National Time Entry Training for Employers – Mobile App

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

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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.**

- **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

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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)?

- 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)

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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

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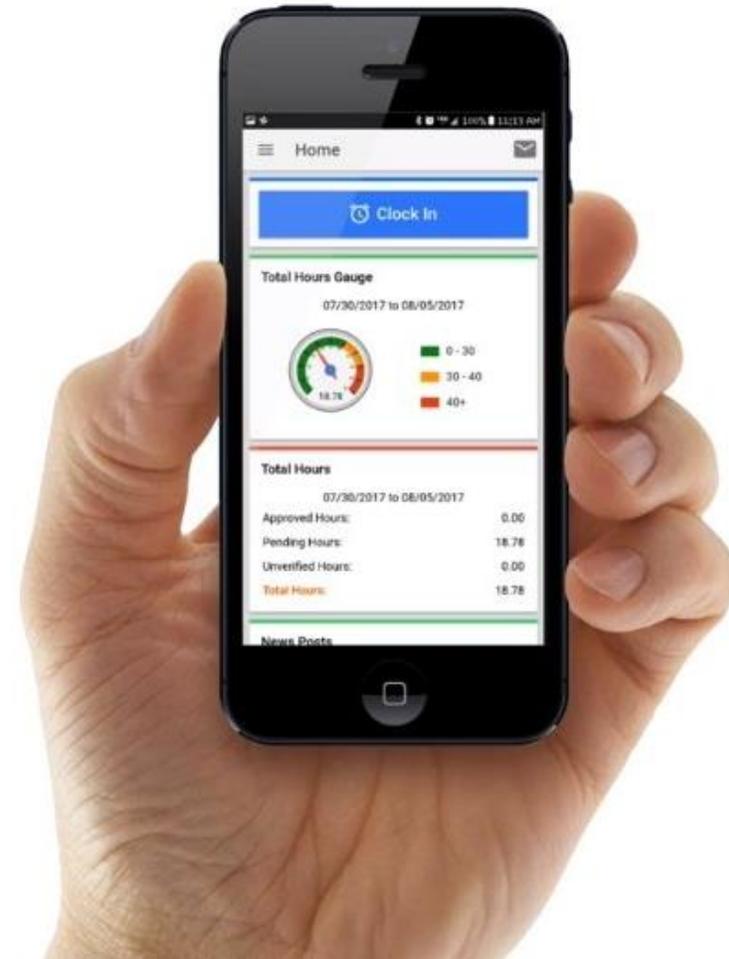
- ✓ Google Chrome (DCI Preferred)
- ✓ Firefox
- ✓ Edge
- ✓ Safari

Mobile App Download & Login

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

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.
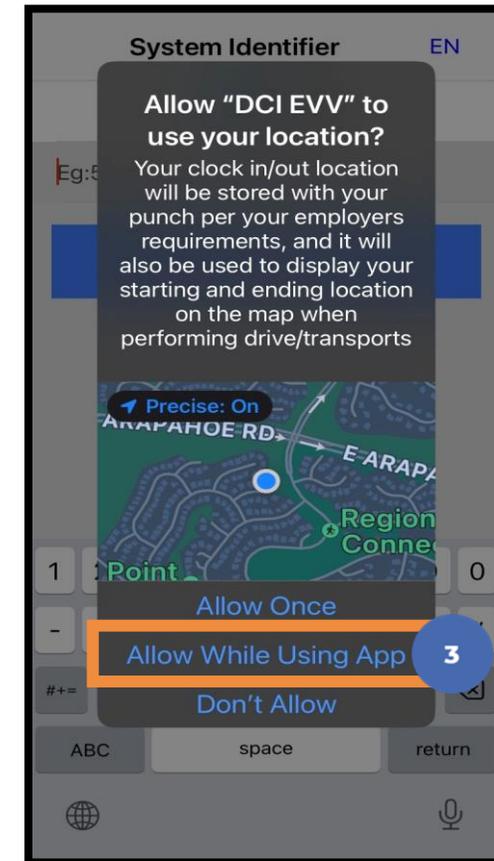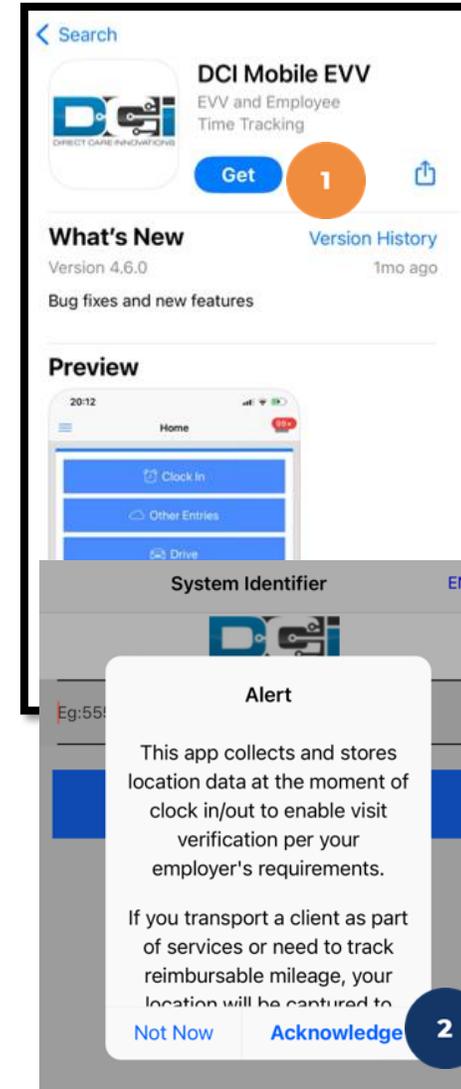
Initial Agency Selection

