

AL ADMH DCI Systems Training for Self-Directed Employees

Welcome to Acumen!

Thank you for joining the Acumen Family!



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

Agenda



Overview



Mobile App



Web Portal



Mobile Web



Proprietary: For Acumen & Customer Use Only

Quick Resources

- Short step-by-step resource documents have been added to the [National Time Entry & Time Management Training](#) page providing instructions for the punch entry and approval process.
- **Employee Specific Resources:**
 - ✓ Employee Mobile App Entries
 - ✓ Employee Mobile Web Entries
 - ✓ Employee Web Portal Entries
- **Shared Resources:**
 - ✓ Download the DCI Mobile EVV App & Log In
 - ✓ Logging into the Web Portal or the Mobile App
 - ✓ Phone EVV IVR Real Time & Historical Entries
 - ✓ Business Rule Alerts



Proprietary: For Acumen and Customer Use Only

Critical Information



This training is specifically for **Self-Directed Employees**. If you are a *Vendor, Authorized Representative* or *Employer*, please refer to our training flyer for those training dates.

- 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 14 days the entry will be prohibited as it will violate the timely filing business rule
 - ❖ All time entries must be **entered and approved** within **14 days of the date of service**

Overview

Proprietary: For Acumen and Customer Use Only



What is EVV?

- Your program or service may or may not require 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



Ways to Enter Time

Only use one per shift (each clock in/out)



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

Proprietary: For Acumen and Customer Use Only

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



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.**

Proprietary: For Acumen and Customer Use Only



Phone EVV IVR 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 (their employee pin)
 - ✓ MMDD of their birthday
 - ✓ Client Name & Service Code for the shift
- **Client or Employer – Need client PIN for historical phone entries**
 - ✓ Client PIN is on the Employer Good To Go letter



Clock In: Real Time Entry



1. Sign in:
 - ✓ Call from the client's landline to start the shift
 - ✓ **All States** except WI, & NC Cap: [\(855\) 807-9595](tel:8558079595)
 - ✓ 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. Press #1 to confirm and save the punch
7. The recording will read back the punch details and then disconnect



Proprietary: For Acumen and Customer Use Only

Clock Out: Real Time Entry



1. Sign in:
 - ✓ Call from the client's landline to end the shift
 - ✓ **All States** except WI, & NC Cap: (855) 807-9595
 - ✓ Enter the last four digits of the social security number
 - ✓ Enter PIN
 - ✓ Enter month/day of birth (MMDD)
2. Recording announces that there is an open punch
3. When prompted press #1 to confirm closing the punch
4. The punch is now closed, and the employee is clocked out
5. Press #2 to disconnect or Press #1 to open a new punch



Historical Entry



***Please note!** Historical entries are used for a missed punch or punch correction.

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

1. Sign in:
 - ✓ Call from the client's landline to start the shift
 - ✓ **All States** except WI, & NC: (855) 807-9595
 - ✓ 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. Select #2 for historical entry
5. Select the service code with the prompts given



Proprietary: For Acumen and Customer Use Only

Historical Entry (cont.)



6. Enter the date of service in MMDDYYYY format (i.e., April 28, 2024 = 04282024)
7. Enter the clock-in time in HH:MM (i.e., 0830)
8. Select #1 for AM or #2 for PM
9. Enter the clock-out time in HH:MM (i.e., 0530)
10. Select #1 for AM or #2 for PM
11. The recording will read back the punch details
12. Press #1 to confirm



Historical Entry (cont.)

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

13. Hand the phone to the client/employer who presses #1 when ready
14. The client/employer reviews the punch details and presses #1 to accept or #2 to reject the entry
15. The client/employer will validate the call using the client PIN
16. The punch is created
17. The phone disconnects and the shift is recorded



Troubleshooting



- **Is the employee having trouble signing in?**
 - ✓ PIN not working? [Add/Change PIN](#) inside 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



DCI Mobile App

***Preferred Time Entry Method**

- Used for clocking in and out for real-time entries
- Preferred, EVV-compliant method
- Can be downloaded on a mobile device or tablet
- View all entries including status & details

