details and then disconnect



Clock Out: Real Time Entry

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 announces that there is an open punch. When prompted, press 1 to confirm closing the punch.
4. Select clock out EVV location
 - If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 - If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
 - If not required by the program, "none" will be an available option.



Clock Out: Real Time Entry (cont.)

5. If required by the program, 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.
6. The punch is now closed, and the employee is clocked out. Press 2 to disconnect or 1 to open a new punch.



Clock In & Out – Historical Entry

***Non-EVV-Compliant.
Use only in the case of a
service interruption.**

Historical Entry

***Please note!** 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 to maintain EVV compliance.

The client or employer must be present at the end of this process.

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. Press 2 for historical entry
5. Select the service code with the prompts given
6. Depending on program settings, the available balance may be announced. Press 1 to continue.



Historical Entry (cont.)

7. Enter the date of service in MMDDYYYY format (i.e., September 18, 2024 = 09182024)
8. Enter the clock-in time in HH:MM (i.e., 0830)
9. Select 1 for AM or 2 for PM
10. Enter the clock-out time in HH:MM (i.e., 0530)
11. Select 1 for AM or 2 for PM
12. Select clock in EVV location
 - If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 - If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
 - If not required by the program, "none" will be an available option.



Historical Entry (cont.)

13. Select clock out EVV location

- If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 - If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
- If not required by the program, "none" will be an available option.

14. If required by the program, 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.

15. The system will read back the punch details. Press 1 to confirm or 2 to edit.



Historical Entry (cont.)

***Please Note!** The client or employer must be present for the following final steps:

16. Hand the phone to the client/employer who presses 1 when ready
17. The client/employer reviews the punch details and presses 1 to accept or 2 to reject the entry
18. The client/employer will validate the call using the client PIN
19. The punch is created
20. 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 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
- Does the employee need to edit or reject an entry?
 - ✓ Entries cannot be edited or rejected using Phone EVV. The employee must use the web portal instead.



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



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THANK YOU!

acumenfiscalagent.com

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