

# Massachusetts Time Entry Training for Providers (Employees & Workers)

***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



**Resources & Critical Information**



**Mobile App Entry & EVV/Client Attestation**



**Web Portal – Add, Edit, Reject, Review  
Historical Entry**



**Mobile Web Entry – Add, Reject, Review**



**Troubleshooting**



**Phone EVV (IVR) Resource**



**Payroll Schedule & Deadlines + Live Q&A**

# Quick Resources

- View short step-by-step resource documents on the [Massachusetts - Training Materials](#) page providing instructions for the punch entry process.
  - ✓ Download the DCI Mobile EVV App & Log In
  - ✓ Logging into the Web Portal or the Mobile App
  - ✓ Mobile App Entries
  - ✓ Web Portal Entries
  - ✓ Phone EVV IVR Real Time & Historical Entries
  - ✓ Business Rule Alerts – Quick Reference



# Critical Information

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- Time must be **entered and approved** online **by the due date**, *even if it falls on a weekend or holiday*.
  - ❖ Time entries approved after the due date will be processed on the following pay period's pay date
- After 30 days the entry will be prohibited as it will violate the timely filing business rule
  - ❖ All time entries must be **entered and approved** within **30 days of the date of service**

# DCI Mobile App

**\*Preferred Time Entry Method**

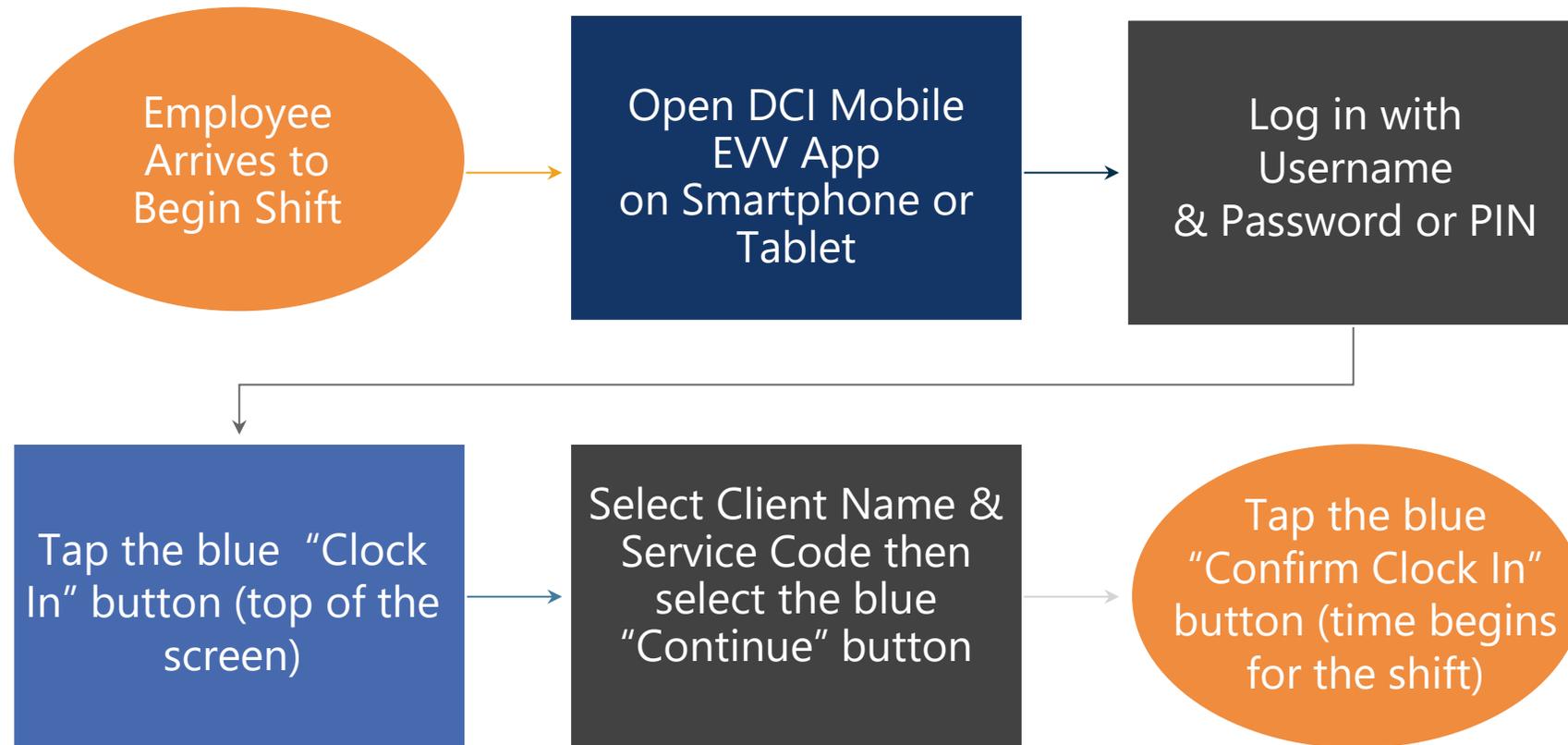
# Mobile App

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## Clock In/Out Process

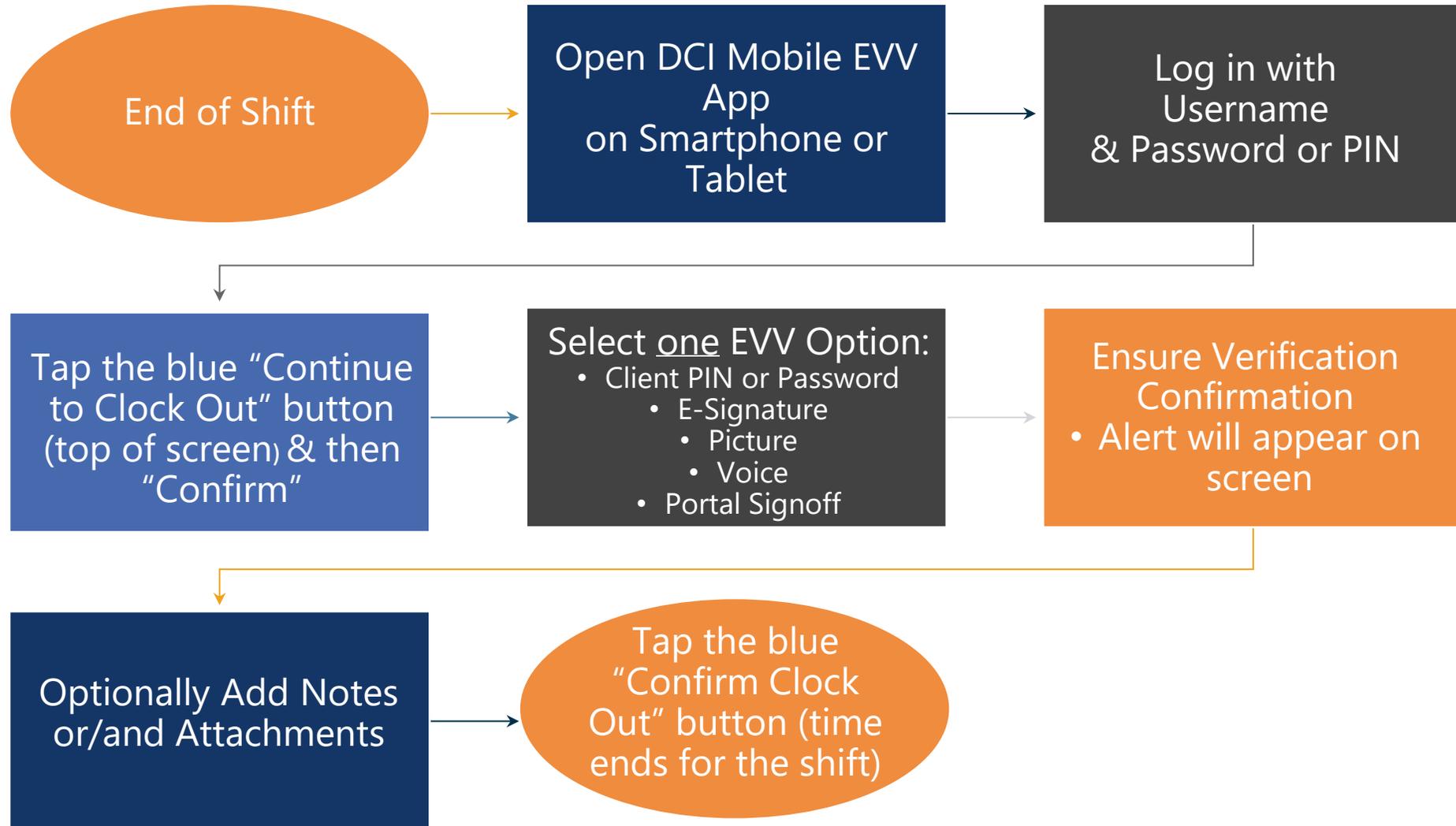


# Overview Mobile App Clock In



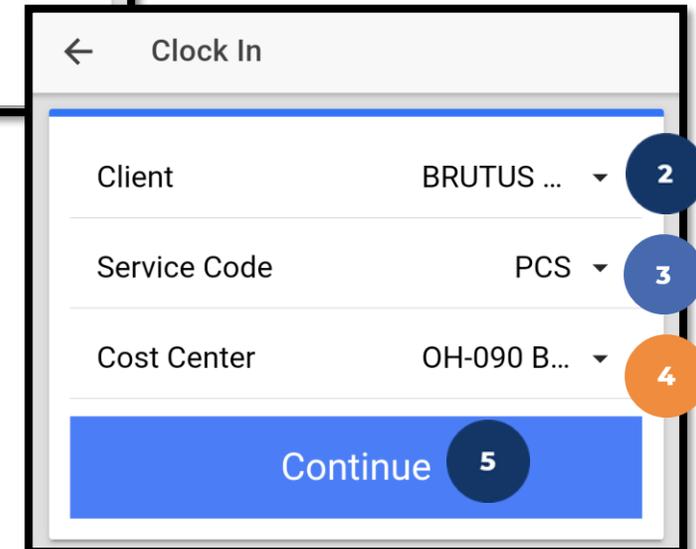
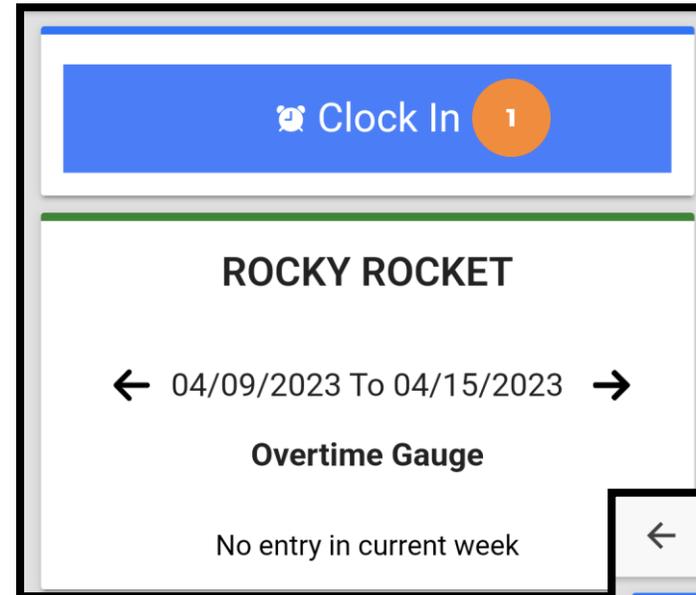


# Overview Mobile App Clock Out



# 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. Click the blue **Continue** button



# Clock In on Mobile App (cont.)

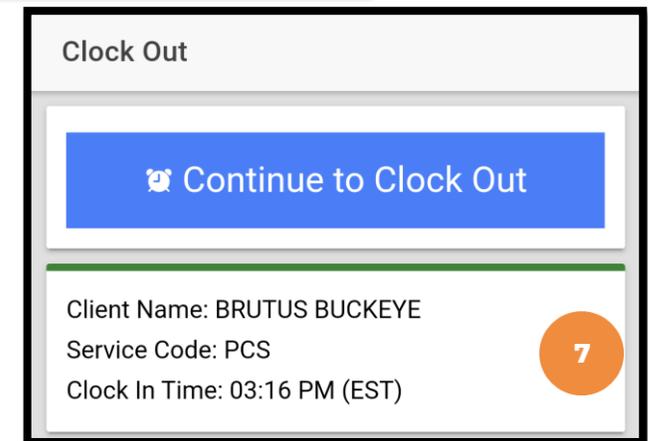
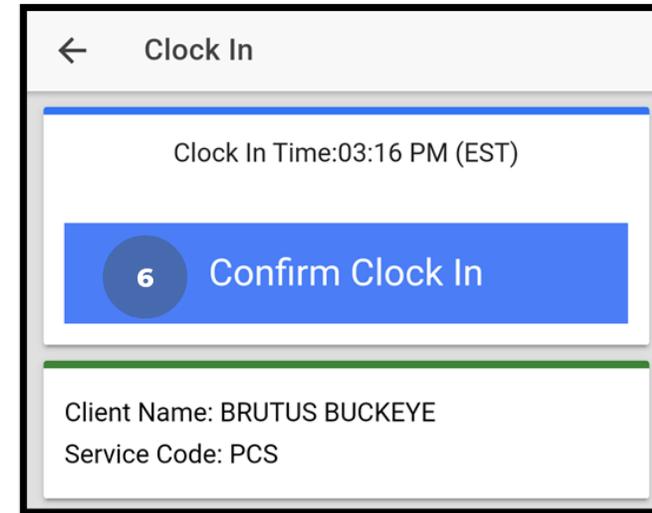
## 6. Select Confirm Clock In