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

Select Agency — EN

1 Search Agency 1

Next

Select Agency — EN

2 acu

3 Acumen – All Other States & Programs (including Kansas Helpers) - 228636

Acumen – North Carolina (NC CAP only) & Wisconsin (formerly Outreach) - 2015

Next 4

Login — EN

5 Acumen - All Other States - 228...

Username*

Password or PIN*

○ Remember me

Login

Forgot Password?

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.

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**

   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 App

1. Enter employer 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   EN

Acumen - All Other States - 228... ▾

Username*   ①

Password or PIN*   👁

◯ Remember me

Login ②

Forgot Password?

Mobile App Video

Download the DCI Mobile EVV App
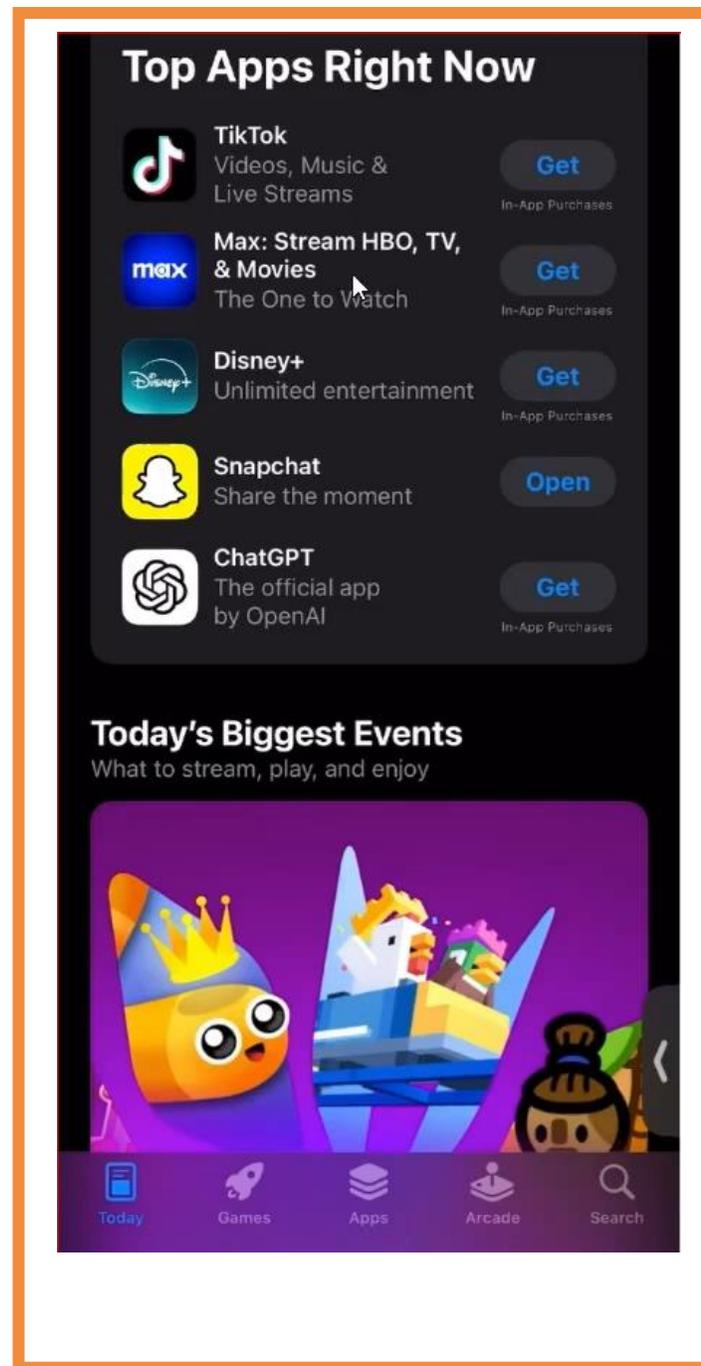
Manage Entries