Proprietary: For Acumen and Customer Use Only



Download DCI Mobile EVV



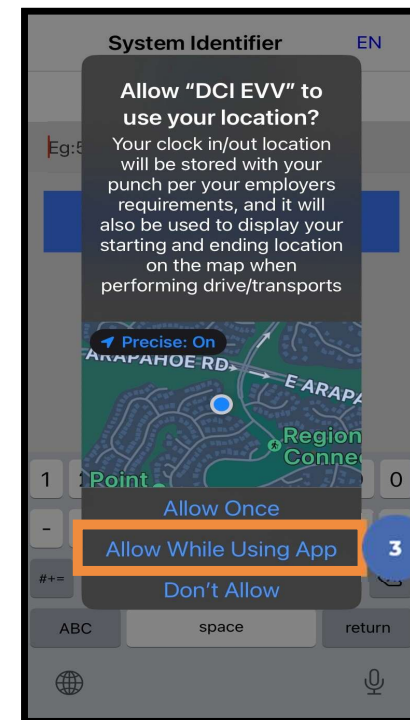
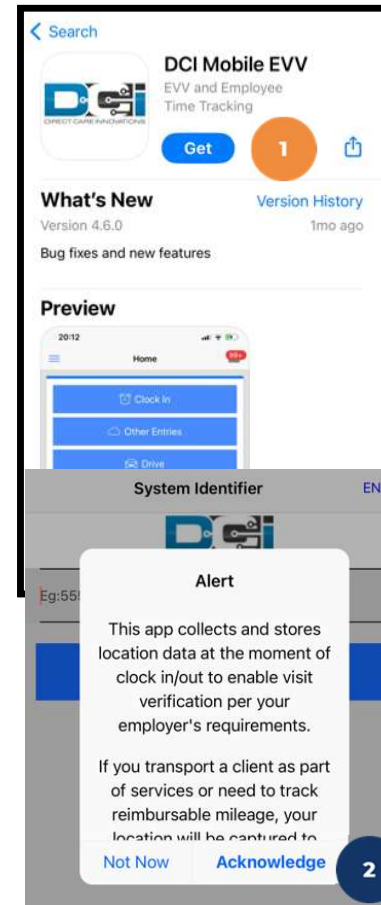
1. [Download](#) the **DCI Mobile EVV** App



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

Search Agency

Next

Select Agency EN

acu

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

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

Next

Login EN

Acumen - All Other States - 228... 5

Username*

Password or PIN*

☐ Remember me

Login

[Forgot Password?](#)

Proprietary: For Acumen and Customer Use Only

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.

The image displays two screenshots of the Acumen login interface. The left screenshot shows the login form with a dropdown arrow on the agency field, marked with a red circle and the number 1. The right screenshot shows the same form with an 'Agency' modal open, displaying a list of agencies and an 'Add New' button, marked with a red circle and the number 2.

Login EN

Acumen - All Other States - 228... ▼

Username*

Password or PIN*

☐ Remember me

Login

[Forgot Password?](#)

Agency

Acumen - All

☒ Other States -

[Add New](#) **2** [Cancel](#) [Ok](#)

[Forgot Password?](#)

Proprietary: For Acumen and Customer Use Only

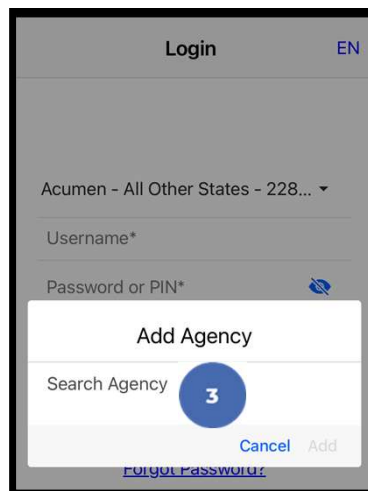
Add More Agencies

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

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

4. **Select the agency** from the list

5. Click **Add**



Login EN

Acumen - All Other States - 228... ▾

Username*

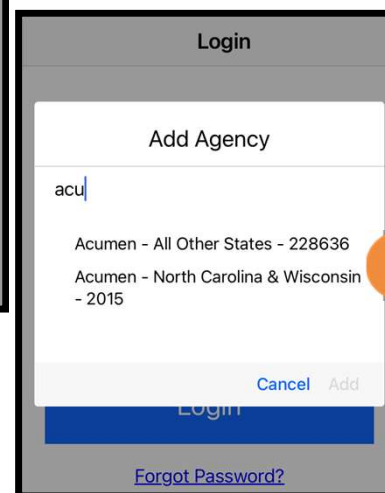
Password or PIN* 

Add Agency

Search Agency **3**

Cancel Add

[Forgot Password?](#)