\* *This will start the time for the shift*

## 7. Clock In Details Summary

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

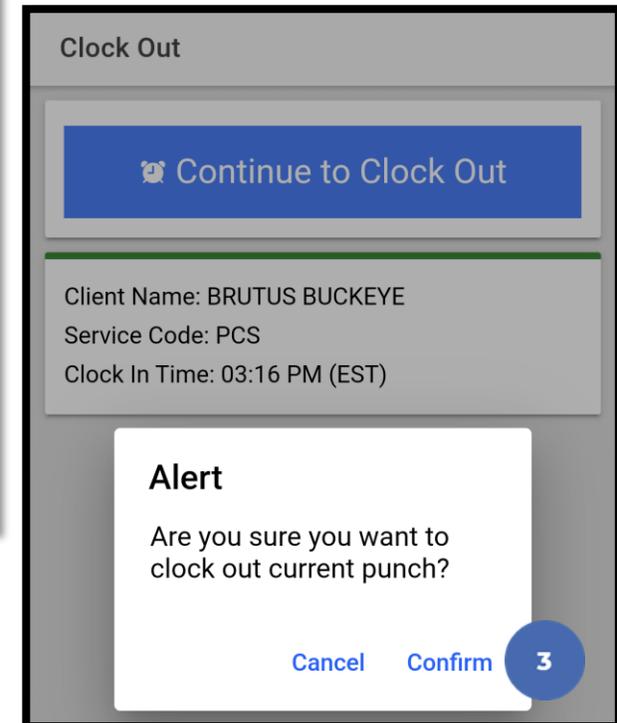
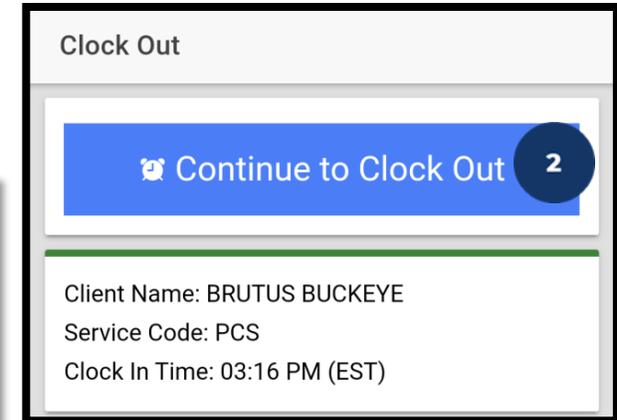
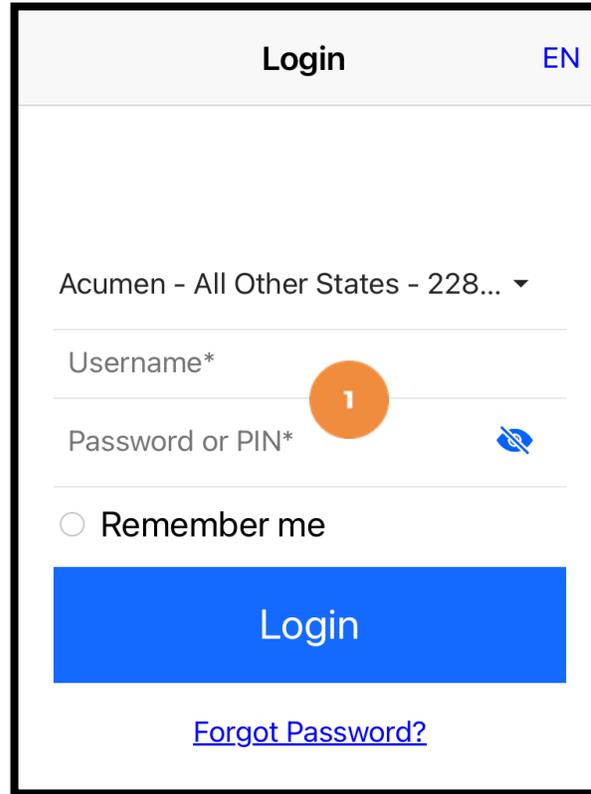
**\*Please note:** Users do not need to stay logged into the mobile app during their shift and cannot take any other action until clocked out.



# Initial Clock Out Process

**\*The first three 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

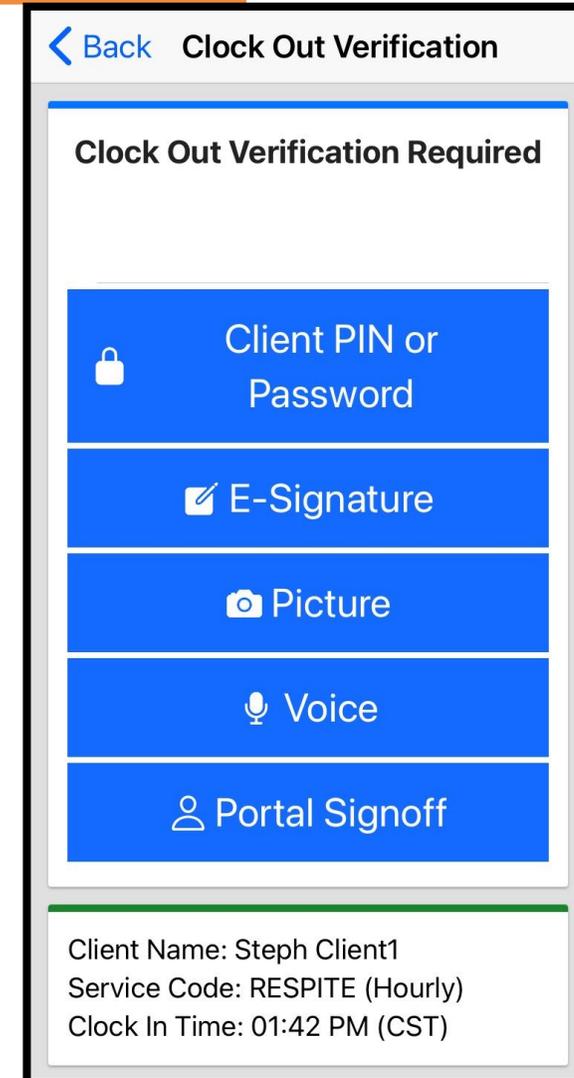


# Mobile App – EVV Options (Client/Employer Attestation)



- 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.

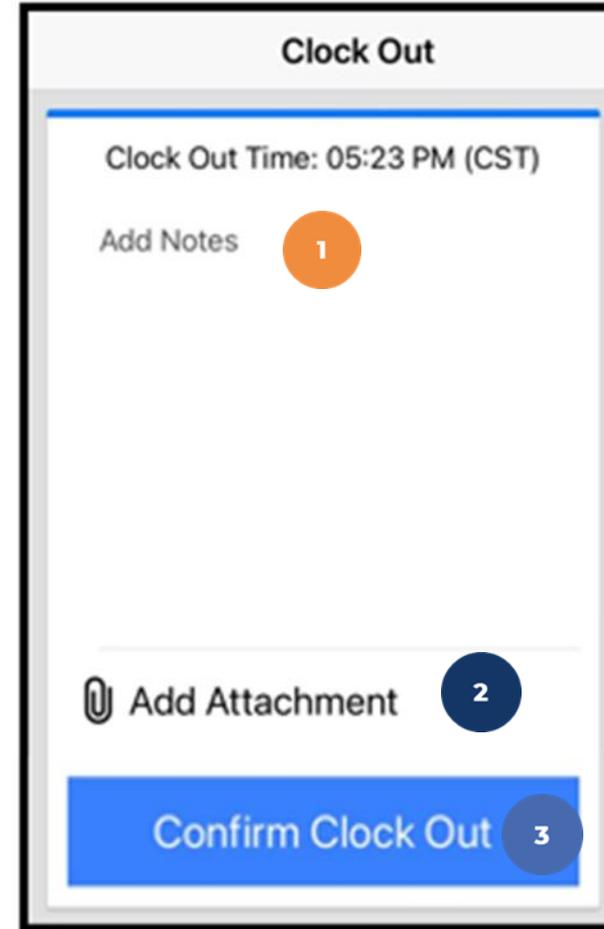


Choose one at clock out

# 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. Clicks the blue **Confirm Clock Out** button when ready
  - ✓ *This will stop the time for the shift*
4. Punch Confirmation
  - ✓ Punch details, including verification option selected, display.
  - ✓ Optionally, click the blue **Home** button to return to the dashboard.



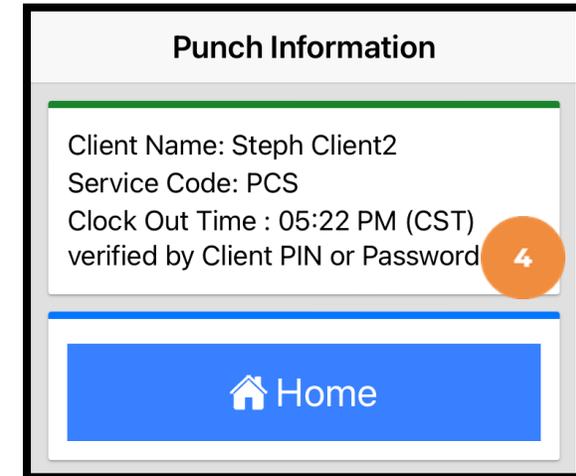
Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes 1

Add Attachment 2

Confirm Clock Out 3



Punch Information

Client Name: Steph Client2  
Service Code: PCS  
Clock Out Time : 05:22 PM (CST)  
verified by Client PIN or Password 4

Home

# EVV or Client Attestation Options

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**\*There are up to five options.**

