National Time Entry Training for Employees – Mobile Web

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DIRECT CARE INNOVATIONS

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

Agenda

✓ **Overview**

✓ **Navigation, Dashboard & Messaging**

✓ **Add Entry**

✓ **Review & Reject Entries**

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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

- 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

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

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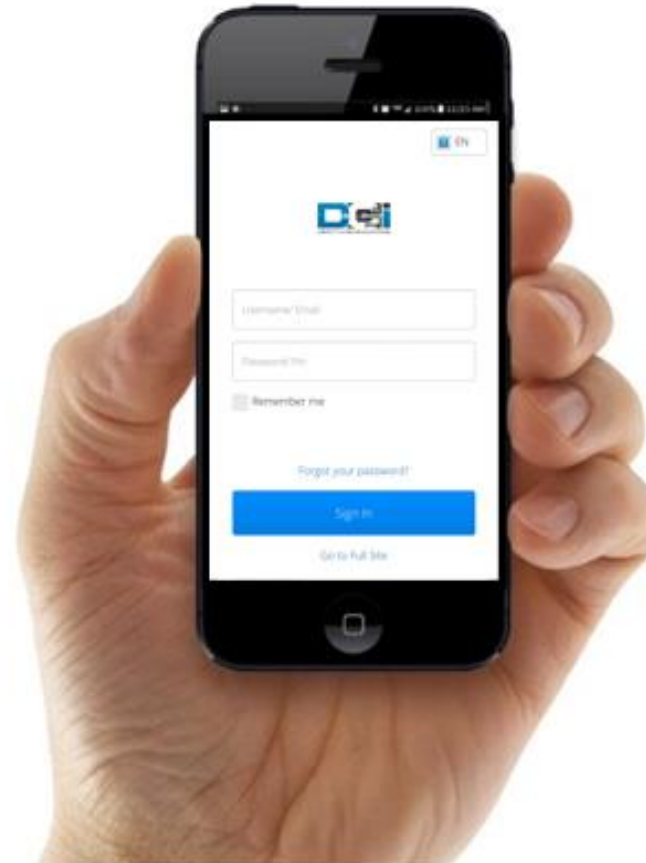
Web Browsers
- ✓ Google Chrome (DCI Preferred)
- ✓ Firefox
- ✓ Edge
- ✓ Safari

Navigation, Dashboard & Messaging

Mobile Web Basics

- View news posts & messages

- Run Auth Checks

- Enter historical time (non-EVV-compliant)

- View entries

- Reject entries

Accessing the DCI Mobile Web

acumen.dcisoftware.com
OR
outreach.dcisoftware.com

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Username

Password/ Pin

Remember me

Forgot your password?

Sign In

Go to Full Site

1. Open an internet browser on a mobile device (Google Chrome is preferred) and navigate to acumen.dcisoftware.com or outreach.dcisoftware.com as appropriate

2. Enter username and password
   - Credentials provided by Acumen

3. Check the Remember me box to save the username/email
   - Not recommended if sharing a device

4. Utilize the "**Forgot your password?**" link if needed

5. Click the blue **Sign In** button

*Please note: Contact Acumen with login issues

Dashboard

1. News Posts display on the dashboard. This is important information from the organization.
   - Click the **blue hyperlink** to open and read the news post details
   - Click the **Load More** button to see more news posts
2. News posts may optionally display as a splash screen
   - Display immediately after logging in
   - Read and click **Ok** to acknowledge to be directed to the dashboard
   - Splash screen posts also display on the dashboard

The **Dashboard** is the landing page

News Posts

Subject: Employee Pay Stubs – Change Effective July 1, 2023
Message: We are excited to announce that starting July 1st, employees (including compensated caregivers) who ...
Created Date: Jun 26, 2023 09:25:19 AM

Subject: Testing Posts
Message: This is a test. Only a test.
Created Date: Jan 09, 2023 09:16:14 AM

Load More

News Posts

Subject - Employee Breaks Attestation

Message:
Employees should complete attestation using canned statements for every shift as detailed below:

Shift Length	Paid 10-Minutks
3.5 hours	0
3.5 - 5 hours	1
5.1 - 6 hours	1
6.1 - 10 hours	2
10.1 - 14 hours	3
14+ hours	4

NOTE:
* Can be waived by mutual consent. (NOTES must accompany this punch entry)
**Only one of these meal breaks can be waived by mutual consent, and even then ONLY if the employee works LESS than 12 hours. (NOTES must accompany this punch entry)