Add Agency

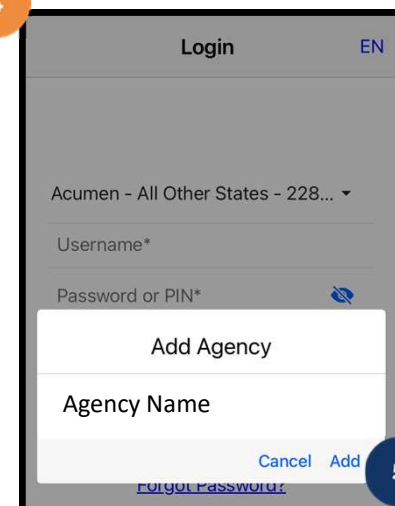
acu

Acumen - All Other States - 228636

Acumen - North Carolina & Wisconsin - 2015

Cancel Add

[Forgot Password?](#)



Login EN

Acumen - All Other States - 228... ▾

Username*

Password or PIN* 

Add Agency

Agency Name

Cancel Add **5**

[Forgot Password?](#)

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

Log into the DCI Mobile EVV App



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

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

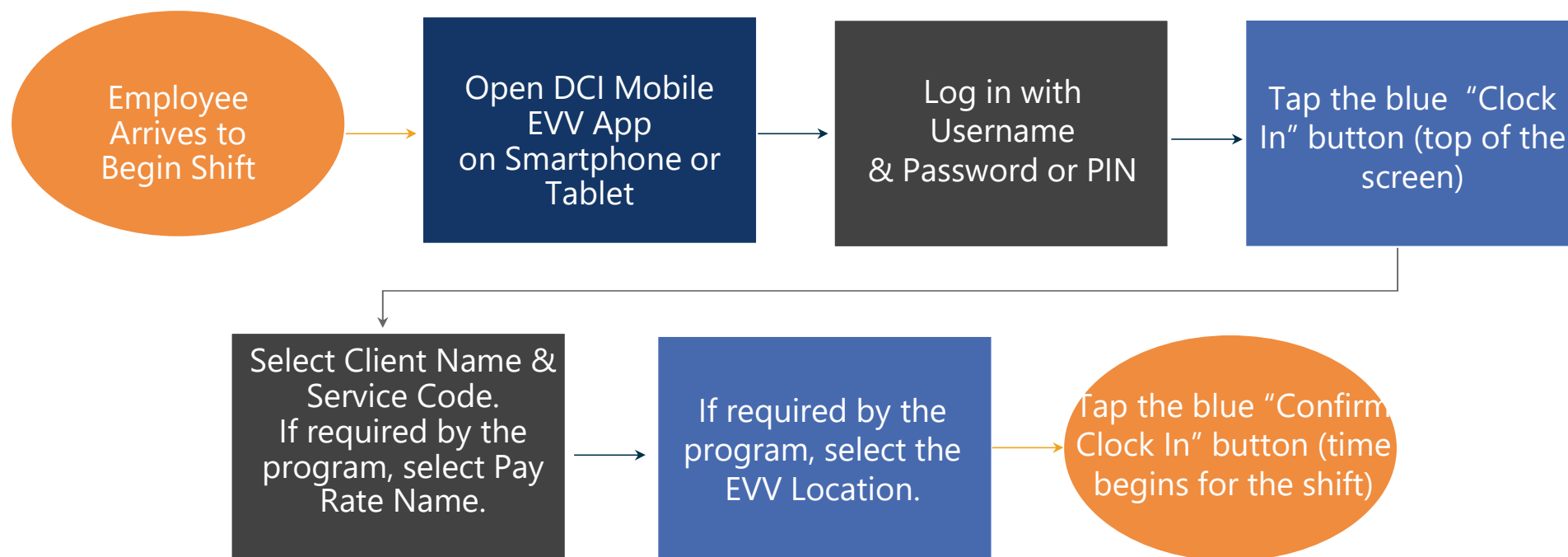
3. Click the blue **Login** button to access the mobile app
 - ✓ The **Forgot Password** link is available if necessary but requires a valid email address to be on file