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
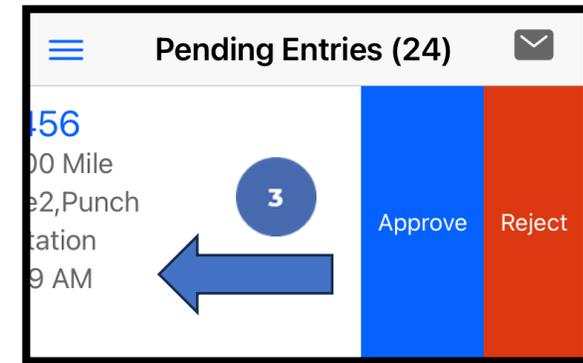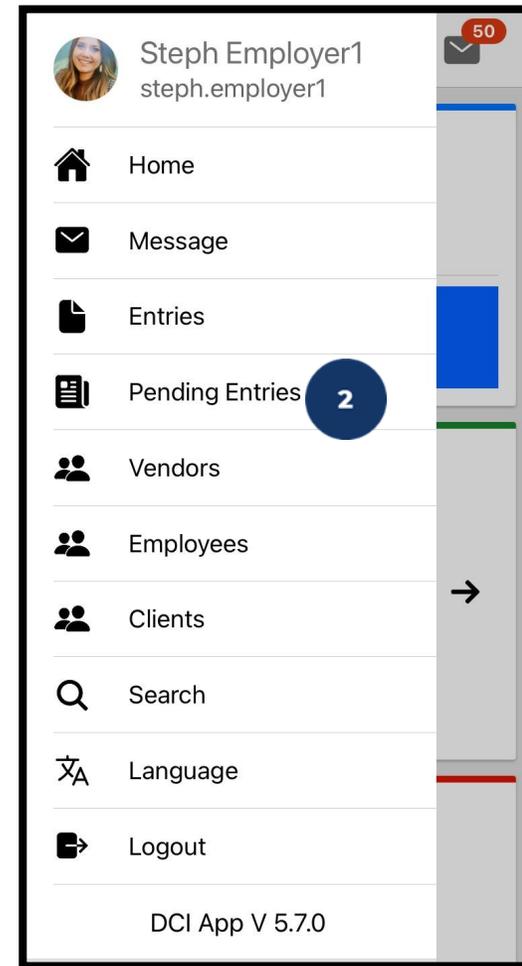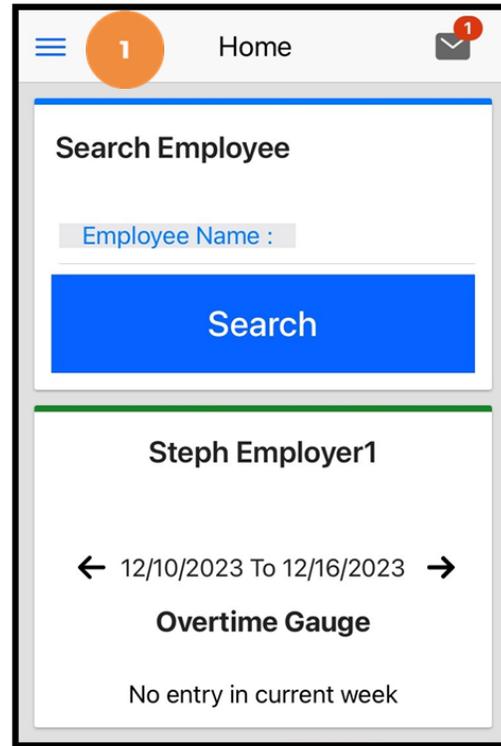
Review & Approve Entries (cont.)