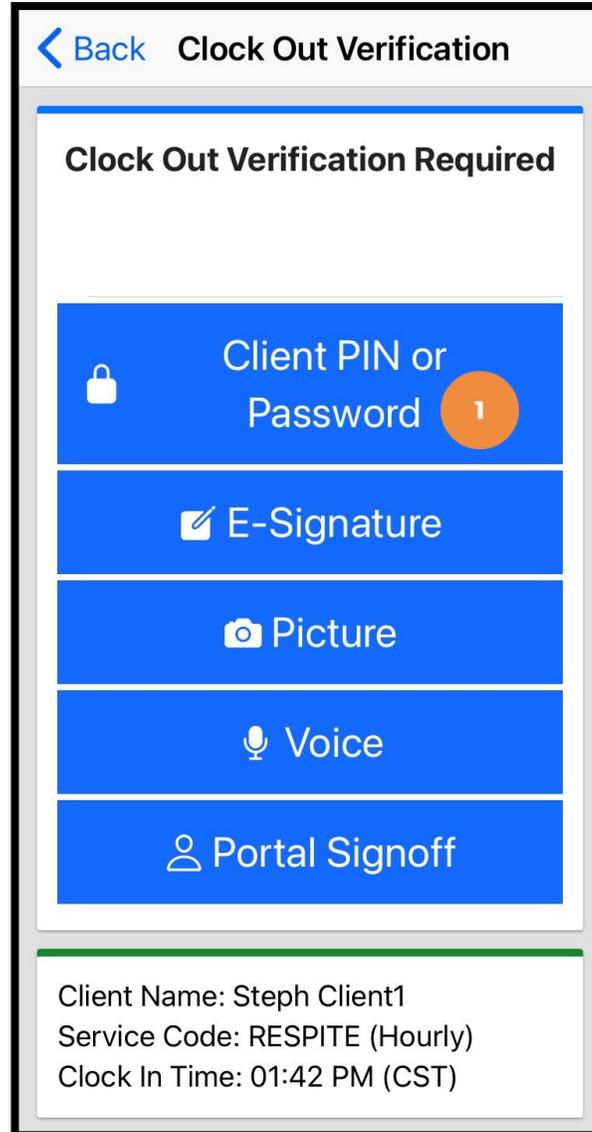
**Choose only one at clock out:**

- **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**

Client PIN or Password 1

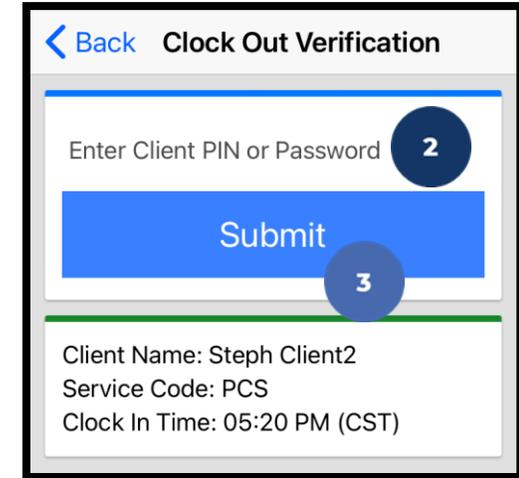
E-Signature

Picture

Voice

Portal Signoff

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

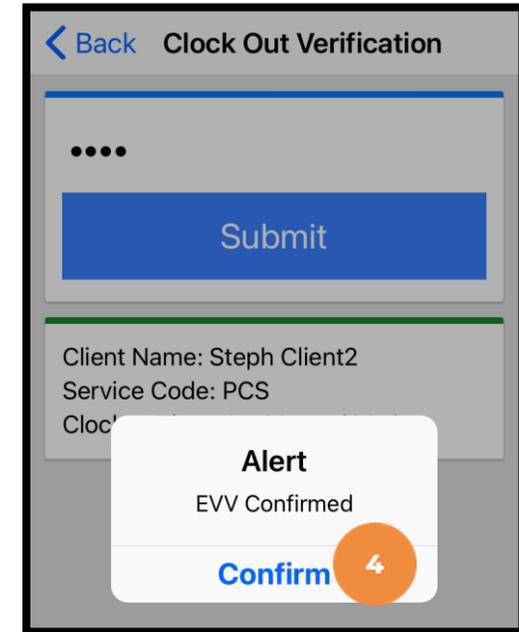


Back Clock Out Verification

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 Option

Proprietary: For Acumen and Customer Use Only

Login EN

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

Username\*

Password or PIN\* 

Remember me

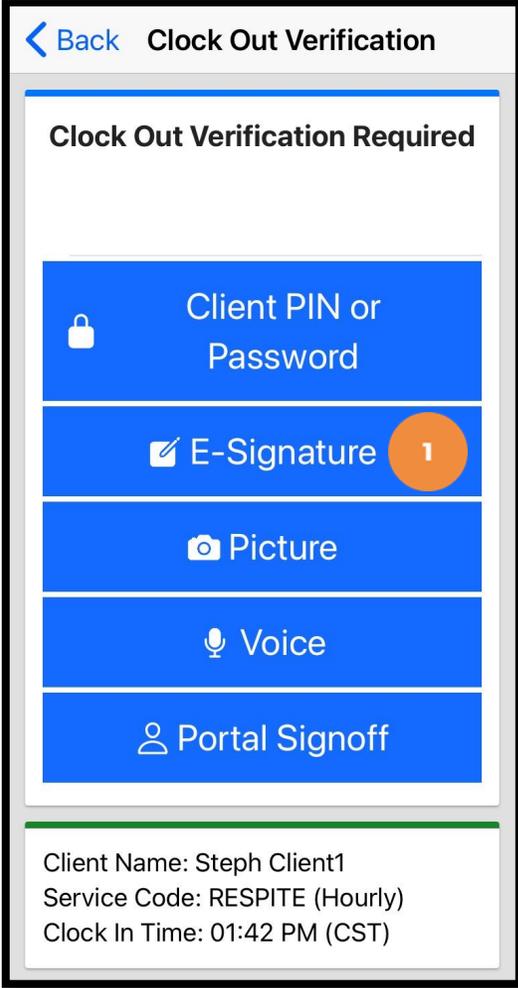
Login

[Forgot Password?](#)

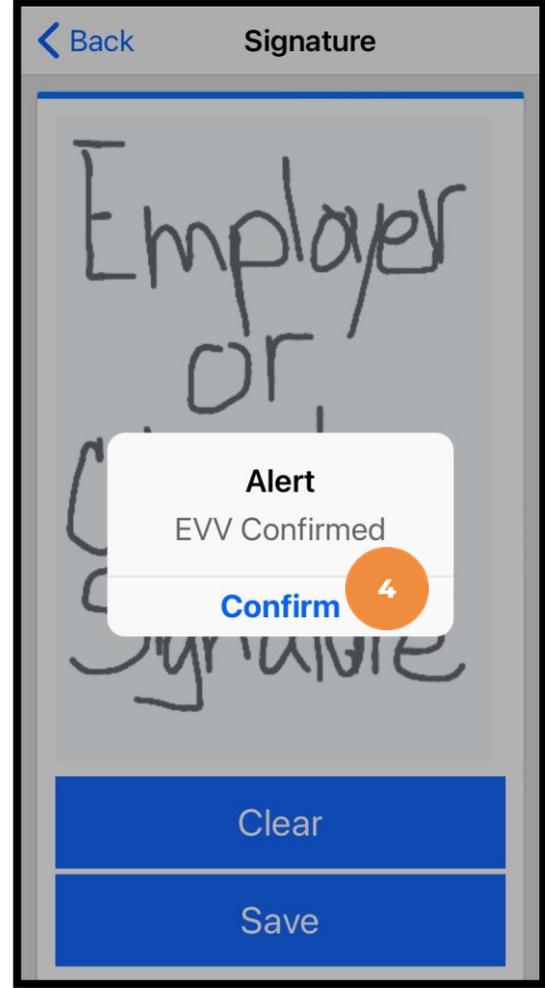
# Clock Out - EVV Option #2

## 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



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



# 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

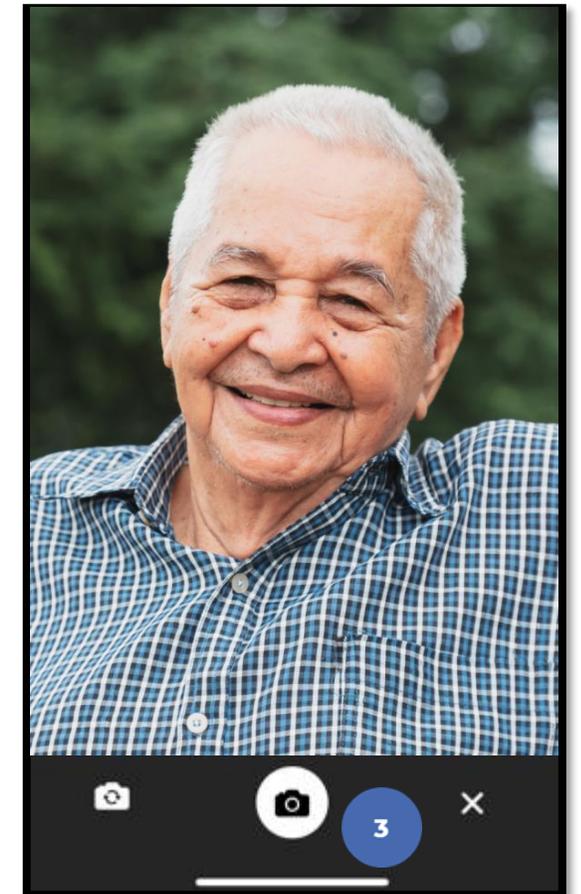
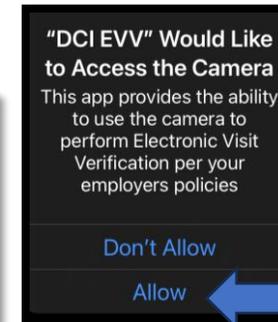
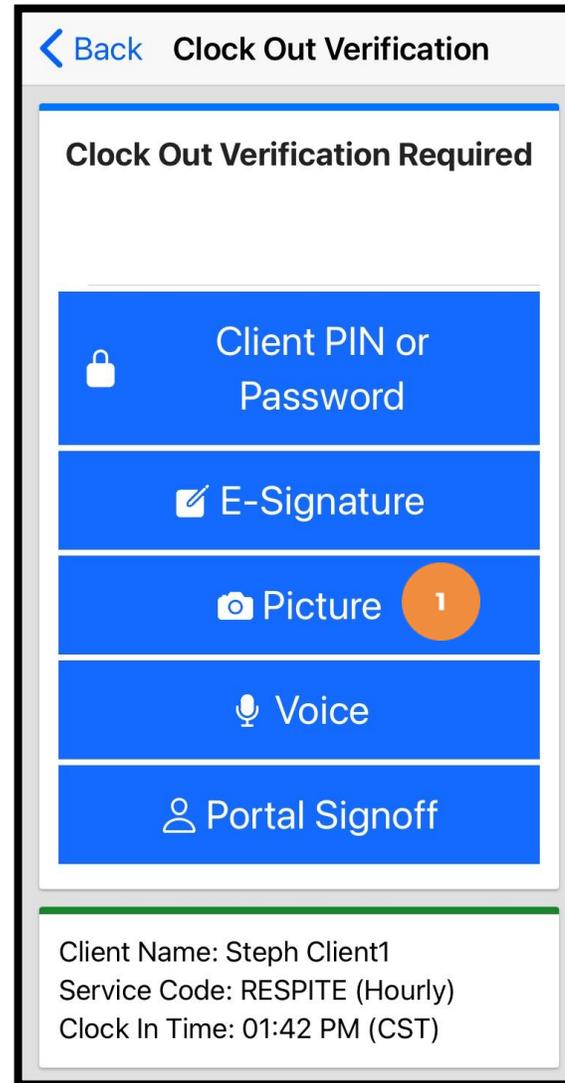
[Forgot Password?](#)

# 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

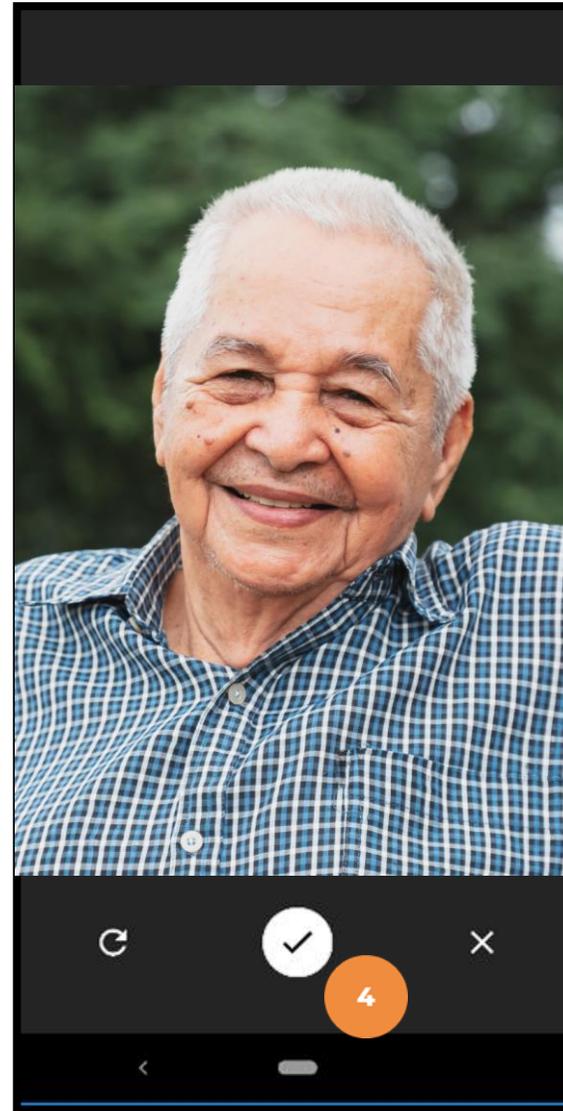


# Clock Out - EVV Option #3

## 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

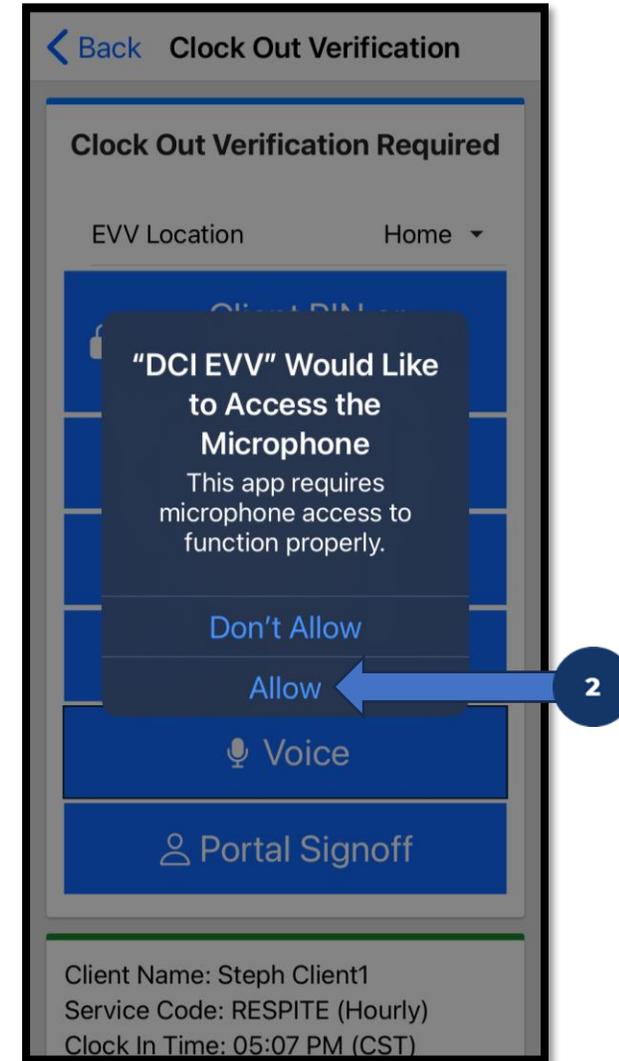
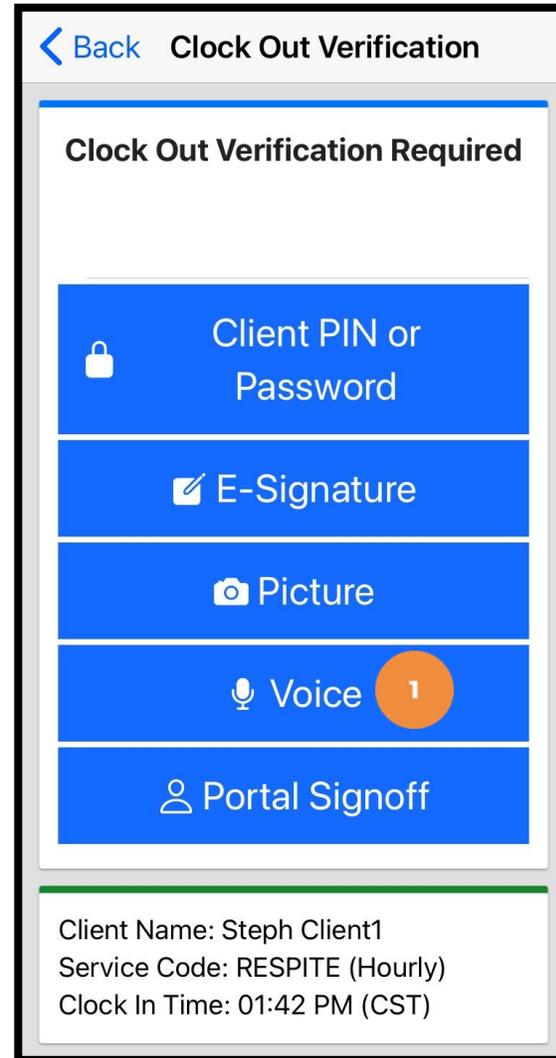
Login