Created Date: Oct 02, 2024 11:09:45 AM

Ok

Mobile Web Messaging

1. Click the **Mail** icon (envelope) in the top left corner of the screen to access the inbox

   - The number in the red circle indicates the number of new messages

2. Check the box on a message to enable the archive and delete icons

3. Select a message to view by clicking anywhere on it

   ✓ A yellow star indicates a high priority message

   ✓ A paperclip indicates an attachment
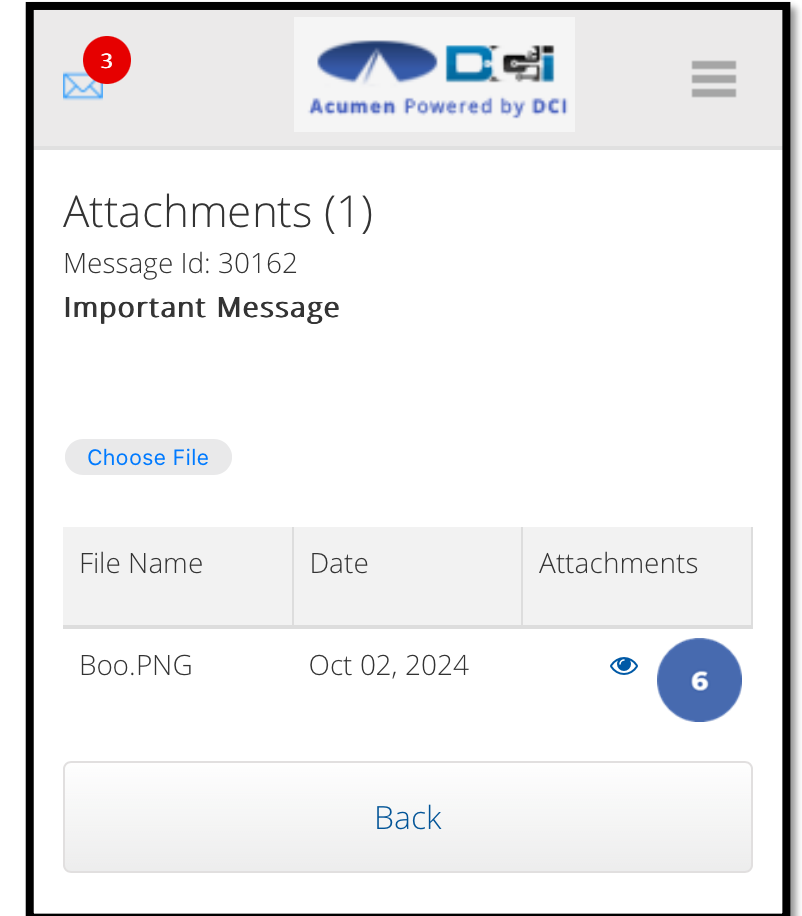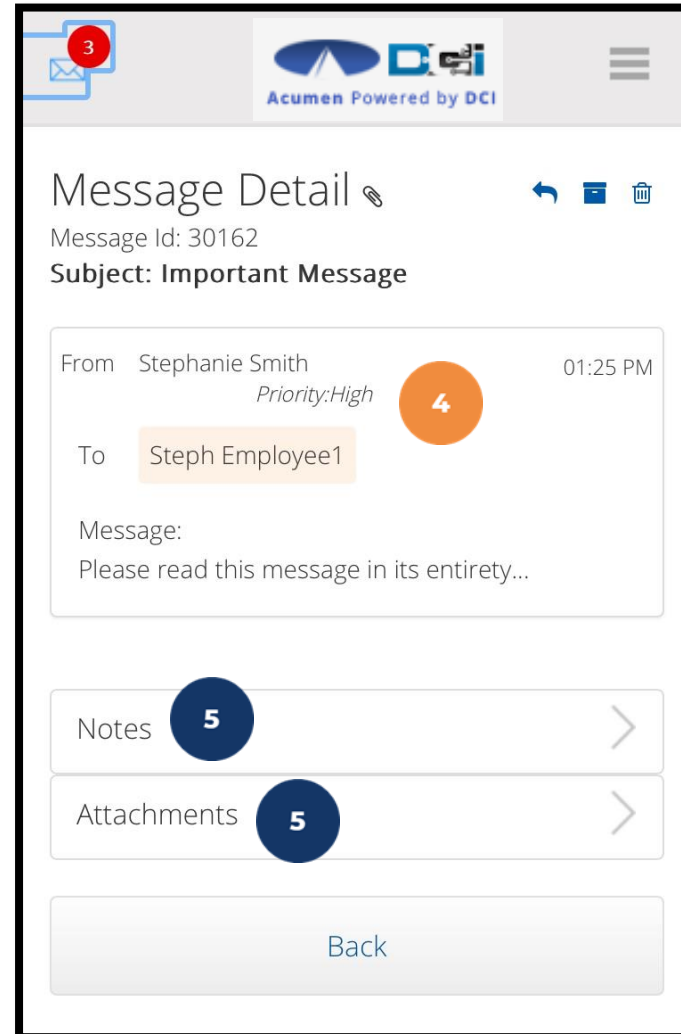
*Please note: Paystubs are sent via a message with an attachment

News Posts

Subject: News Post Formatting
Message: teee test test test test test ©
Created Date: Apr 09, 2024 02:36:38 PM

Subject: News post
Message: News Post
Created Date: May 25, 2023 02:34:23 PM

Load More

Inbox Messages (10)

Cancel

To: Stephanie S..
Subject: Important Message
Date/Time: 10/02/2024 01:25 PM

To: DCI Support
Subject: Punch was rejected
Date/Time: 09/23/2024 11:51 AM

To: DCI Support
Subject: Pin Changed
Date/Time: 09/17/2024 01:21 PM

Mobile Web Messaging

4. View the message

- A peach-colored block around the recipient's name indicates the message *has not* been read

- A green-colored block around the recipient's name indicates the message *has* been read