***Please note:** Contact Acumen customer service or your support coordinator with any login issues

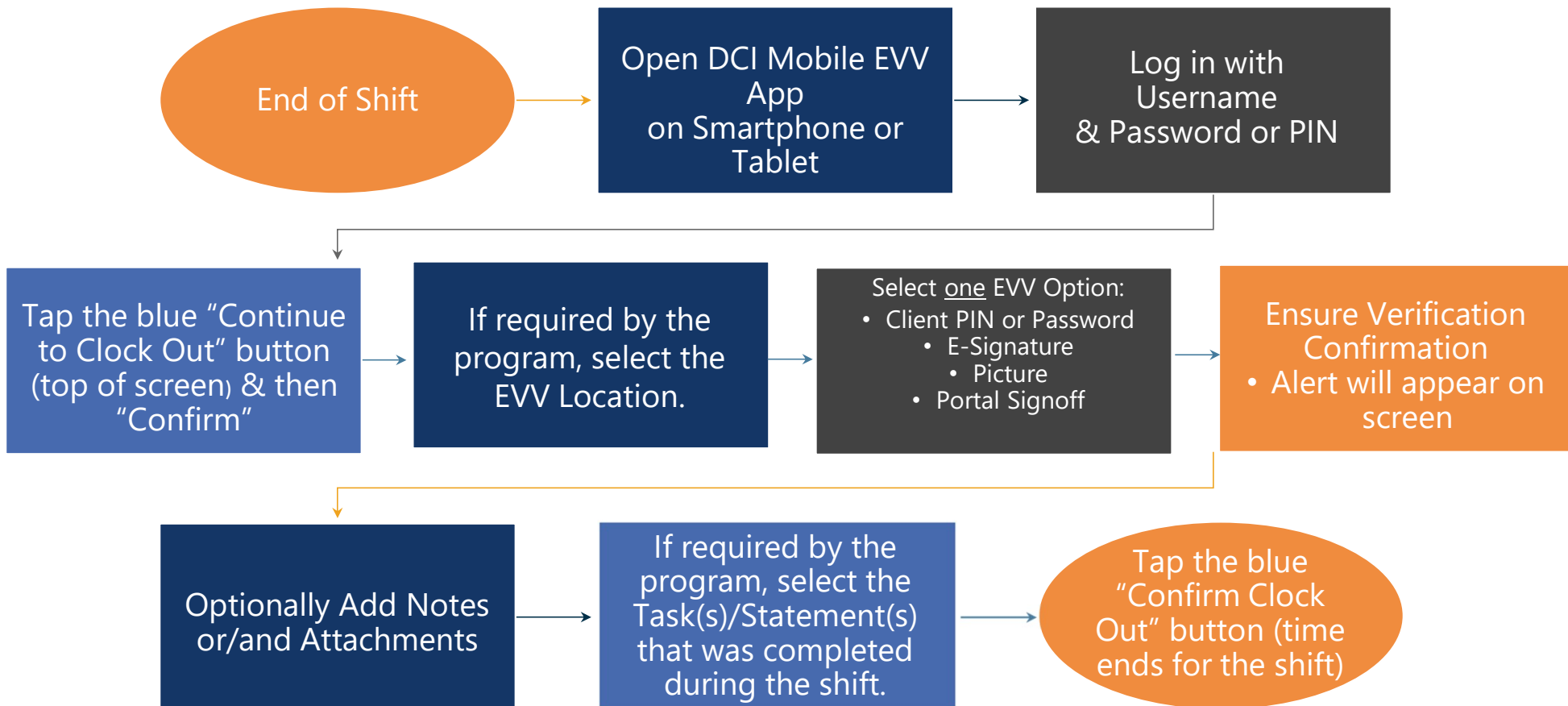
A screenshot of the mobile app's login interface. At the top, the word "Login" is centered, and "EN" is in the top right corner. Below this is a dropdown menu showing "Acumen - All Other States - 228...". There are two input fields: "Username*" and "Password or PIN*", each with an orange circle containing the number "1" next to it. Below the password field is a radio button labeled "Remember me" with a dark blue circle containing the number "2" next to it. At the bottom is a large blue button labeled "Login" with a dark blue circle containing the number "3" next to it. Below the button is a blue link that says "Forgot Password?".