[Forgot Password?](#)

# Clock Out - EVV Option #4

## Voice

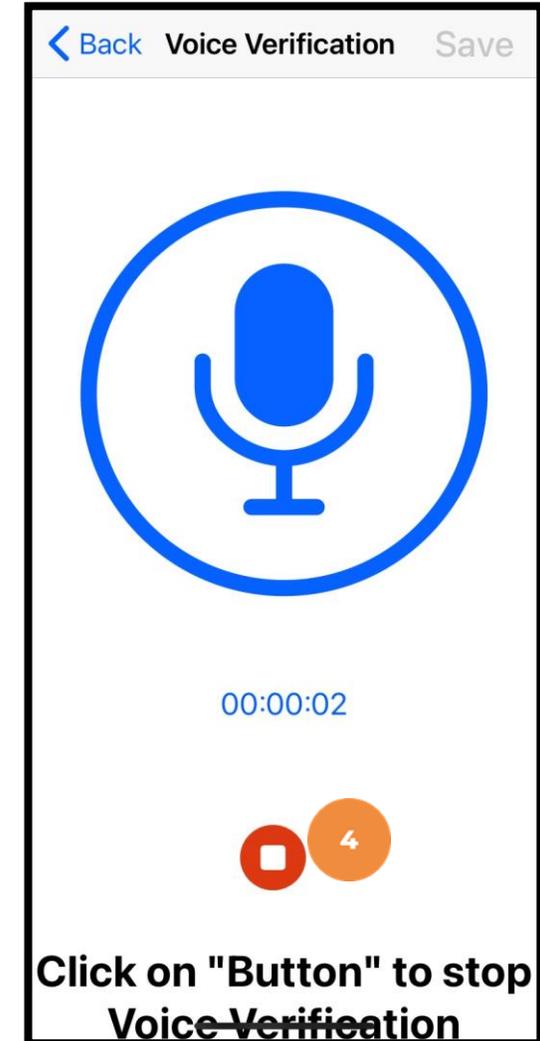
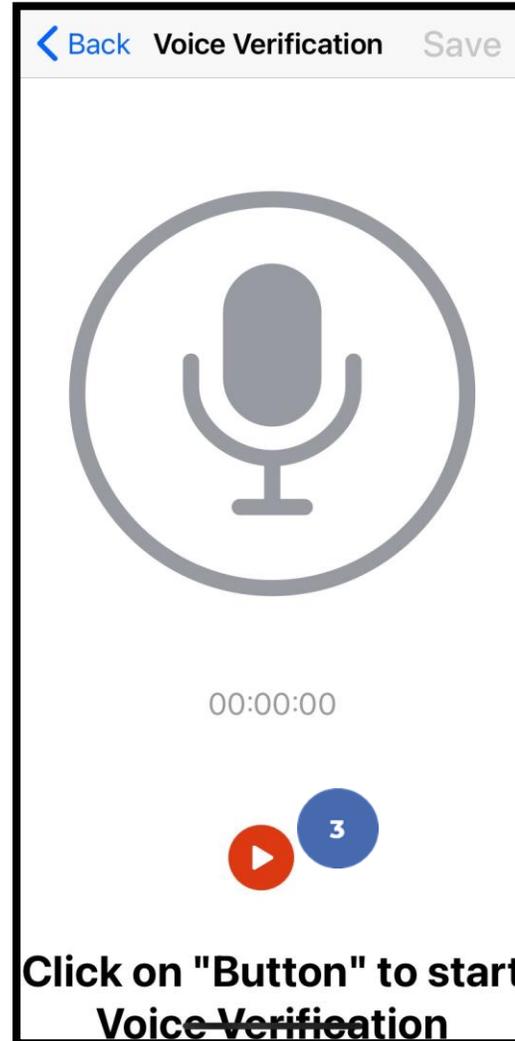
1. Select the clock out verification type:
  - ✓ Voice
2. Hand the device to the client or employer. A pop-up stating “DCI EVV” Would Like to Access the Microphone appears. The client or employer selects **Allow**.



# Clock Out - EVV Option #4

## Voice

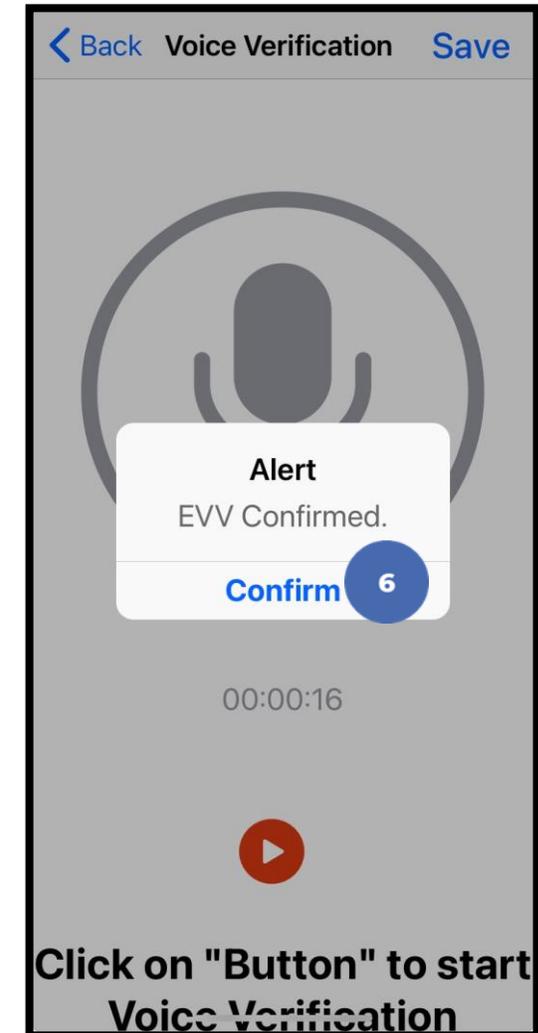
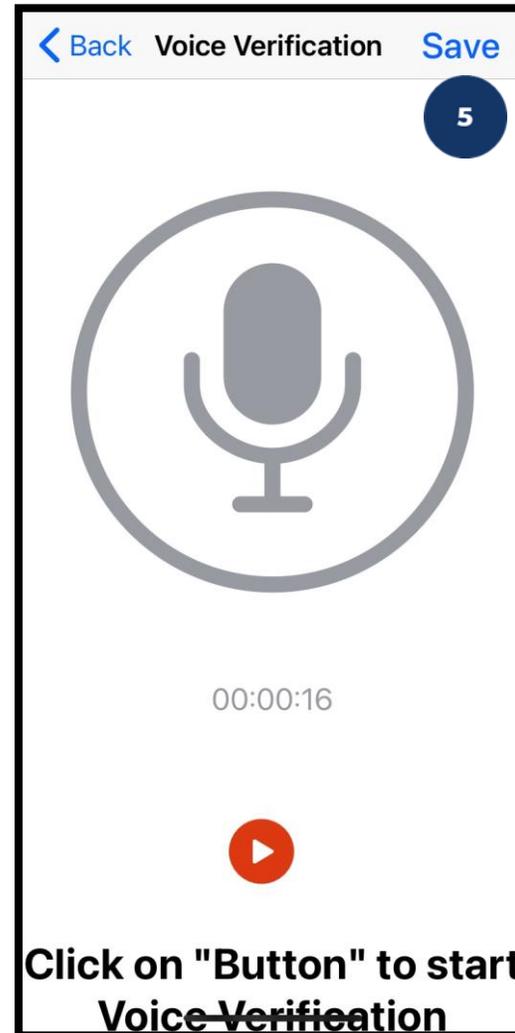
3. The client or employer clicks the **red play** button to start the voice verification
  - ✓ An automated voice will say "Please repeat after me. My name is (client name) and I am verifying this visit."
4. The client or employer states "My name is (client or employer name) and I am verifying this visit."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

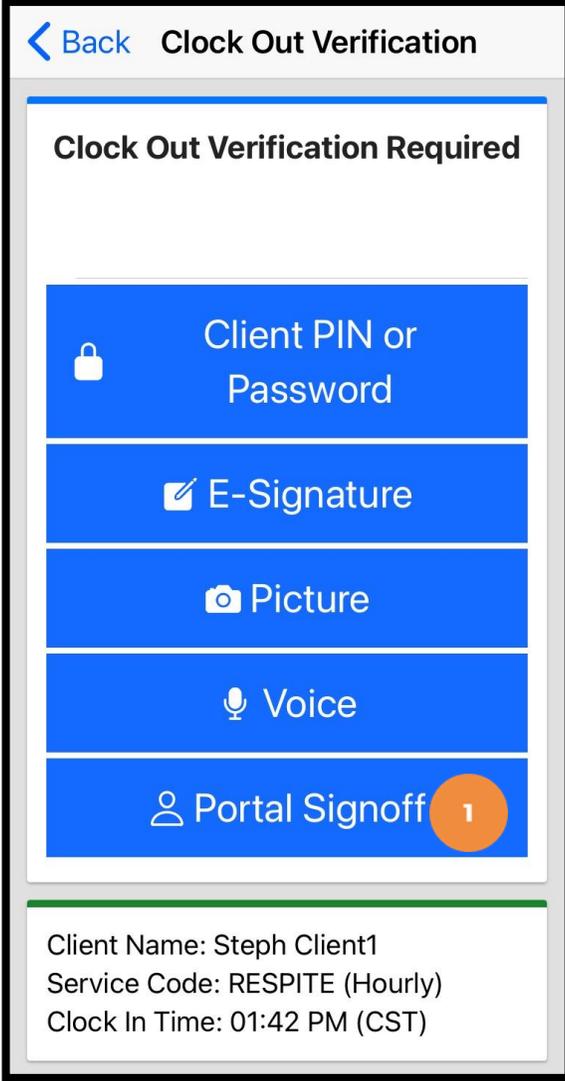
Login

[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**.

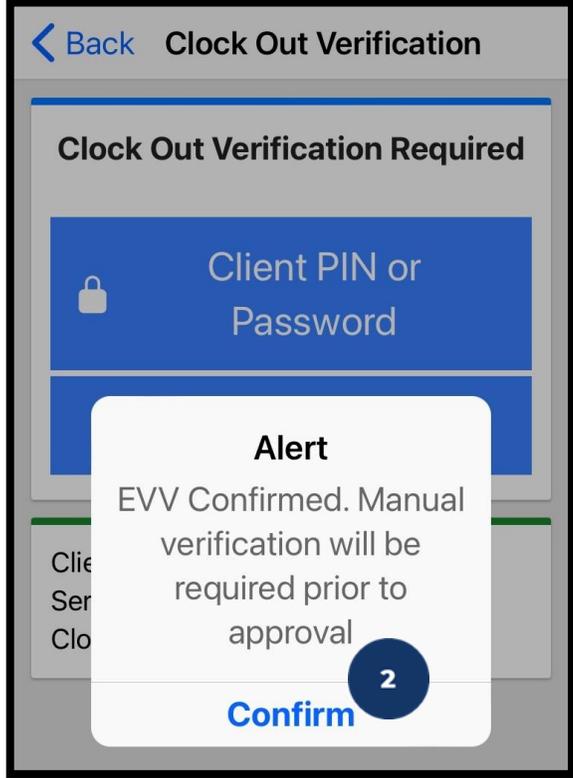


← Back Clock Out Verification

Clock Out Verification Required

- 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

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

Username\*

Password or PIN\* 

Remember me

Login

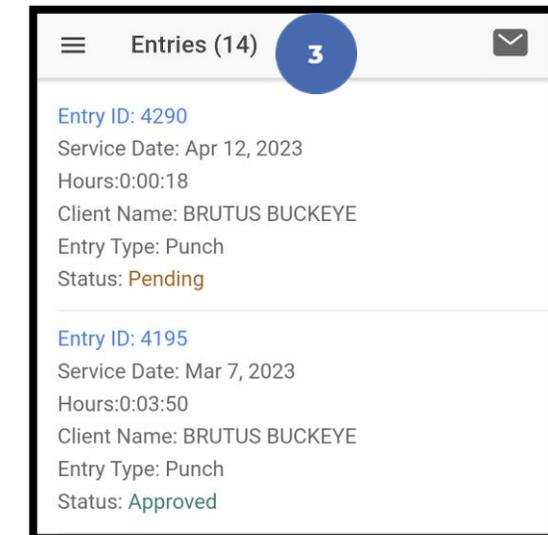
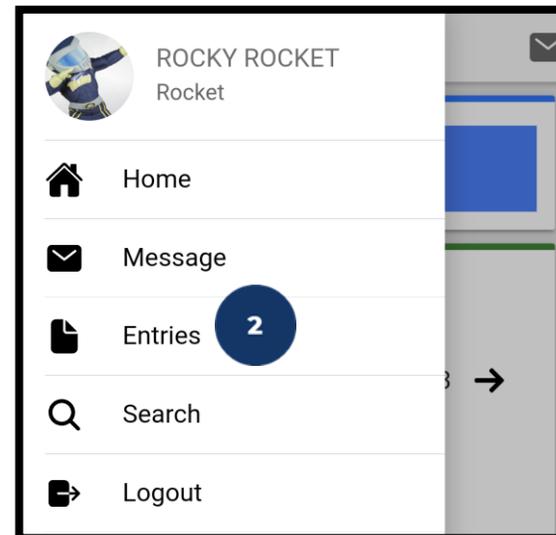
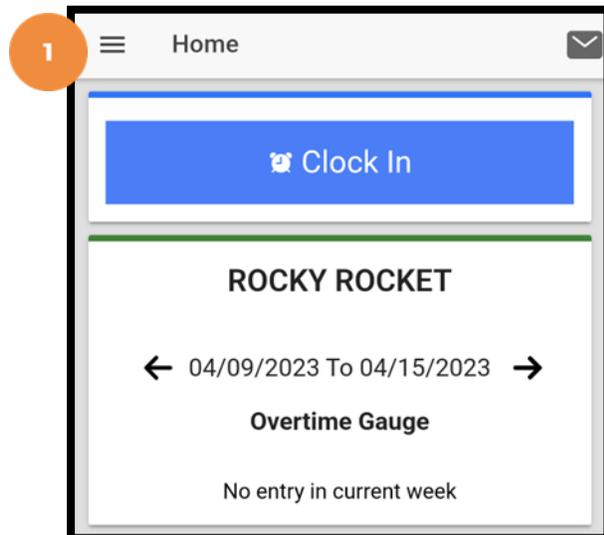
[Forgot Password?](#)