- The sender can see if the message has been read or not

5. Click the **Notes** or **Attachments** section to view

6. If selecting to view Attachments, click the **eye icon** to see the attachment (e.g., paystub).
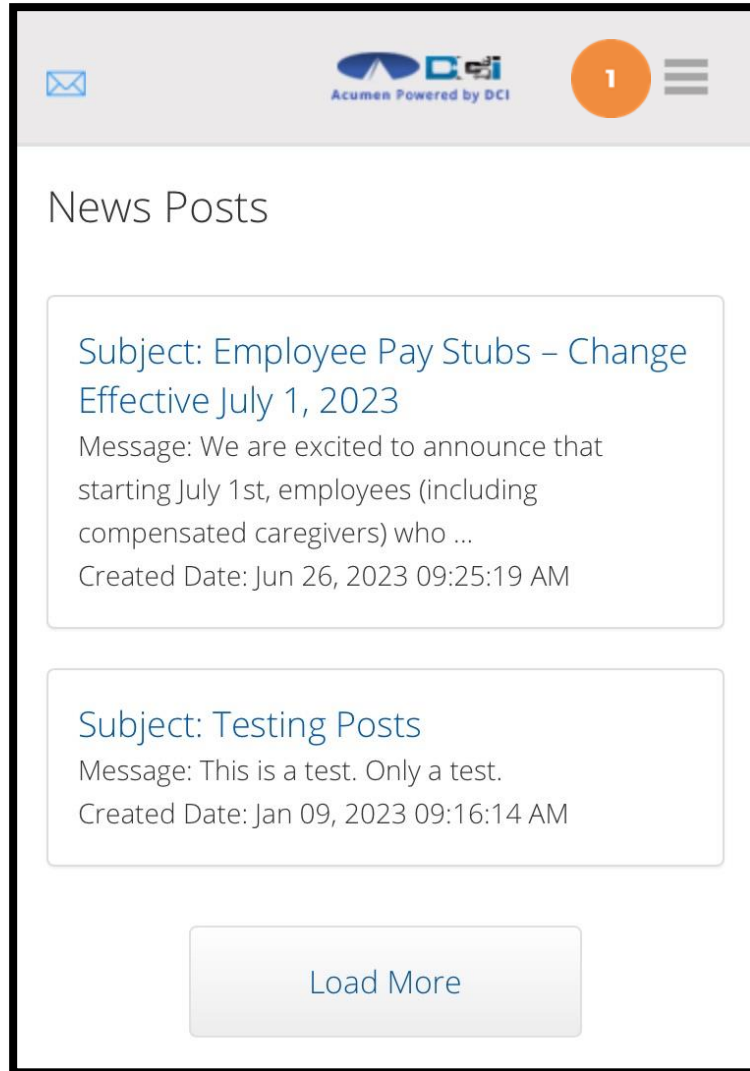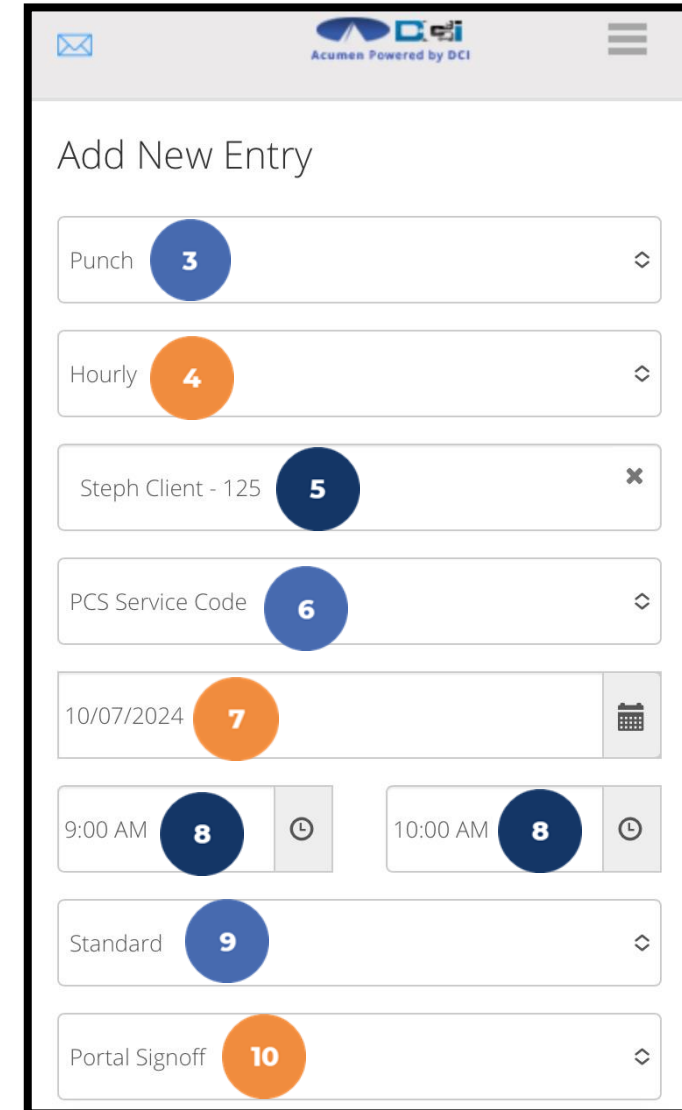
Message Detail

Message Id: 30162
Subject: Important Message

From	Stephanie Smith	01:25 PM
	Priority:High	
To	Steph Employee1	

Message:
Please read this message in its entirety...

Notes

Attachments

Back

Attachments (1)