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

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.
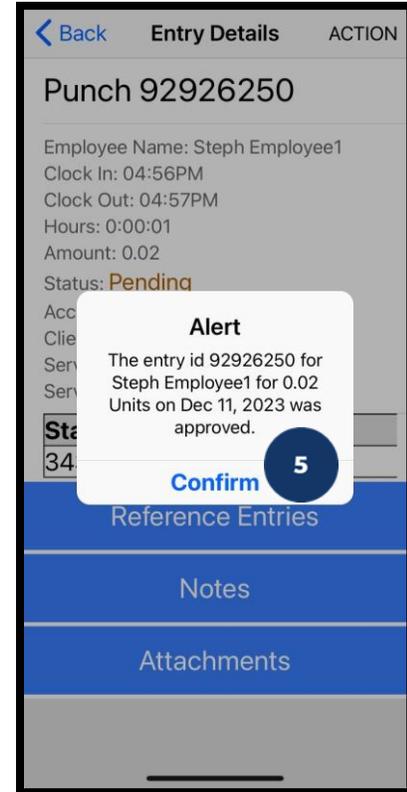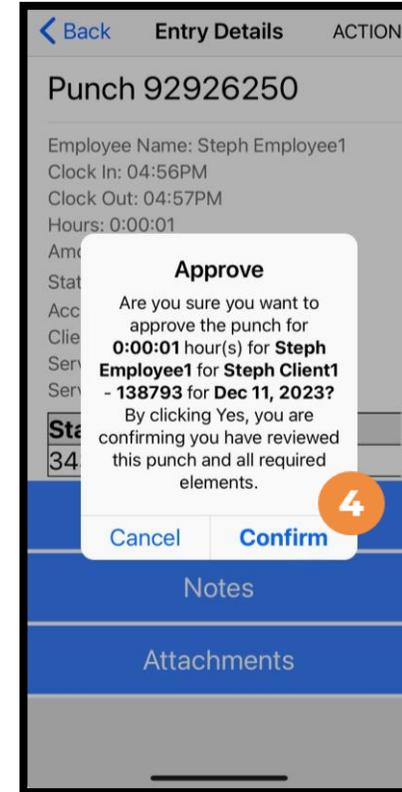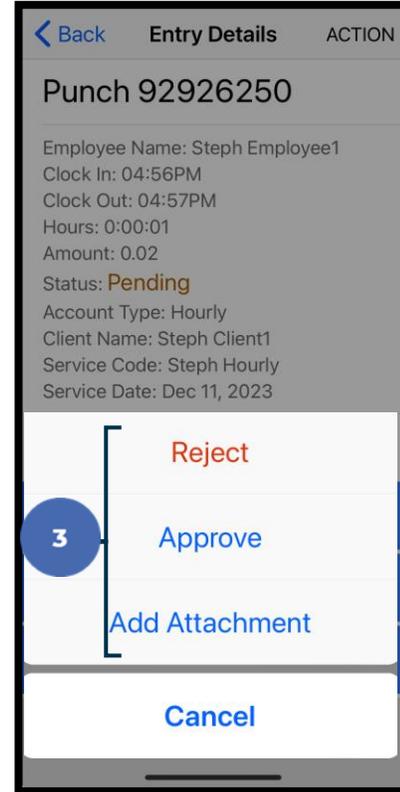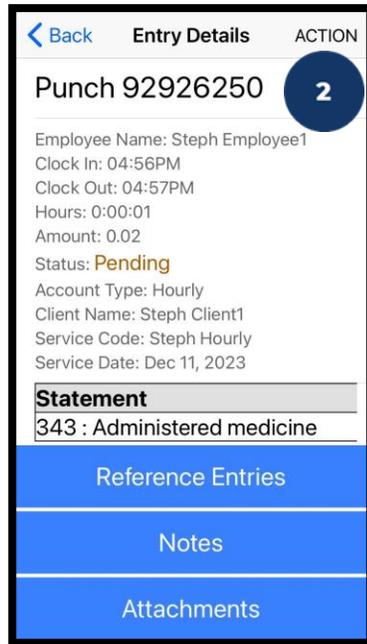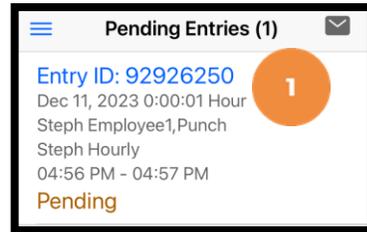
*Please note:

If the action taken was to approve the entry, the status changes to Approved and the entry will be processed for payment.

*The program may have a timely filing rule meaning that entries must be approved within a certain number of days from the date of service.