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# 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

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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 (system 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

# DCI Web Portal

**Full Site – Most compatible when  
accessed via desktop or laptop**

# 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
  - This feature is only available for employees
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



The screenshot shows the sign-in page for the DCI Web Portal. It features a language drop-down menu in the top right corner (callout 2) with options for English, Arabic, Chinese, Russian, Somali, Spanish, and Vietnamese. The main sign-in form includes a 'Sign In' heading, a 'Username' field (callout 3), a 'Password' field, a 'Remember me' checkbox, and a 'Forgot your password?' link (callout 4). A blue 'Sign In' button (callout 5) is positioned below the password field. Below the button is an 'Or' separator and a 'Create a profile' link.

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

# Web Portal Messaging Module



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.



The screenshot shows the user's dashboard with a navigation menu on the left and a main content area. A red banner at the top of the main content area reads "You have 1 high priority message(s) in your inbox". Below this, the user's name "Steph Employee1" and the date range "12/09/2023 To 12/15/2023" are displayed. An "Overtime Gauge" section shows a legend with three categories: "0 To 30" (green), "30 To 40" (yellow), and "40+" (red). Below the legend, it states "No entry in current week". To the right, a "Total Hours" table is shown for the same date range.

Total Hours	12/09/2023 To 12/15/2023
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
<b>Total Hours:</b>	<b>0.00</b>

# Web Portal Messaging Module

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

<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>	★		DCI Support	<b>Paystub for check date XX/XX/XXXX</b>	11/02/2023 02:00 AM	 
<input type="checkbox"/>	★		Kristen Ziegler	hello there	12/08/2023 05:19 PM	 
<input type="checkbox"/>	★		Steph Client1	Checking on the status	11/02/2023 11:50 AM	 
<input type="checkbox"/>	★		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 or the **download** icon to download it

<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>	★		DCI Support	Paystub for check date XX/XX/XXXX	07:13 PM	 

Notes **Attachments** 2

<input type="checkbox"/>	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Dec 08, 2023	<b>Paystub.pdf</b>		2554.02 KB	Kristen Ziegler	 	Active

3

# Add Entry

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**\*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!** Entries must be both entered AND approved within 30 days of the date of service



# Add New Entry

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

**\*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.

Sign In

Username

Password

Remember me [Forgot your password?](#)

Sign In

Home > Dashboard

Help steph.employ...

SPONGEBOB ← 11/01/2020 to 11/07/2020 →

Steph Employee: auge 11/01/2020 to 11/07/2020

0 to 30 30 to 40 40+

No entry in current week

Total Hours 11/01/2020 to 11/07/2020

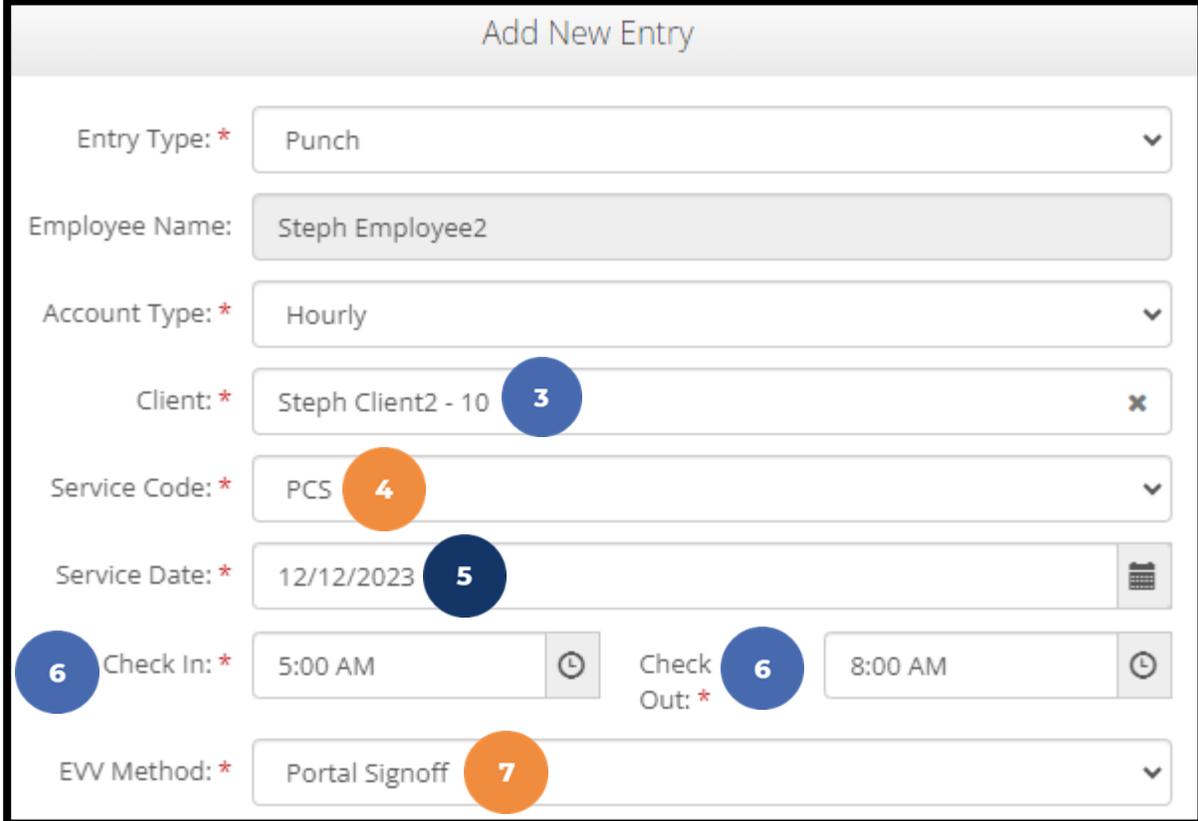
Approved By:	7.52
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	7.52

Expiring Certifications

Certification Name	Certification Expiration Date	Link to Certification Course
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# Add New Entry (cont.)

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. Select Portal Signoff as the EVV Method

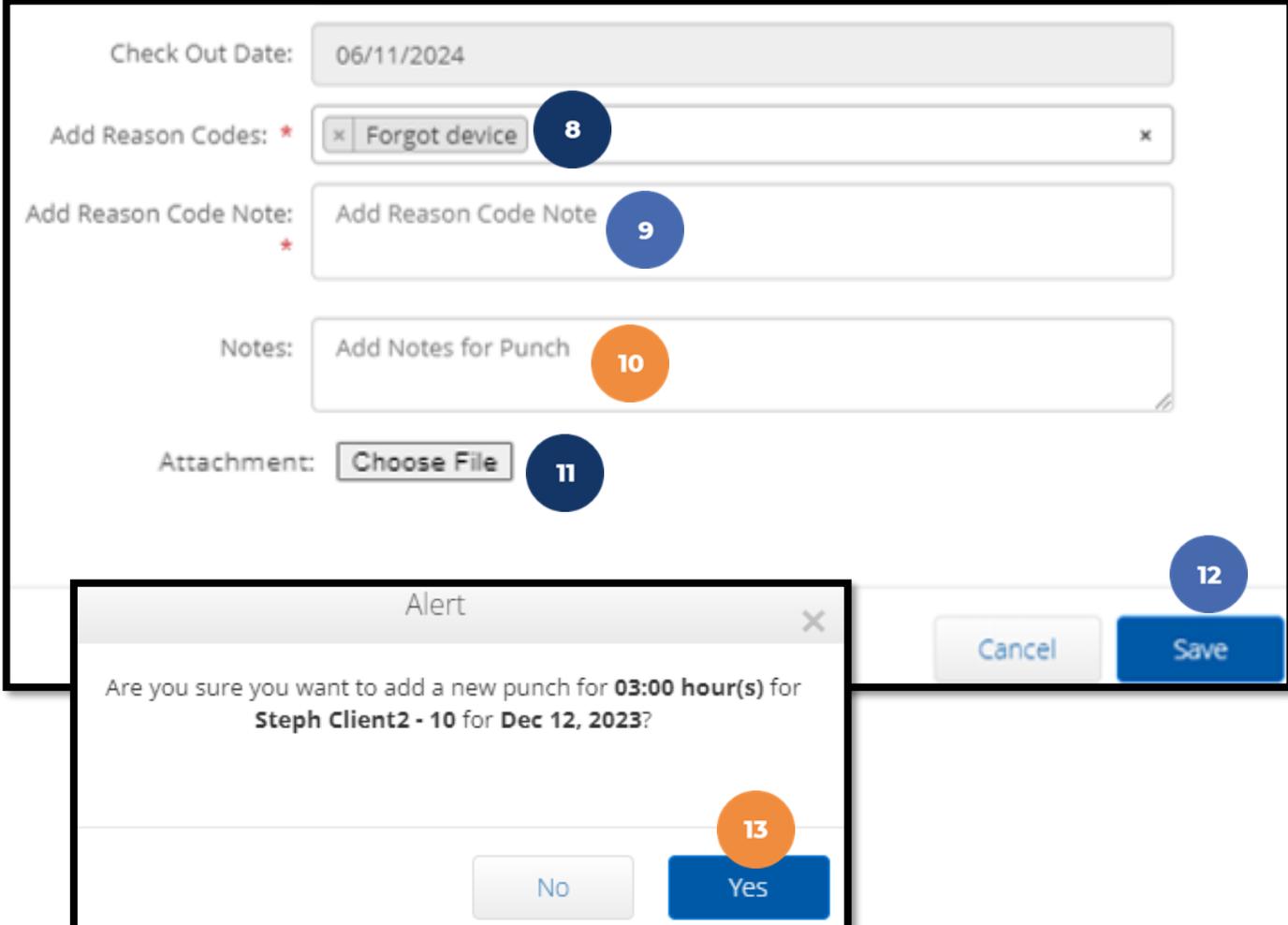


The screenshot shows the 'Add New Entry' form with the following fields and values:

- Entry Type: \* Punch
- Employee Name: Steph Employee2
- Account Type: \* Hourly
- Client: \* Steph Client2 - 10 (Callout 3)
- Service Code: \* PCS (Callout 4)
- Service Date: \* 12/12/2023 (Callout 5)
- Check In: \* 5:00 AM (Callout 6)
- Check Out: \* 8:00 AM (Callout 6)
- EVV Method: \* Portal Signoff (Callout 7)

# Add New Entry (cont.)

8. Select a Reason Code from the drop-down list
9. Add a Reason Code Note
10. Enter Notes for the punch (optional)
11. Click the **Choose File** button to select and upload Attachments (optional)
12. Click **Save**
13. Click **Yes** to submit