Message Id: 30162
Important Message

Choose File

File Name	Date	Attachments
Boo.PNG	Oct 02, 2024	

Back

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Add Entry

Add New Entry

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

2. Select the **New Entry** tab from the submenu

Add New Entry – Portal Signoff

3. The first field is prefilled

4. Select the Account Type from the drop-down

5. Type a minimum of three characters to generate results and select the Client's name from the list

6. Select the Service Code from the drop-down

7. Select the Service Date

8. Enter the Check In (start) and Check Out (end) times

9. If required by the program, select the Pay Rate Name.

10. Select Portal Signoff as the Method
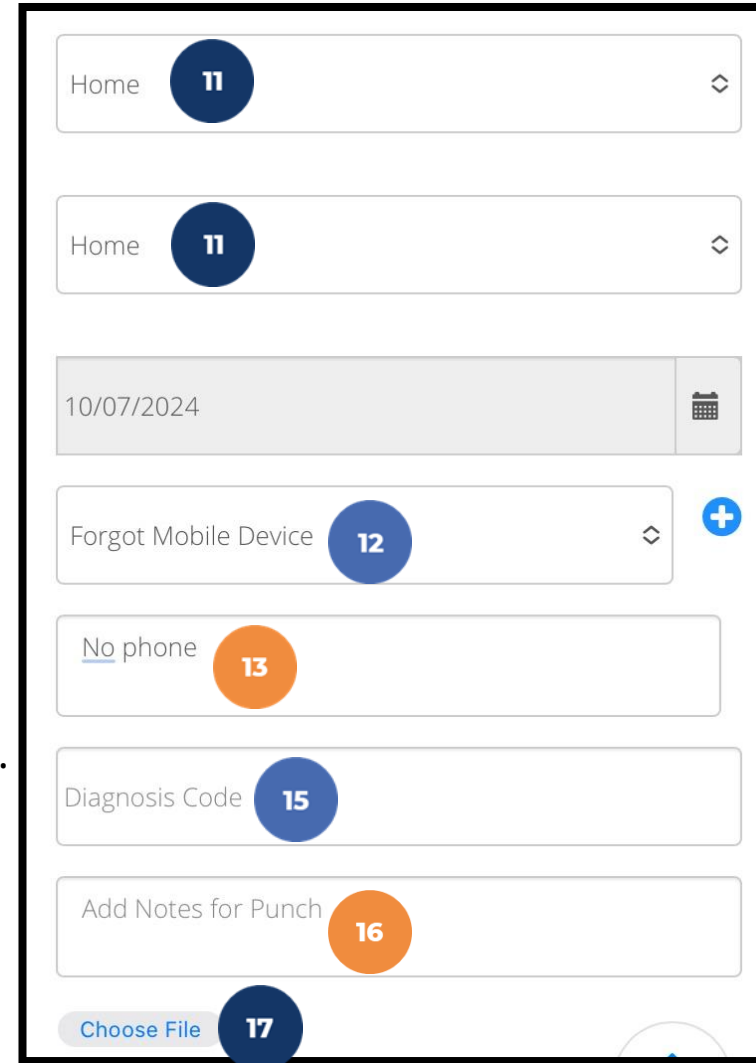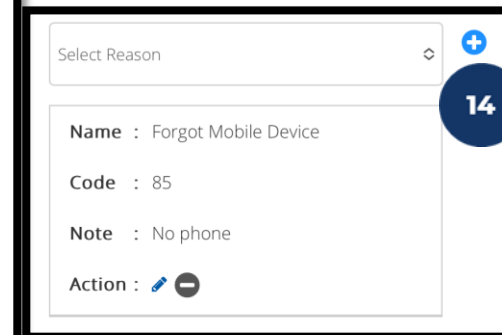
Add New Entry – Portal Signoff

11. If required by the program, select Clock In and Out EVV Location.

12. If required by the program, select a Reason Code from the drop-down list.

13. If required by the program, add a supporting Reason Code Note.

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

15. If required by the program, select a Diagnosis Code.

16. Enter Notes for the punch (optional)

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

Add New Entry – Portal Signoff

18. If required by the program, select the task(s)/statement(s) that was completed during the shift
    - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
    - ✓ The entry cannot be saved without a selection
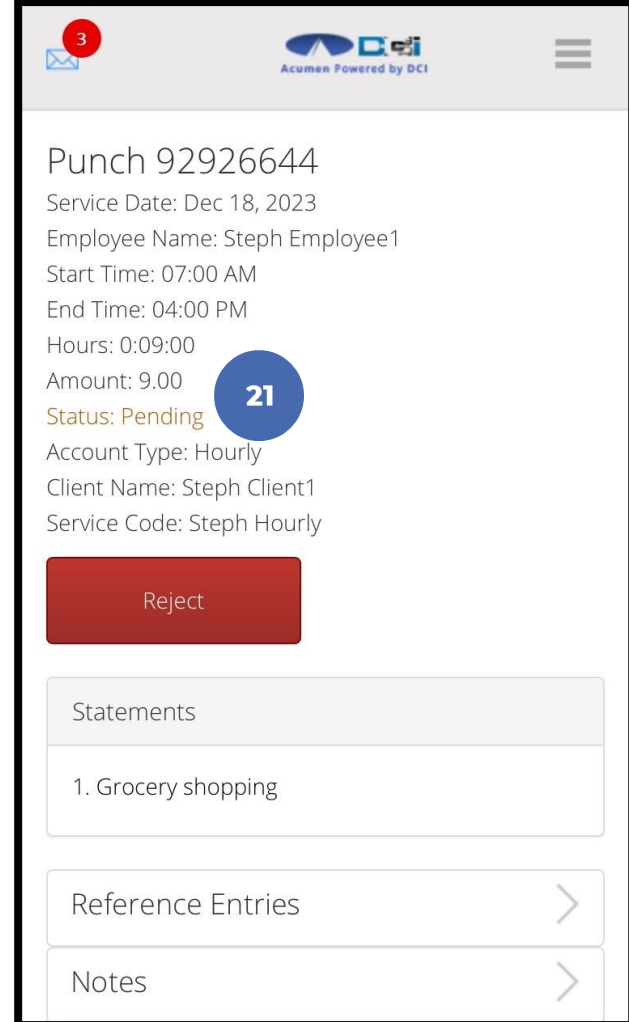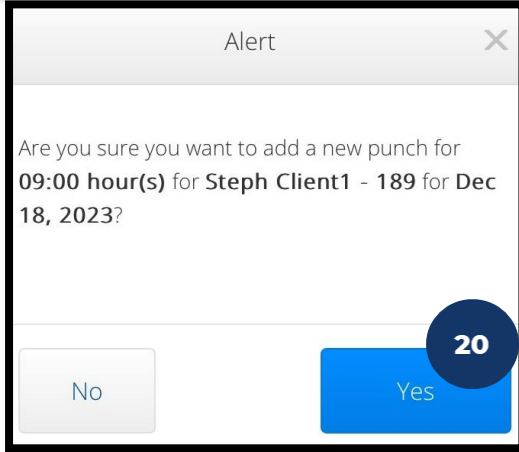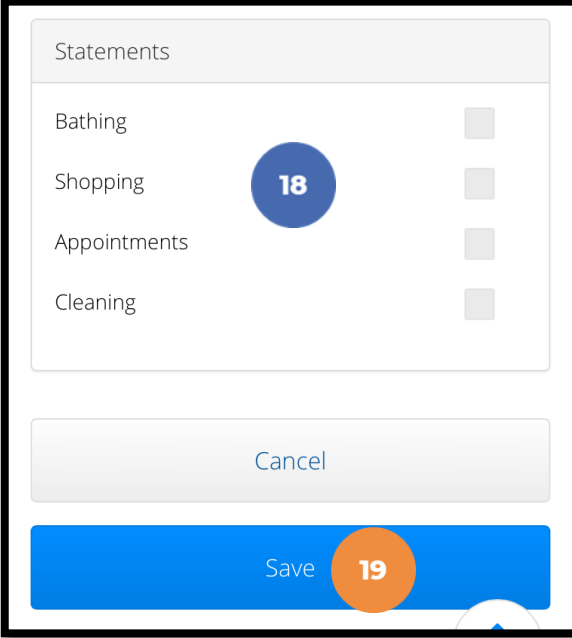
19. Click **Save**