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
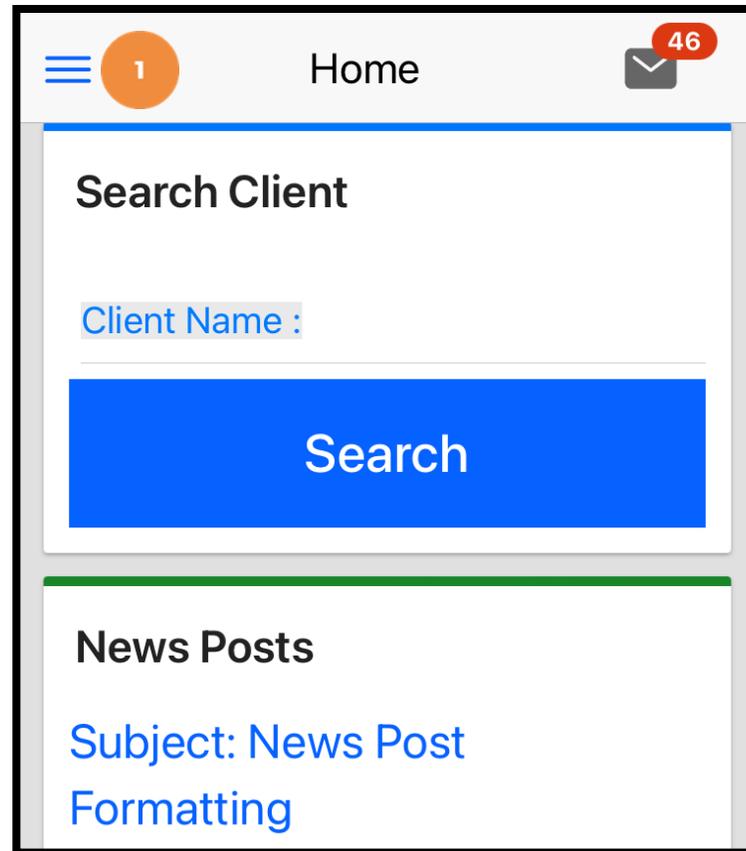
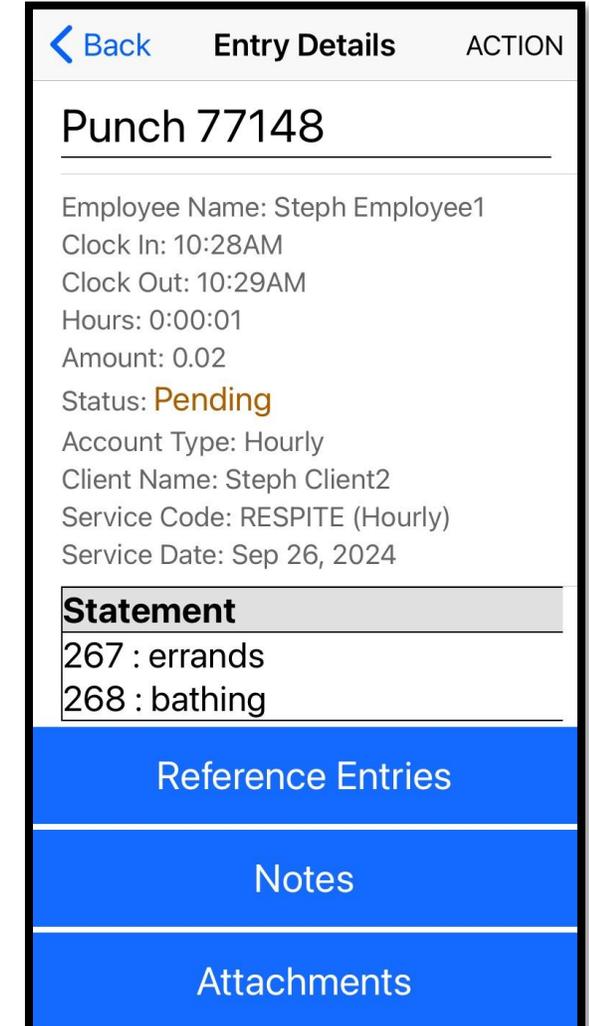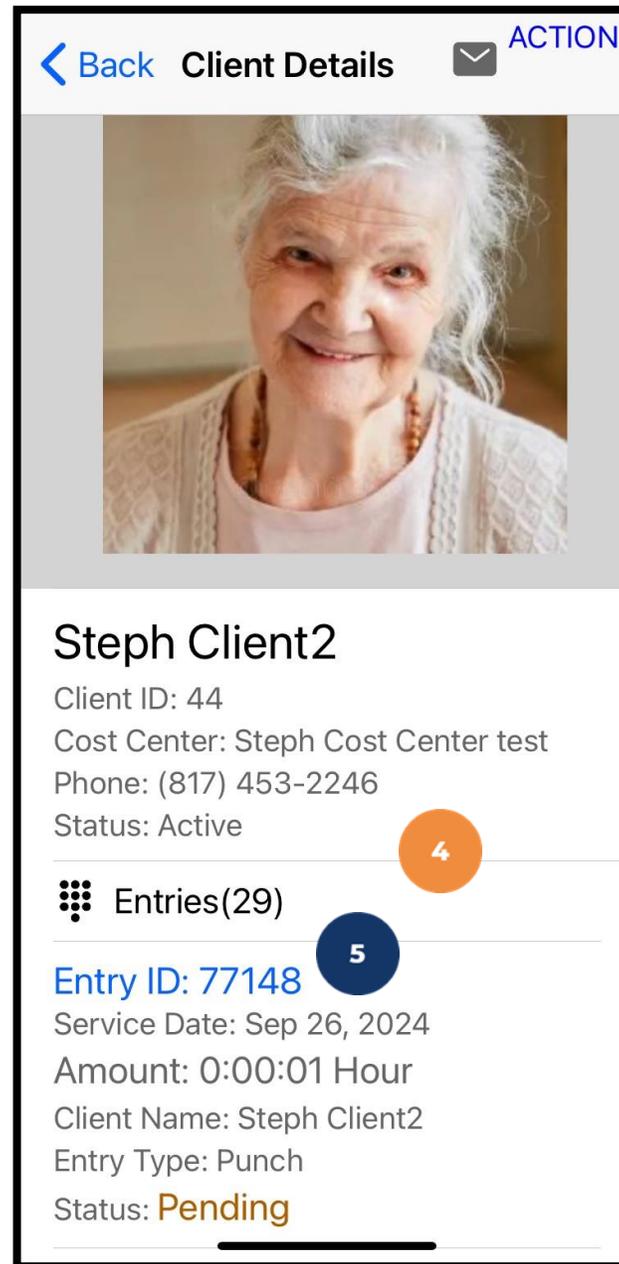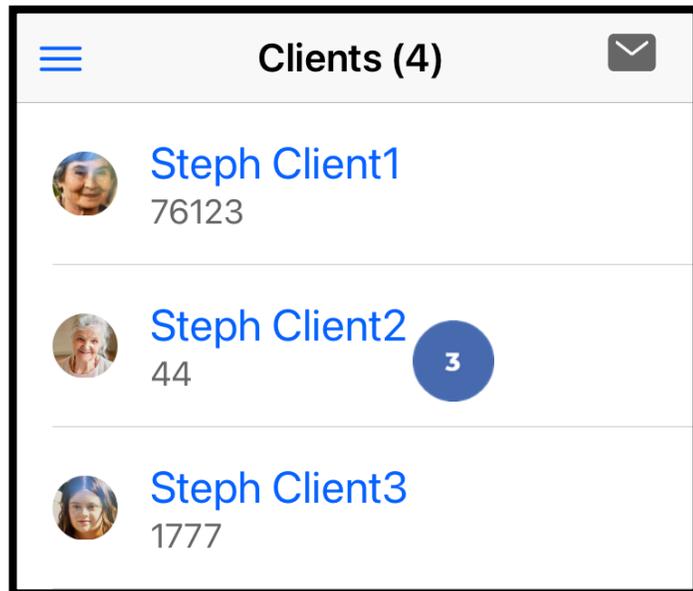Proprietary: For Acumen and Customer Use Only