Check Out Date: 06/11/2024

Add Reason Codes: \*  8

Add Reason Code Note: \*  9

Notes:  10

Attachment:  11

12

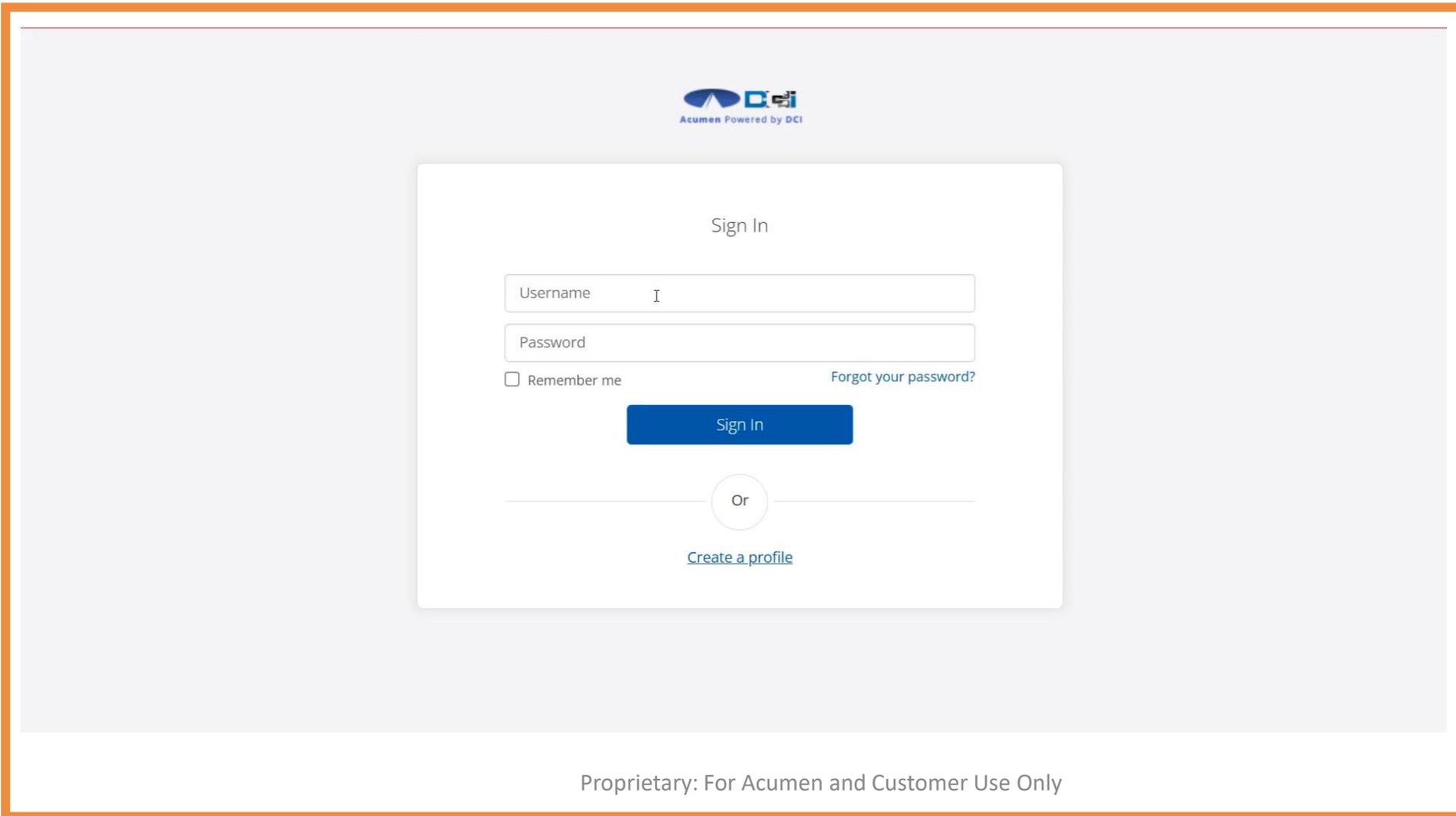
Alert

Are you sure you want to add a new punch for **03:00 hour(s)** for **Steph Client2 - 10** for **Dec 12, 2023**?

13

# Web Portal Video

## Employee Adds (Historical) Entry



Proprietary: For Acumen and Customer Use Only

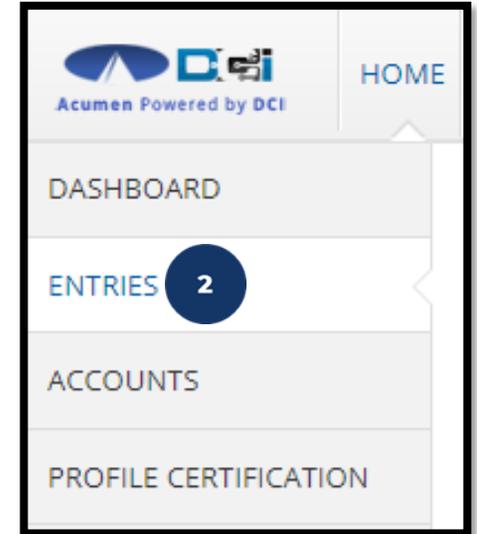


# **Edit or Reject Entry**

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# Edit or Reject Entry

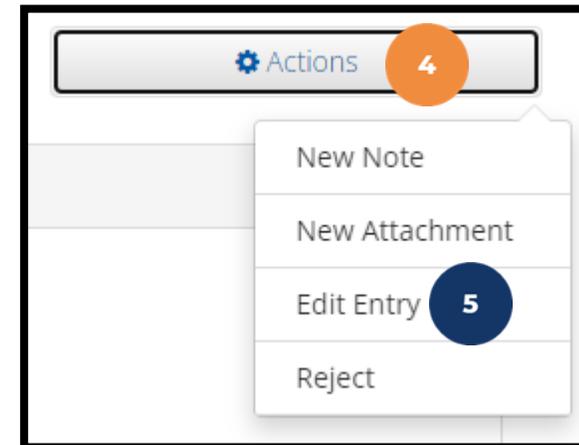
**\*Please note!** Only entries in a Pending status can be edited by the employee. Contact Acumen for assistance if in any other status.



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



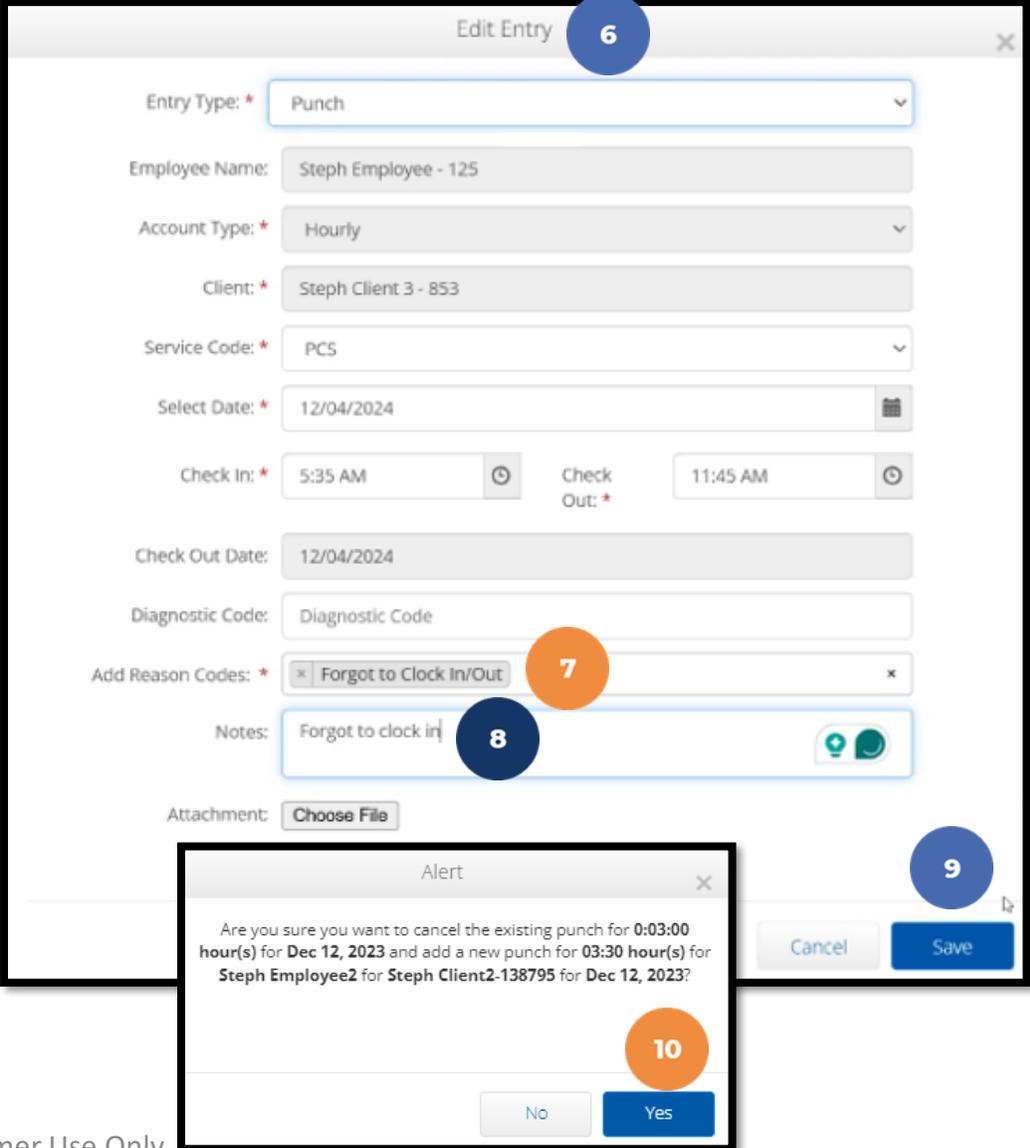
**\*Please note!** To reject an entry, select **Reject** from the drop-down menu. Click **Yes** to confirm rejecting the entry.

# Edit Entry (cont.)

**\*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. Select a Reason Code from the drop-down list
8. Add 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.



The screenshot shows the 'Edit Entry' form wizard with the following fields and values:

- Entry Type: \* Punch
- Employee Name: Steph Employee - 125
- Account Type: \* Hourly
- Client: \* Steph Client 3 - 853
- Service Code: \* PCS
- Select Date: \* 12/04/2024
- Check In: \* 5:35 AM
- Check Out: \* 11:45 AM
- Check Out Date: 12/04/2024
- Diagnostic Code: Diagnostic Code
- Add Reason Codes: \* Forgot to Clock In/Out
- Notes: Forgot to clock in
- Attachment: Choose File

The 'Alert' dialog box contains the following text:

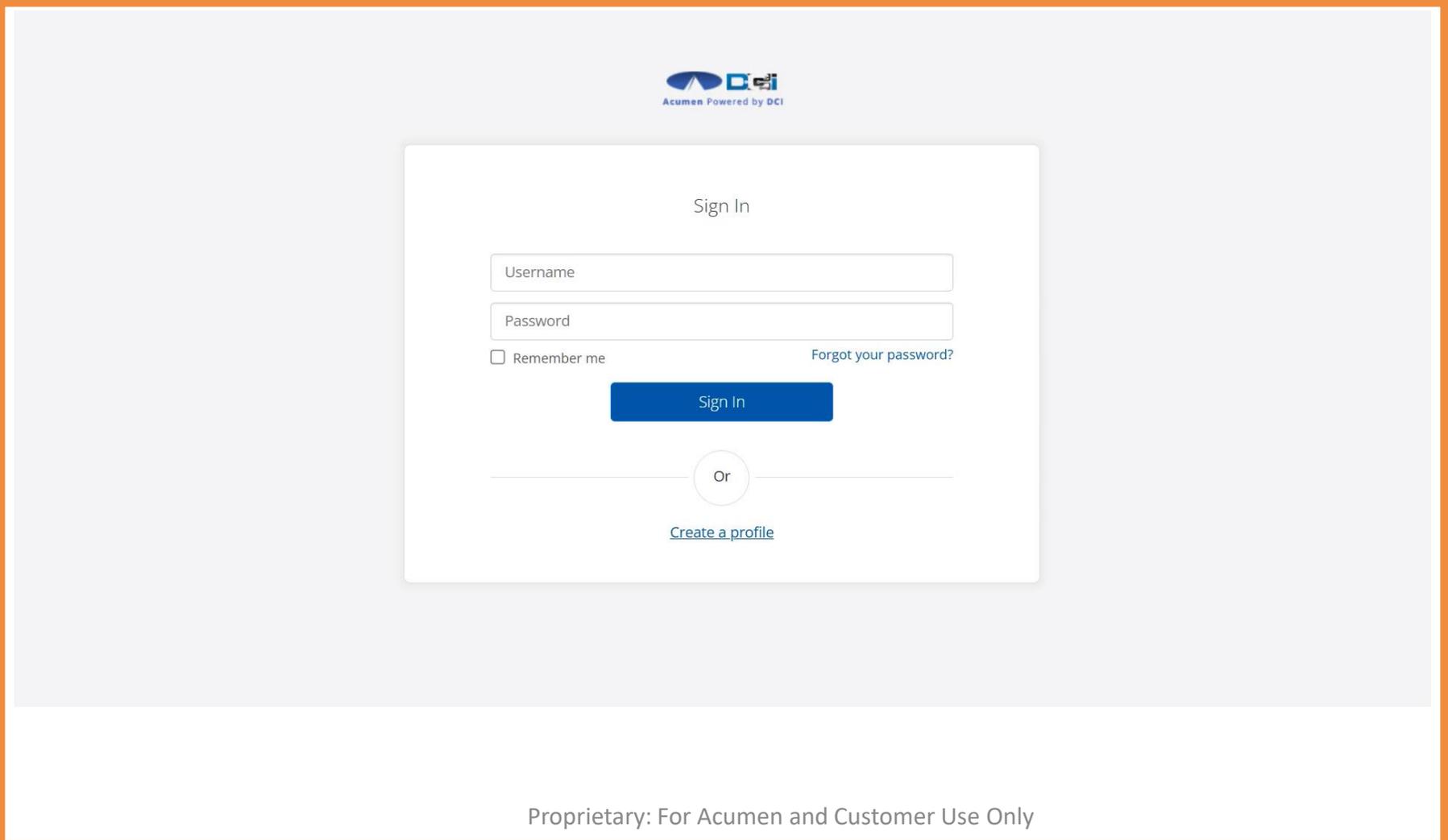
Alert

Are you sure you want to cancel the existing punch for 0:03:00 hour(s) for Dec 12, 2023 and add a new punch for 03:30 hour(s) for Steph Employee2 for Steph Client2-138795 for Dec 12, 2023?