20. Click **Yes** to submit

21. The punch has been submitted
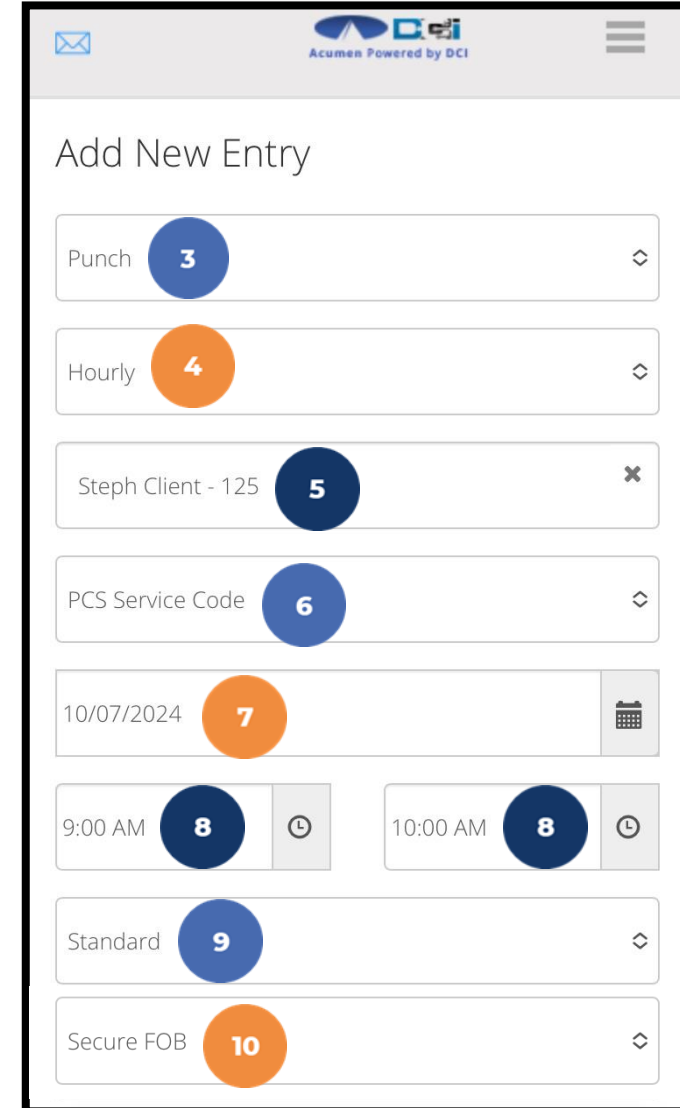
Add New Entry

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

2. Select the **New Entry** tab from the submenu

Add New Entry – Secure FOB

3. The first field is prefilled

4. Select the Account Type from the drop-down

5. Type a minimum of three characters to generate results and select the Client's name from the list

6. Select the Service Code from the drop-down

7. Select the Service Date

8. Enter the Check In (start) and Check Out (end) times

9. If required by the program, select the Pay Rate Name.
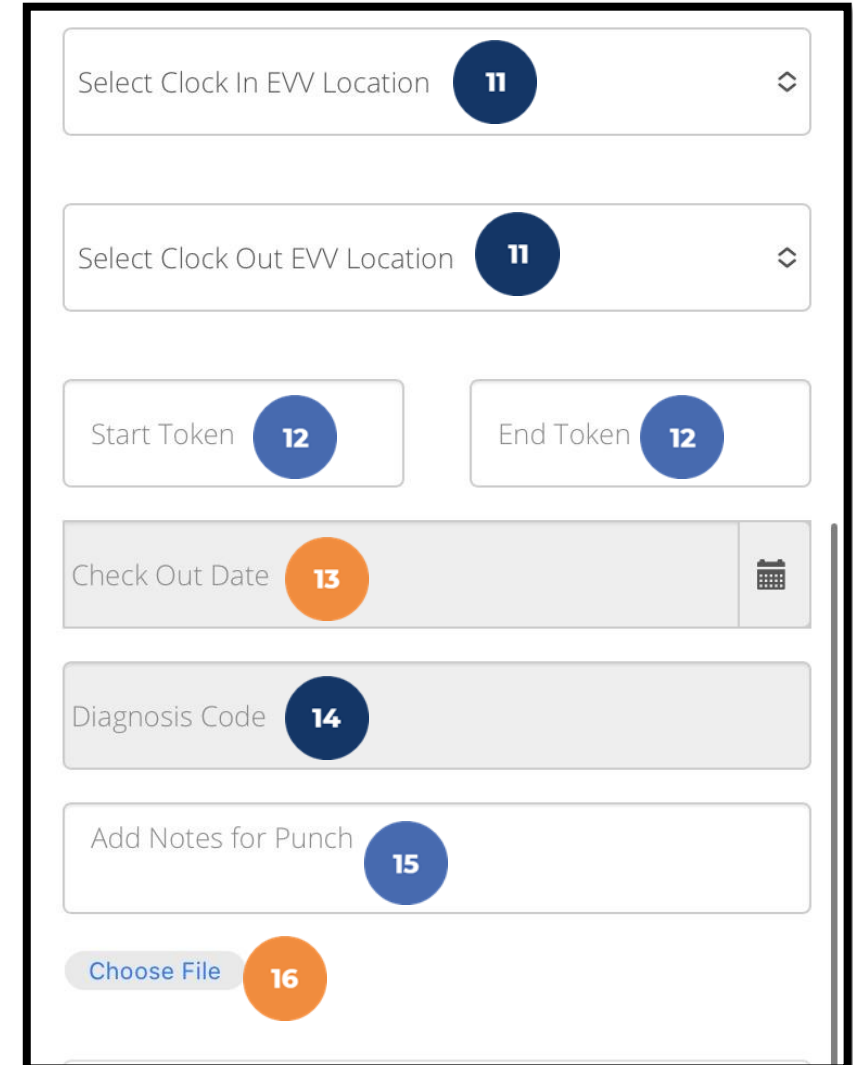
10. Select Secure FOB as the Method