View Entries

View By Client

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

2. Select **Clients** on the submenu
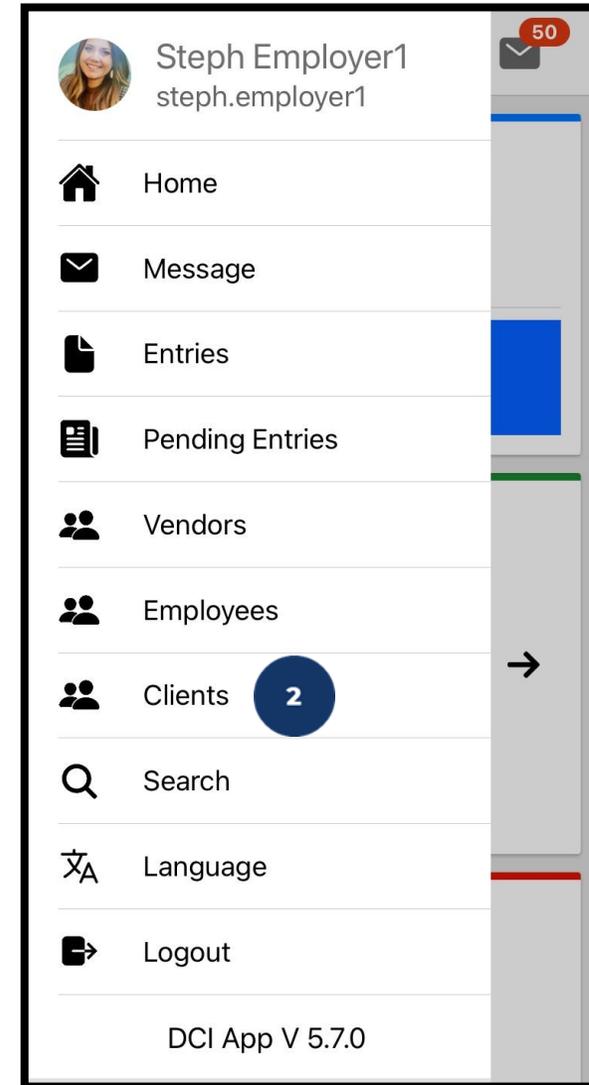
View By Client

3. View the list of clients and click on the client's name (blue hyperlink) to select it

4. View the client details and entries

5. Select the blue hyperlink Entry ID to view the entry details

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Clients (4)

Steph Client1
76123

Steph Client2
44

Steph Client3
1777

Back Client Details ✉ ACTION

Steph Client2
Client ID: 44
Cost Center: Steph Cost Center test
Phone: (817) 453-2246
Status: Active

⊞ Entries(29)

Entry ID: 77148
Service Date: Sep 26, 2024
Amount: 0:00:01 Hour
Client Name: Steph Client2
Entry Type: Punch
Status: Pending

Back Entry Details ACTION

Punch 77148

Employee Name: Steph Employee1
Clock In: 10:28AM
Clock Out: 10:29AM
Hours: 0:00:01
Amount: 0.02
Status: Pending
Account Type: Hourly
Client Name: Steph Client2
Service Code: RESPITE (Hourly)
Service Date: Sep 26, 2024