Buttons: No, Yes

# Web Portal Video

## Employee Edits (Historical) Entry



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Sign In

Username

Password

Remember me [Forgot your password?](#)

Sign In

Or

[Create a profile](#)

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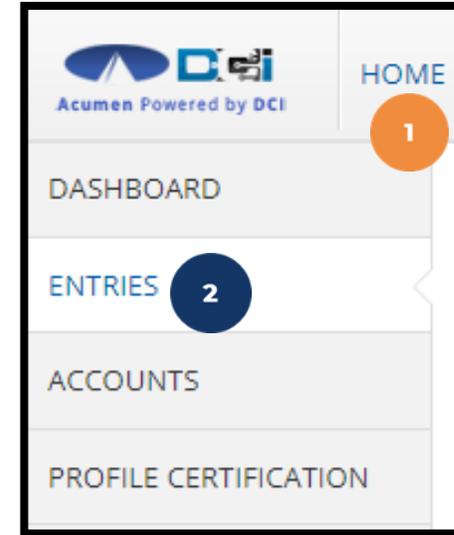
# Review Entries

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# 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 <span>3</span>	Service Date	Start Time	End Time	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
<a href="#">77230</a>	Sep 30, 2024	07:00 AM	08:00 AM	Punch	Hourly <span>4</span>		<a href="#">Steph Client1</a>	RESPITE (Hourly)	0:01:00	Hourly	Pending
<a href="#">77148</a>	Sep 26, 2024	10:28 AM	10:29 AM	Punch	Hourly		<a href="#">Steph Client2</a>	RESPITE (Hourly)	0:00:01	Hourly	Approved
<a href="#">77139</a>	Sep 25, 2024	01:11 PM	01:13 PM	Punch	Hourly		<a href="#">Steph Client2</a>	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.

# Punch Detail Page



- Widgets contain detailed information on the punch

Employer / Pending Entries / 76561

## Punch Detail - 76561

Punch Details	Account Details/ Service Account
Entry Id: 76561	Account Id: <a href="#">2926</a>
Machine Details: 73.181.17.178	Account Type: Hourly
Service Date: Sep 04, 2024	Client/ Program Time Zone: CST (UTC-6)
Check In: 10:56 AM	Employee: <a href="#">Steph Employee1</a>
Check Out: 10:59 AM	Employee Time Zone: CST (UTC-6)
Hour(s): 0:00:03	Service Code: <a href="#">RESPITE (Hourly)</a>
Amount: 0.05 Hour	Portal Signoff: TRUE
Rounded Amount: 0.05 Hour	Funding Type: Units
Employee Time Zone: CST (UTC-6)	Funding Source: <a href="#">Steph Funding Source</a>
Client/ Program Time Zone : CST (UTC-6)	Cost Center: Steph Cost Center test
Location Code: 48-439-1340898	Unit Type: Hourly
Authorization Entry Id: 57934	Status: Active
Pay Rate Name: Standard	
Pay Rate: 12.00	
Status: Pending	
Created By: Steph Employee1	
Created: Sep 04, 2024	
Input Method Type: Mobile App	

# Punch Detail Page



- Additional widgets

EVV Details	Reason Codes
<p>EWV Method: Portal Signoff</p> <p>EWV: No</p> <p>Clock In EVV Location : Home</p> <p>Clock In EVV Address: 835 White House Road Mansfield, TX 76063</p> <p>Clock Out EVV Location : Home</p> <p>Clock Out EVV Address: 835 White House Road Mansfield, TX 76063</p> <p>Employee Fail InHome Validation: No</p> <p>Supervisor Approved Failed InHome Validation: NA</p> <p>EWV Compliant: No </p>	<p>Reason Code Name: Forgot device</p> <p>Reason Code: 10</p> <p>Free Text Note: forgot</p>

Ref Entries	Notes	Attachments	Events	Verifications	Map	Business Rules	Auto Approval	Custom Fields	History
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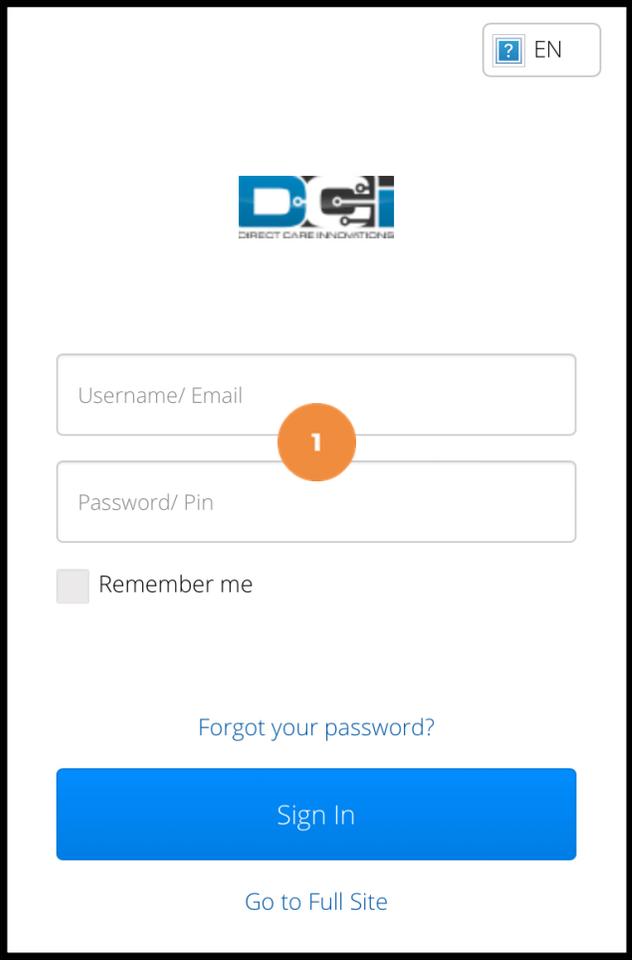
# Mobile Web Portal

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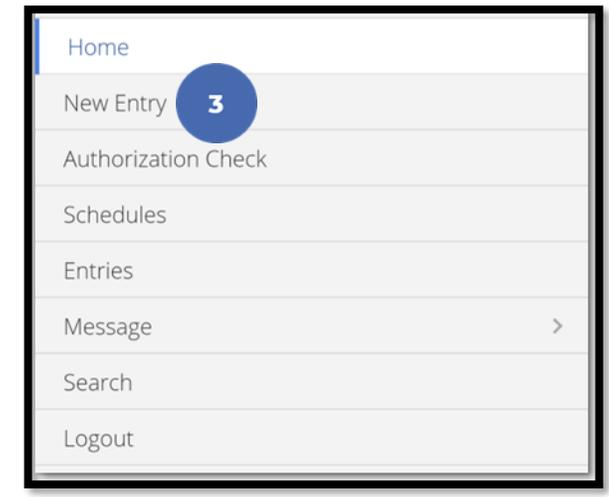
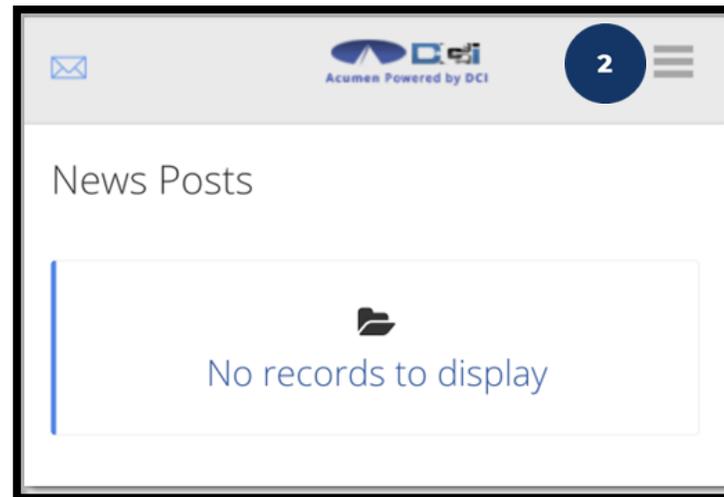
**Accessed via smartphone or tablet**

**\*Please note!** Mobile Web Portal (historical) entries are only used for a missed punch due to service interruption. The goal should always be to enter punches in real time (Mobile App) to maintain EVV compliance.

# Add New Entry - Mobile Web

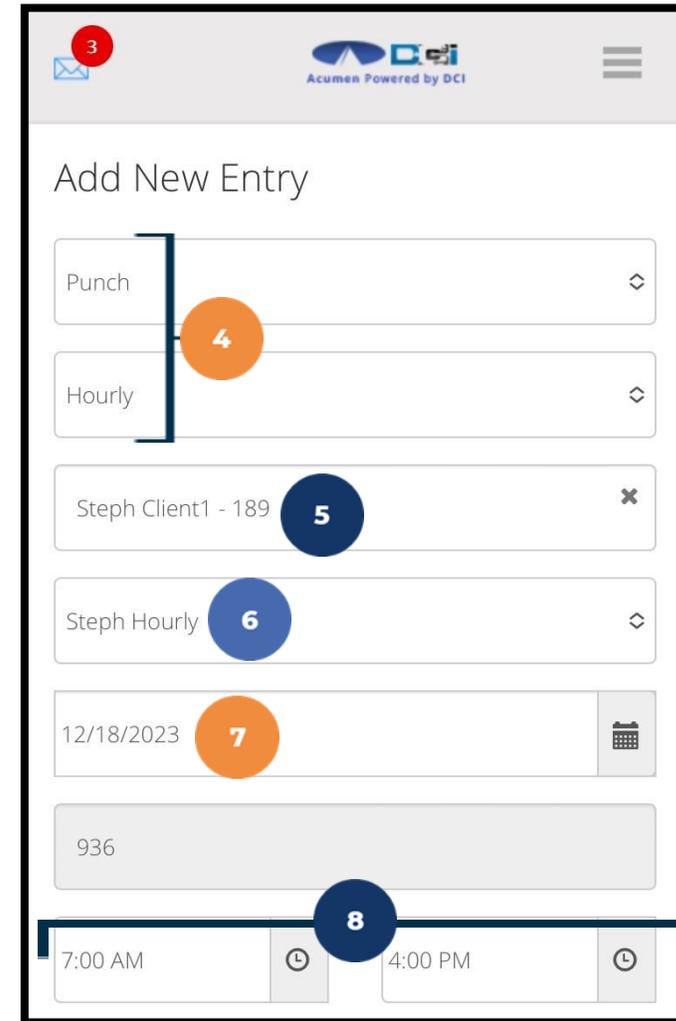


1. Log in to the DCI Web Portal on a mobile device
2. Click the **Menu** in the top right corner of the screen
3. Select the **New Entry** tab from the submenu



# Add New Entry - Mobile Web (cont.)

4. The first two fields are prefilled
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



3

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### Add New Entry

Punch

4

Hourly

Steph Client1 - 189

5

Steph Hourly

6

12/18/2023

7

936

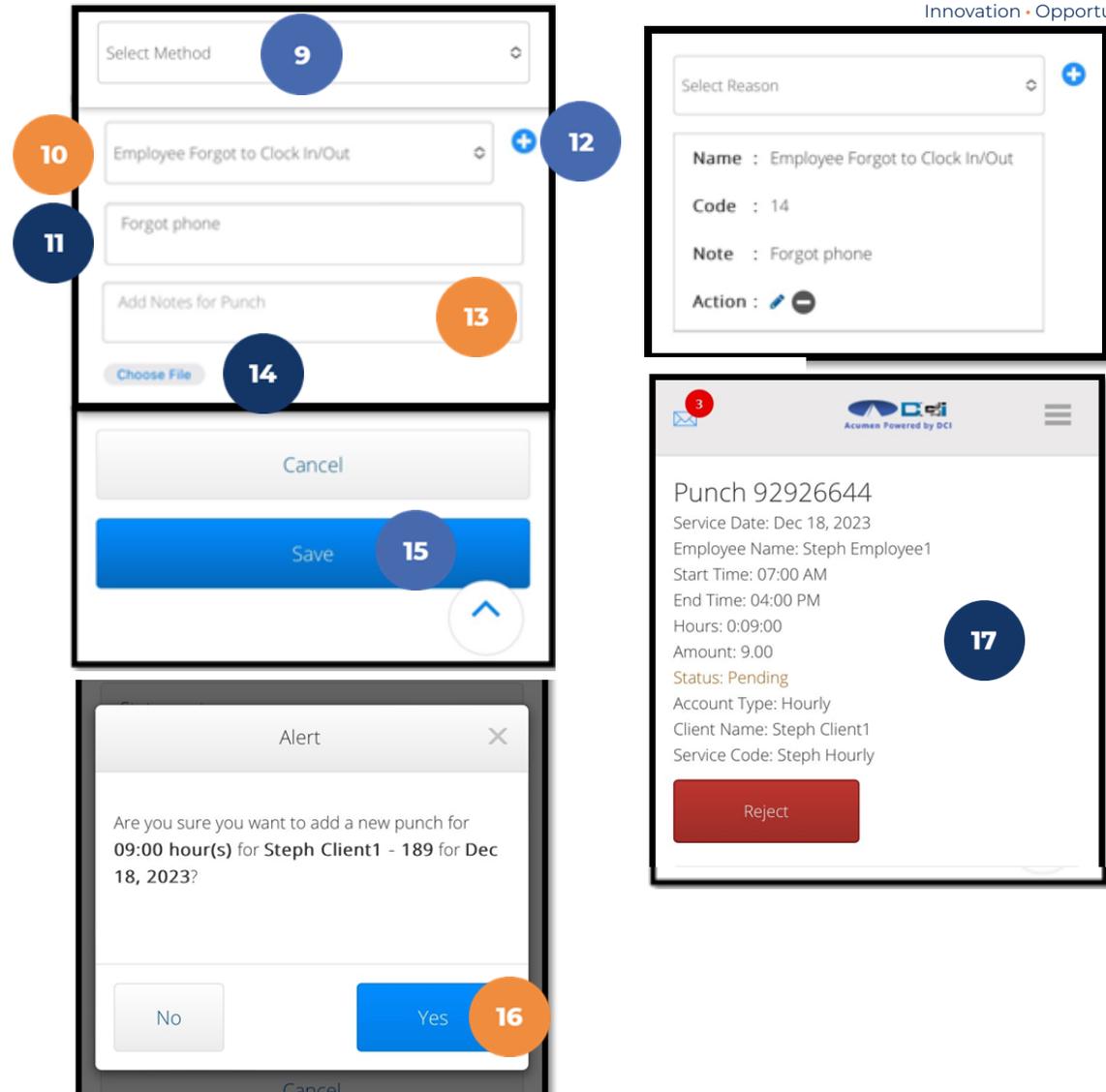
8

7:00 AM

4:00 PM

# Add New Entry - Mobile Web (cont.)

9. Select Portal Signoff as the Method
10. Select a Reason Code from the dropdown list
11. Add a Reason Code Note
12. Click the blue **plus sign (+)** to populate the reason code details
13. Enter Notes for the punch (optional)
14. Click the **Choose File** button to select and upload Attachments (optional)
15. Click **Save**
16. Click **Yes** to submit
17. The punch has been submitted