Add New Entry – Secure FOB

11. If required by the program, select Clock In and Out EVV Location.

12. Enter the Start and End Tokens (6-digit codes) from the FOB that were generated during the shift and previously recorded

13. Check Out Date will auto-populate based on the Service Date entered

14. If required by the program, select a Diagnosis Code.

15. Enter Notes for the punch (optional)

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

Add New Entry – Secure FOB

17. If required by the program, select the task(s)/statement(s) that was completed during the shift
    - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
    - ✓ The entry cannot be saved without a selection
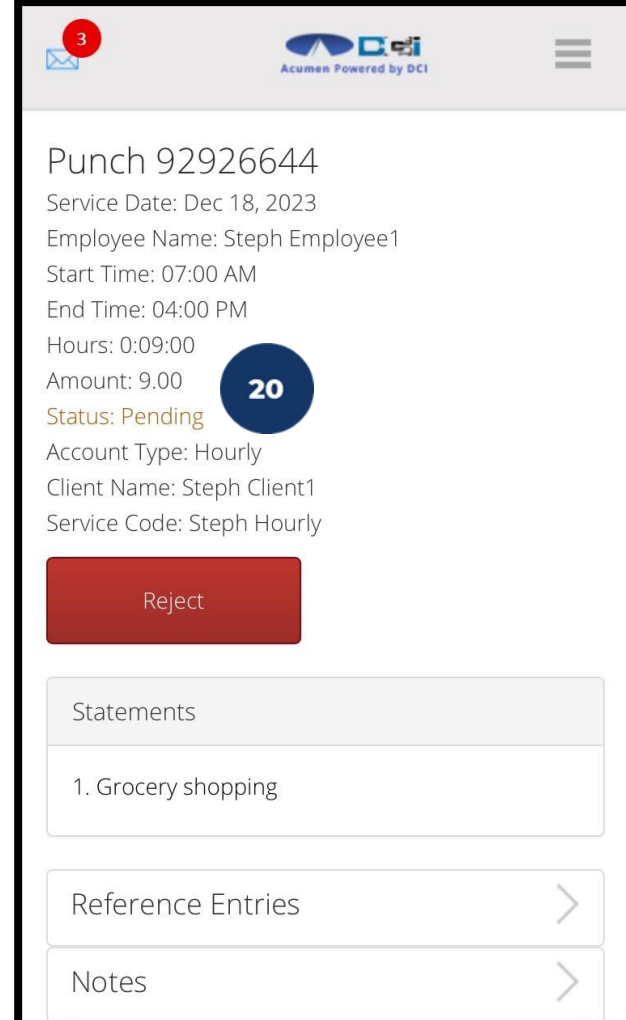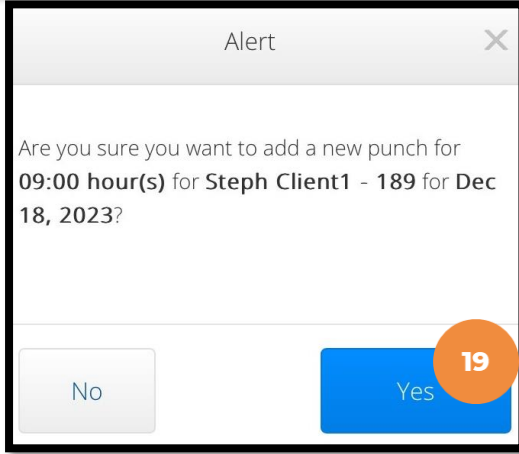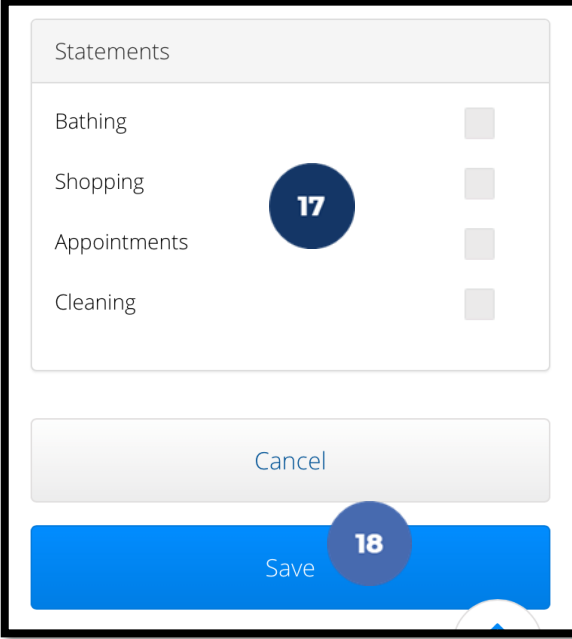
18. Click **Save**

19. Click **Yes** to submit

20. The punch has been submitted

Statements

Bathing

Shopping

Appointments

Cleaning

Cancel

Save

Alert

Are you sure you want to add a new punch for **09:00 hour(s)** for **Steph Client1 - 189** for **Dec 18, 2023**?