Statement
267 : errands
268 : bathing

Reference Entries

Notes

Attachments

View By Employee

1. Click the **Menu** in the top left corner of the screen
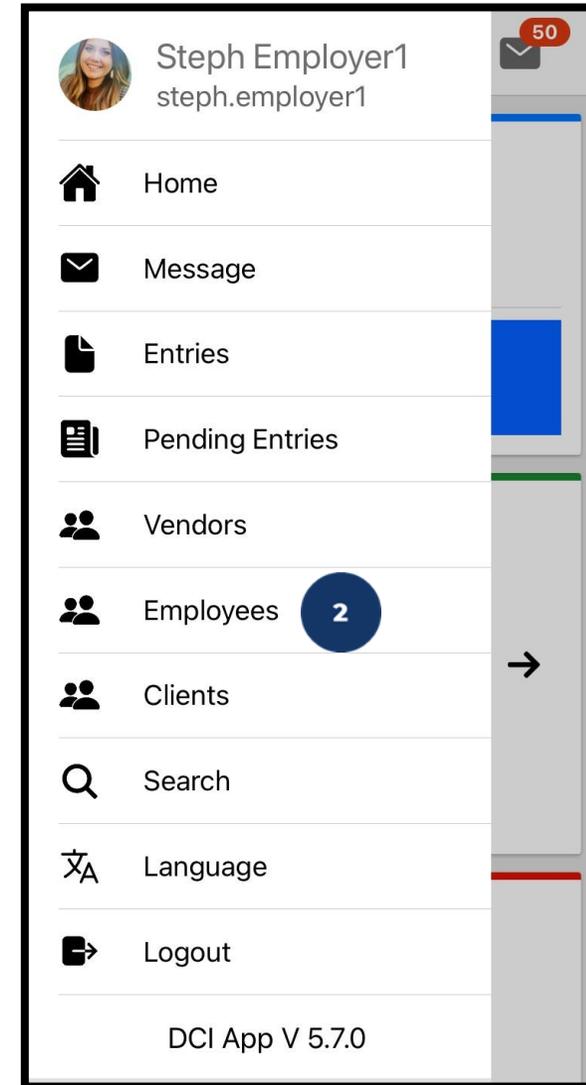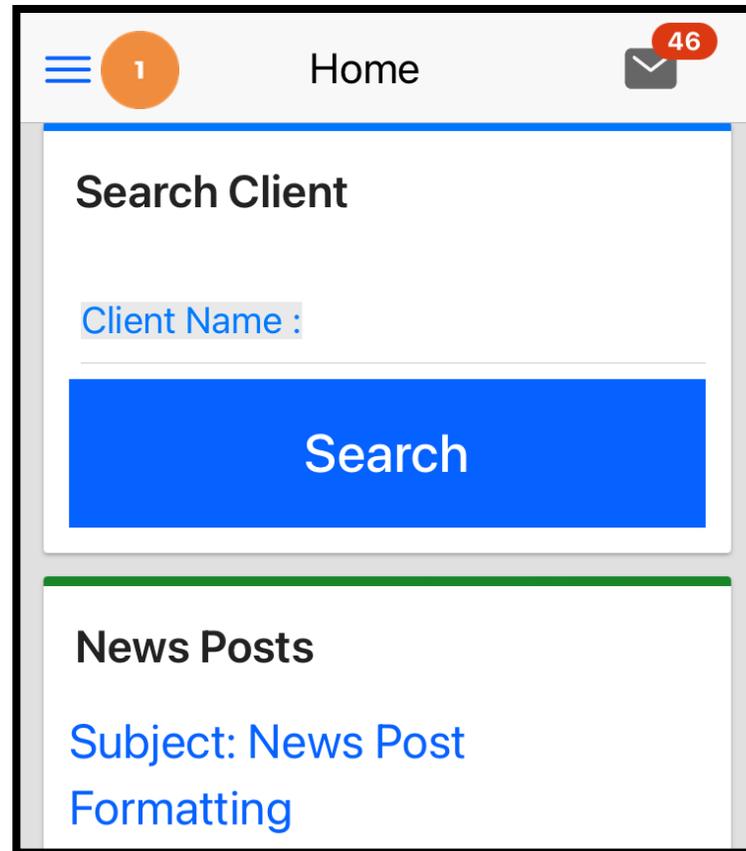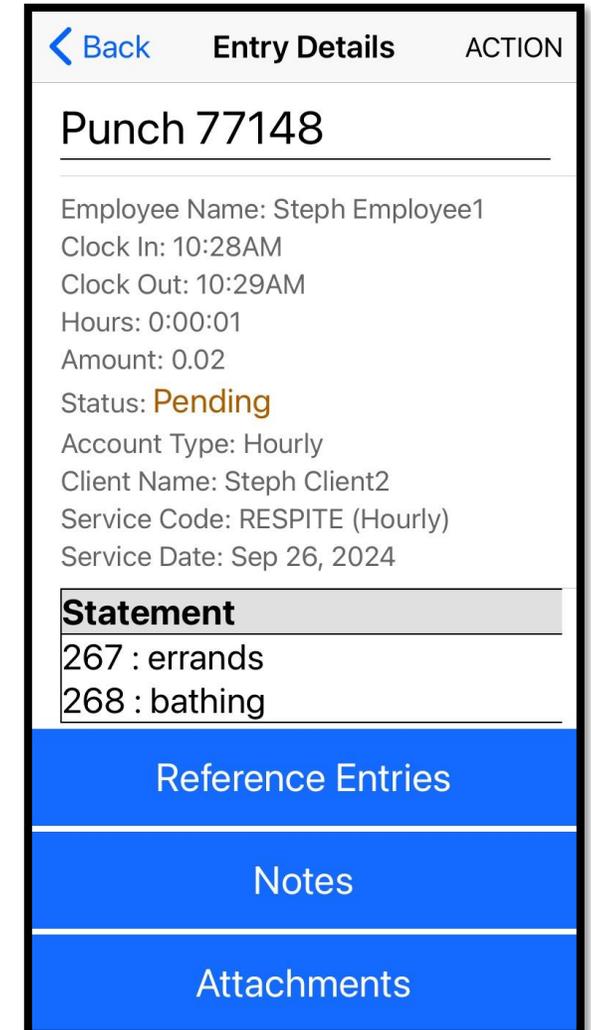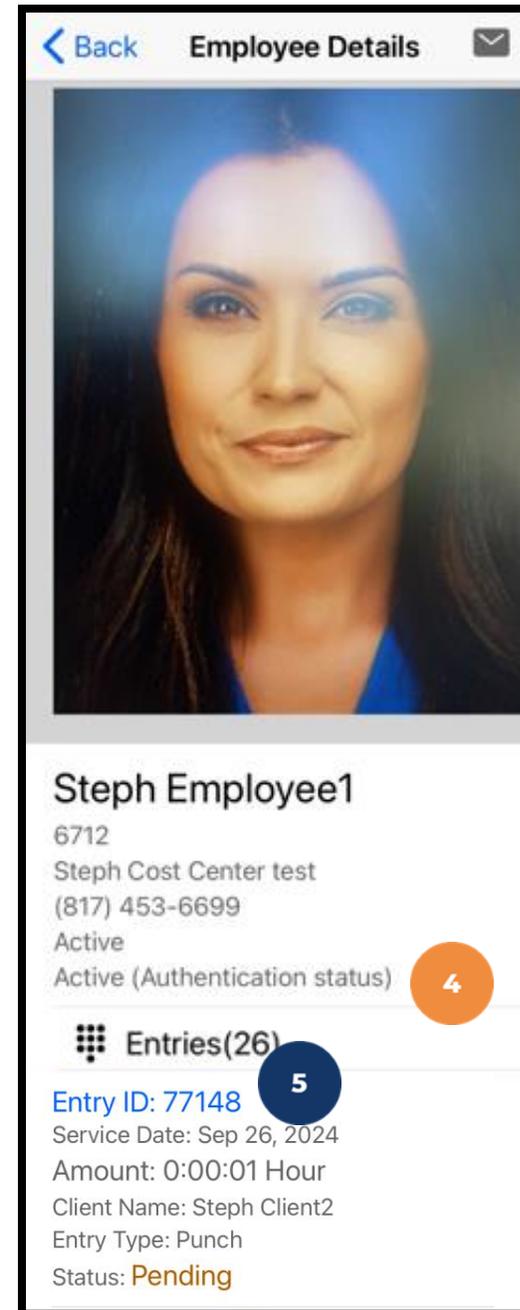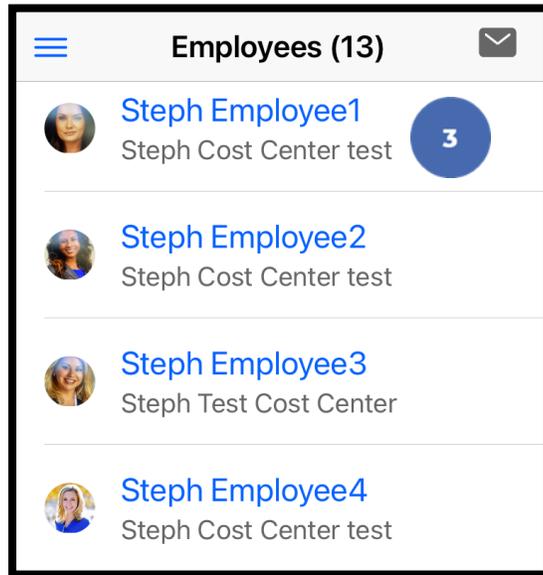
2. Select **Employees** on the submenu

View By Employee

3. View the list of employees and click on the employee's name (blue hyperlink) to select it

4. View the employee details and entries

5. Select the blue hyperlink Entry ID to view the entry details

Employees (13)

Steph Employee1
Steph Cost Center test   **3**

Steph Employee2
Steph Cost Center test

Steph Employee3
Steph Test Cost Center

Steph Employee4
Steph Cost Center test

‹ Back   Employee Details   ✉

Steph Employee1
6712
Steph Cost Center test
(817) 453-6699
Active
Active (Authentication status)   **4**

⚏ Entries(26)

Entry ID: 77148   **5**
Service Date: Sep 26, 2024
Amount: 0:00:01 Hour
Client Name: Steph Client2
Entry Type: Punch
Status: **Pending**

‹ Back   **Entry Details**   ACTION

Punch 77148

Employee Name: Steph Employee1
Clock In: 10:28AM
Clock Out: 10:29AM
Hours: 0:00:01
Amount: 0.02
Status: **Pending**
Account Type: Hourly
Client Name: Steph Client2
Service Code: RESPITE (Hourly)
Service Date: Sep 26, 2024

Statement
267 : errands
268 : bathing

Reference Entries

Notes

Attachments

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

THANK YOU!

acumenfiscalagent.com