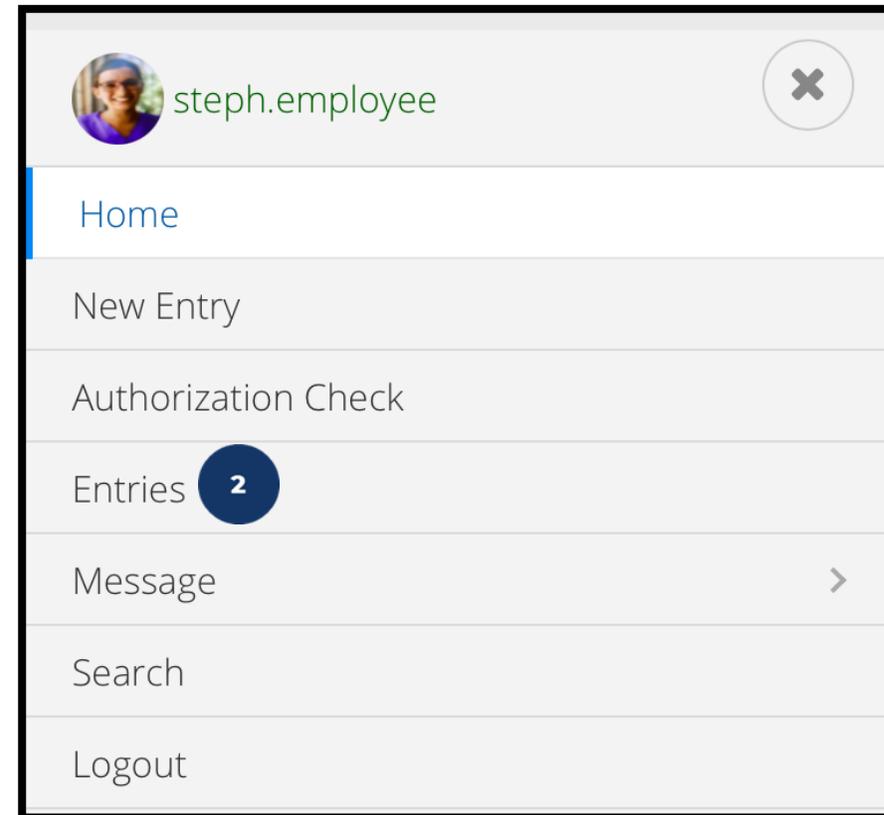
The screenshots illustrate the following steps:

- Step 9:** Select Method dropdown menu.
- Step 10:** Reason Code dropdown menu showing "Employee Forgot to Clock In/Out".
- Step 11:** Text input field for "Forgot phone".
- Step 12:** Plus sign (+) button to view details.
- Step 13:** Text input field for "Add Notes for Punch".
- Step 14:** "Choose File" button.
- Step 15:** "Save" button.
- Step 16:** Alert dialog: "Are you sure you want to add a new punch for 09:00 hour(s) for Steph Client1 - 189 for Dec 18, 2023?".
- Step 17:** Submitted punch details: 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.

# Review Entries

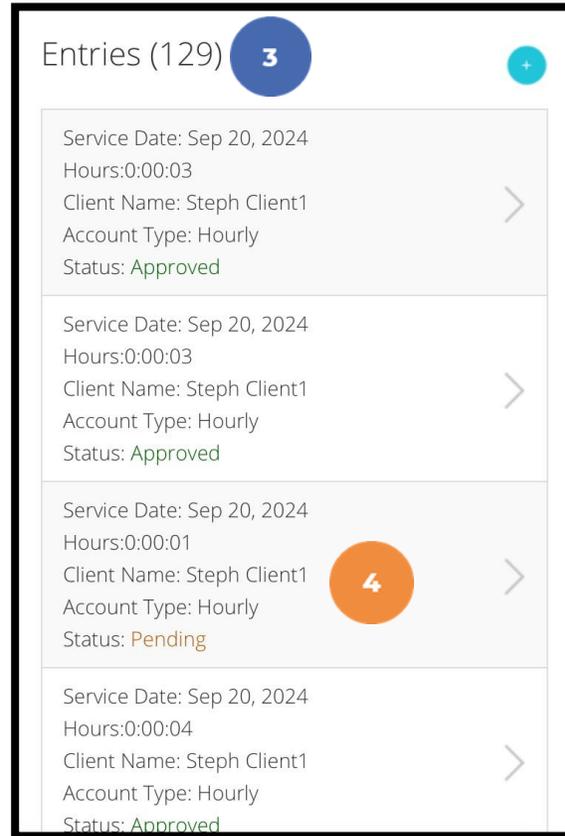


1. Click the **Menu** in the top right corner of the screen
2. Select the **Entries** tab from the submenu



# 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



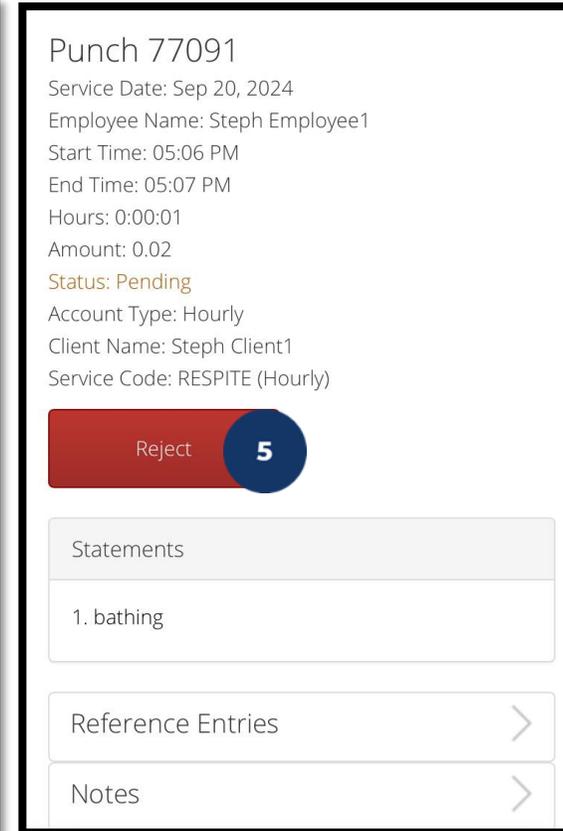
Entries (129) **3**

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  
Account Type: Hourly  
Status: Pending **4**

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)

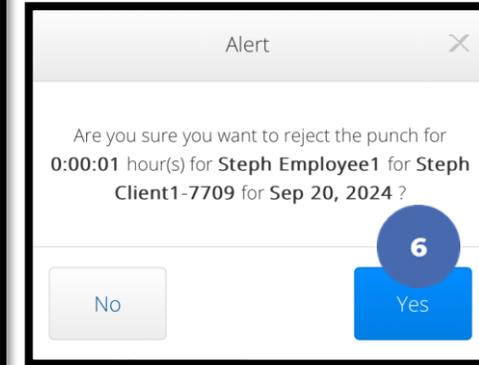
Reject **5**

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 ?

No **6** Yes

# Troubleshooting

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# Alerts

- Access the **Business Rule Alerts** article on the training page to learn more about alerts you may receive
- Many of these alerts pertain to the authorization (budget)
- Please reach out to your Employer for guidance

Alert	Business Rule Name	Reason	How to Proceed
"Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry."	Authorization Remaining Balance	There are not enough funds available in the authorization to cover the hours submitted	The entry cannot be saved. Ask the employer to review their budget utilization. Adjust entry as needed.
"Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry."	No valid pay rate punch entry	There is no pay rate for this employee for the punch date of service and service code.	Ensure the employee is submitting for the correct service and date, If the entry is correct, contact the employer.
"Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry."	Timely Filing Employees Punch Entry	Punches must be submitted within the number of days determined by the program, of the date of service.	The issue cannot be resolved. Ensure time is submitted promptly. Acumen cannot pay out hours that are submitted beyond the number of days past the date of service.

# Check Entries

If a punch entry violates the **Authorization Weekly Max** business rule, it can be saved but is later rejected when the business rule runs. You do not receive an alert 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
<a href="#">39492</a>	Apr 14, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	<a href="#">Steph Client1</a>	RESPIRE (Hourly)	0:23:30	Rejected
<a href="#">39491</a>	Apr 15, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	<a href="#">Steph Client1</a>	RESPIRE (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
<b>Authorization Weekly Max</b>	<b>Fail</b>
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

# **Phone IVR (Interactive Voice Response)**

**\*Option if you do not have access to a mobile device or tablet.  
The Client must have a landline phone.**

# Payroll Schedule & Deadlines

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# Important Reminders!

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- Time must be **entered and approved** online **by the due date**, *even if it falls on a weekend or holiday*.
  - ❖ Time entries approved after the due date will be processed on the following pay period's pay date
- After 30 days the entry will be prohibited as it will violate the timely filing business rule
  - ❖ All time entries must be **entered and approved** within **30 days of the date of service**

# Payment Schedule



- Ensure time entries are received by the Submissions Due Date
- Time submitted after the due date will be processed in the following pay period
- Pay day is every other Friday
- Time must be **entered and approved** within **30 days of the date of service**

If you have questions or concerns, contact our Customer Service Department at (866) 427-1739 or email us [Enrollment@acumen2.net](mailto:Enrollment@acumen2.net).  
 For Vendor submission please send to "vendor-ma@acumen2.net"

Please keep a copy in a safe place for easy reference.

"Submissions Due Date - NO Later Than" is the last date that your clock-in time entry or invoice can be submitted and approved, for the pay period to be paid as scheduled.

"Payment Period End Date" is the last day of services in pay period.

"MONTH" refers to the month that services were provided

"Direct Deposit/Check Date" shows the date that payment will be issued. For those payees that have selected electronic fund transfers, this is also the date that funds will be available in their accounts.

MONTH	Payment Period End Date	Submissions Due Date NO Later Than	Direct Deposit/Check Date
January	Sat, 01/04/25	Mon, 01/06/25	Fri, 01/10/25
	Sat, 01/18/25	Mon, 01/20/25	Fri, 01/24/25
February	Sat, 02/01/25	Mon, 02/03/25	Fri, 2/07/25
	Sat, 02/15/25	Mon, 02/17/25	Fri, 02/21/25
March	Sat, 03/01/25	Mon, 03/03/25	Fri, 03/07/25
	Sat, 03/15/25	Mon, 03/17/25	Fri, 03/21/25
	Sat, 03/29/25	Mon, 03/31/25	Fri, 04/04/25
April	Sat, 04/12/25	Mon, 04/14/25	Fri, 04/18/25
	Sat, 04/26/25	Mon, 04/28/25	Fri, 05/02/25
May	Sat, 05/10/25	Mon, 5/12/25	Fri, 05/16/25
	Sat, 05/24/25	Mon, 5/26/25	Fri, 05/30/25
June	Sat, 06/07/25	Mon, 06/09/25	Fri, 06/13/25
	Sat, 06/21/25	Mon, 06/23/25	Fri, 06/27/25
July	Sat, 07/05/25	Mon, 07/07/25	Fri, 07/11/25
	Sat, 07/19/25	Mon, 07/21/25	Fri, 07/25/25
August	Sat, 08/02/25	Mon, 08/04/25	Fri, 08/08/25

Please keep a copy in a safe place for easy reference.

# Where to go for help?

Utilize the website [acumenfiscalagent.zendesk.com](https://acumenfiscalagent.zendesk.com) for more help

- This will give you a full list of Training Materials for DCI



Acumen – (866) 427-1739



<https://acumenfiscalagent.com/state/massachusetts/>



For payment or other questions, please complete the [Contact Us](#) form at [www.acumenfiscalagent.com/contact](http://www.acumenfiscalagent.com/contact) or email us at [enrollment@acumen2.net](mailto:enrollment@acumen2.net).

Additionally, contact your state agent directly.



**Questions?**

**Thank you!**

**Visit the Acumen Help Center  
to learn more at:**

**[acumenfiscalagent.zendesk.com](https://acumenfiscalagent.zendesk.com)**