No   Yes

Punch 92926644

Service Date: Dec 18, 2023
Employee Name: Steph Employee1
Start Time: 07:00 AM
End Time: 04:00 PM
Hours: 0:09:00
Amount: 9.00
Status: Pending
Account Type: Hourly
Client Name: Steph Client1
Service Code: Steph Hourly

Reject

Statements

1. Grocery shopping

Reference Entries

Notes

Review & Reject Entries

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
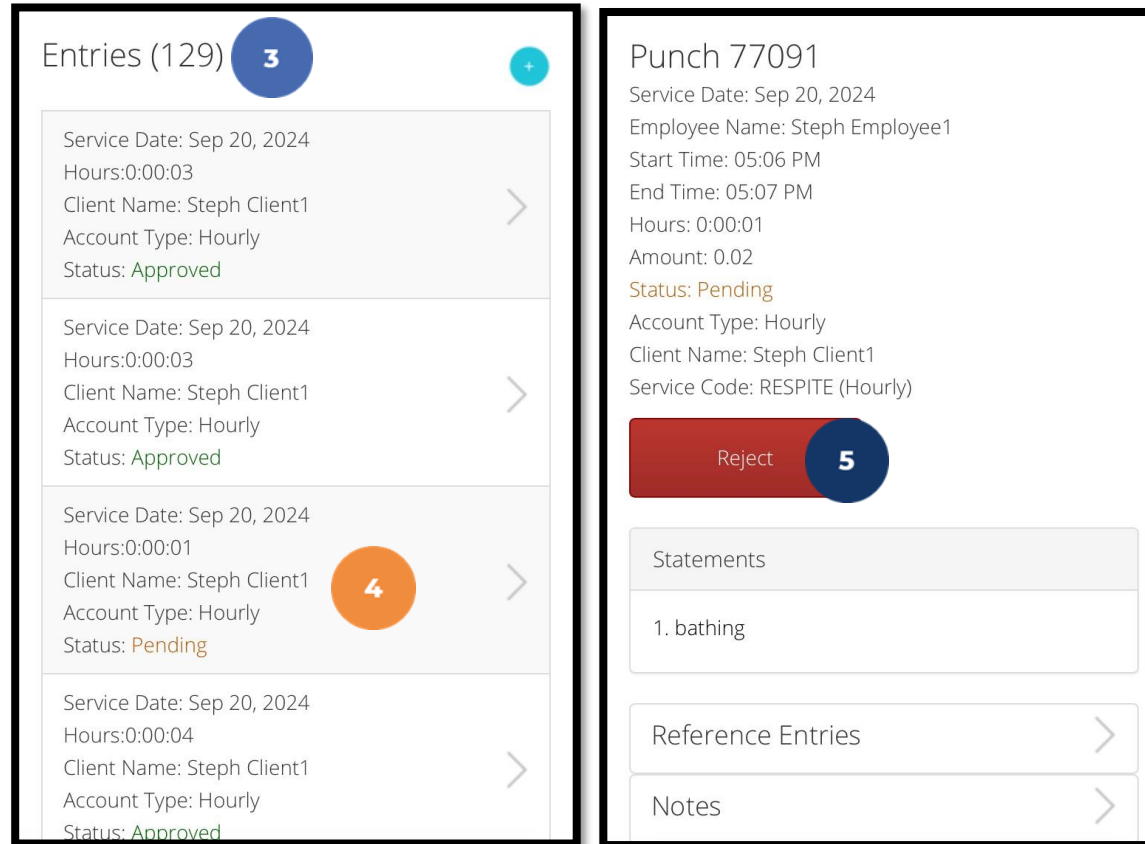
Review Entries
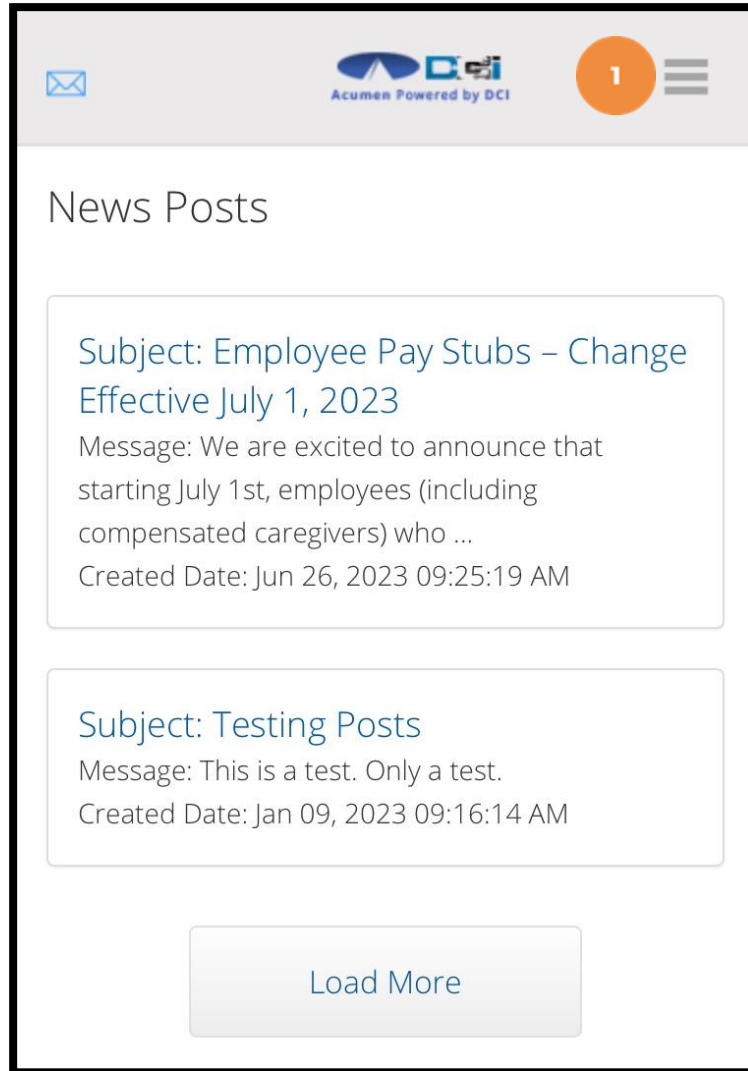
1. Click the **Menu** in the top right corner of the screen

2. Select the **Entries** tab from the submenu
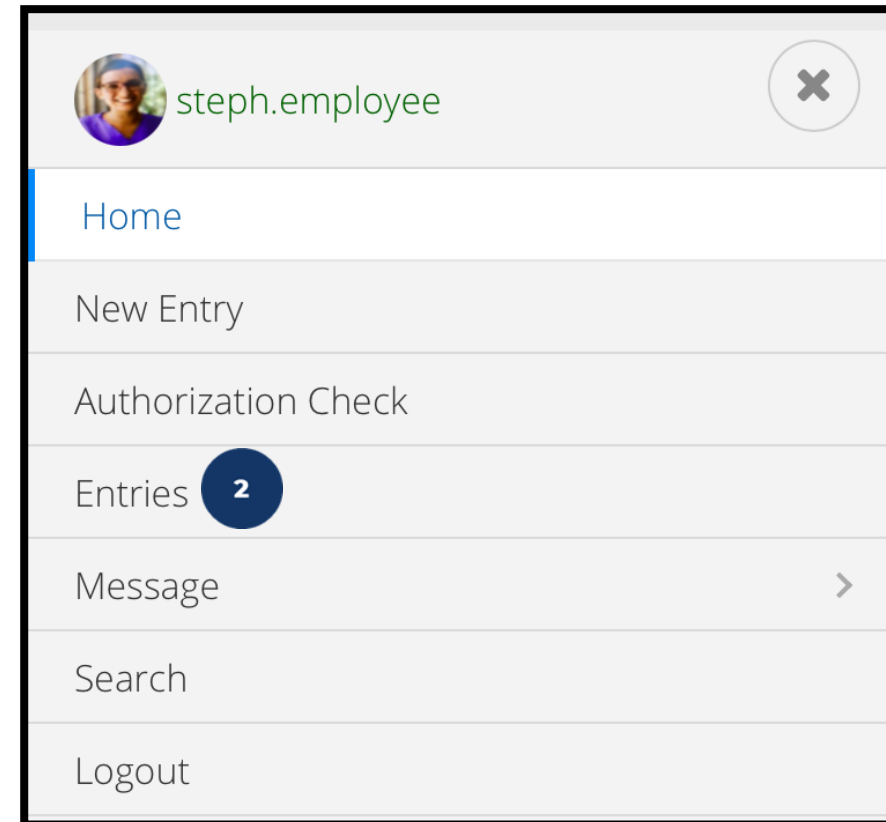
Review & Reject Entry

3. View the list of entries

4. Click on an entry to view the punch details

    • **Please note:** Entries in a Pending status will not be paid until approved

5. If needed, an entry in Pending status may be rejected. Click the red **Reject** button.

6. Click **Yes** to confirm the punch rejection

Entries (129)   **3**

Service Date: Sep 20, 2024
Hours:0:00:03
Client Name: Steph Client1
Account Type: Hourly
Status: Approved

Service Date: Sep 20, 2024
Hours:0:00:03
Client Name: Steph Client1
Account Type: Hourly
Status: Approved

Service Date: Sep 20, 2024
Hours:0:00:01
Client Name: Steph Client1   **4**
Account Type: Hourly
Status: Pending

Service Date: Sep 20, 2024
Hours:0:00:04
Client Name: Steph Client1
Account Type: Hourly
Status: Approved

Punch 77091
Service Date: Sep 20, 2024
Employee Name: Steph Employee1
Start Time: 05:06 PM
End Time: 05:07 PM
Hours: 0:00:01
Amount: 0.02
Status: Pending
Account Type: Hourly
Client Name: Steph Client1
Service Code: RESPITE (Hourly)
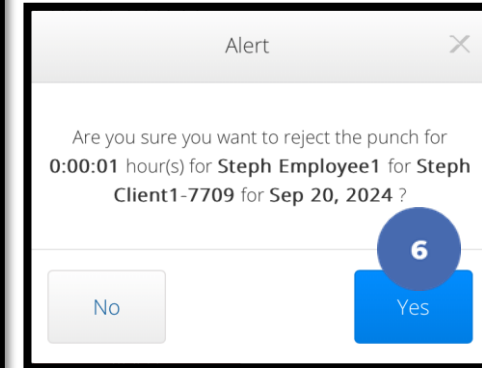
Reject   **5**

Statements

1. bathing

Reference Entries

Notes

Alert   ✕

Are you sure you want to reject the punch for **0:00:01** hour(s) for **Steph Employee1** for **Steph Client1-7709** for **Sep 20, 2024** ?

6

No   Yes

Reject Entry

7. The punch details page displays the punch in an updated Rejected status

8. The rejected punch is also viewable in the full list of entries, on the Entries tab.

Punch 77091

Service Date: Sep 20, 2024
Employee Name: Steph Employee1
Start Time: 05:06 PM
End Time: 05:07 PM
Hours: 0:00:01
Amount: 0.02   **7**
Rejected
Account Type: Hourly
Client Name: Steph Client1
Service Code: RESPITE (Hourly)

Statements
1. bathing

Reference Entries	>
Notes	>
Attachments	>

Entries (129)   +

Service Date: Sep 20, 2024
Hours:0:00:03
Client Name: Steph Client1
Account Type: Hourly
Status: Approved   >

Service Date: Sep 20, 2024
Hours:0:00:03
Client Name: Steph Client1
Account Type: Hourly
Status: Approved   >

Service Date: Sep 20, 2024
Hours:0:00:01
Client Name: Steph Client1
Account Type: Hourly
Status: Rejected   **8**   >

Service Date: Sep 20, 2024
Hours:0:00:04
Client Name: Steph Client1
Account Type: Hourly
Status: Approved   >

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THANK YOU!

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