Clock In/Out Process

Overview Mobile App Clock In

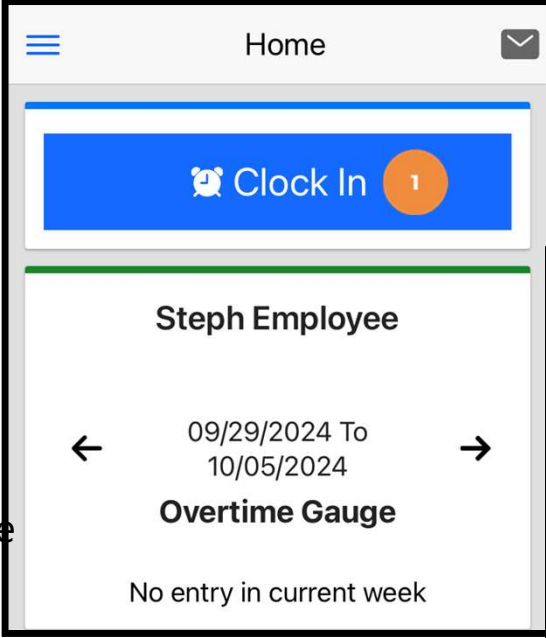


Overview Mobile App Clock Out

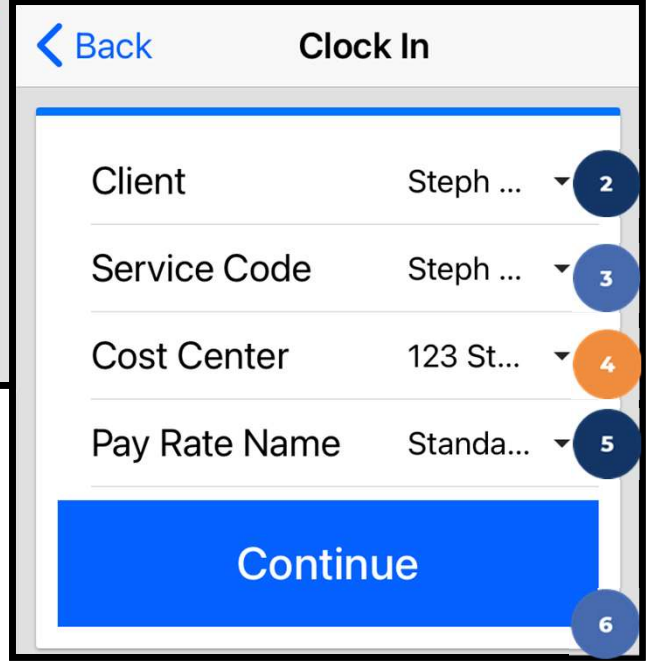


Clock In on Mobile App

1. Click the blue **Clock In** Button
2. Select the Client's Name
 - Auto-fills for a single client
3. Select the Service Code
 - Auto-fills for a single service
4. Cost Center is always auto-filled
5. If applicable to the program, select the Pay Rate Name from the drop-down.
6. Click the blue **Continue** button



The screenshot shows the 'Home' screen of the mobile app. At the top, there is a blue bar with a white alarm clock icon and the text 'Clock In' next to an orange circle containing the number '1'. Below this, the screen displays 'Steph Employee' and a date range '09/29/2024 To 10/05/2024' with left and right arrows. Underneath is the text 'Overtime Gauge' and 'No entry in current week'.



The screenshot shows the 'Clock In' screen. It has a blue 'Back' button at the top left. Below it, there are four rows of form fields: 'Client' with 'Steph ...' and a dropdown arrow (labeled 2), 'Service Code' with 'Steph ...' and a dropdown arrow (labeled 3), 'Cost Center' with '123 St...' and a dropdown arrow (labeled 4), and 'Pay Rate Name' with 'Standa...' and a dropdown arrow (labeled 5). At the bottom is a large blue 'Continue' button (labeled 6).

Clock In on Mobile App (cont.)



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

Back Clock In

Clock In Time: 10:18 AM (CST)

EVV Location Home

Confirm Clock In

Client Name: Steph Client1
Service Code: RESPITE (Hourly)

Back Clock In

Clock In Time: 10:18 AM (CST)

EVV Location Home

Confirm Clock In

EVV Location

- None -

Home

Default

Cancel Ok

Proprietary: For Acumen and Customer Use Only

Clock In on Mobile App (cont.)

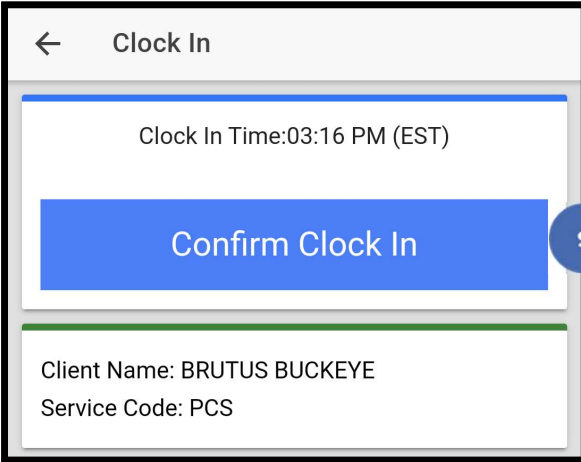
9. Select Confirm Clock In

* *This will start the time for the shift*

10. Clock In Details Summary

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

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

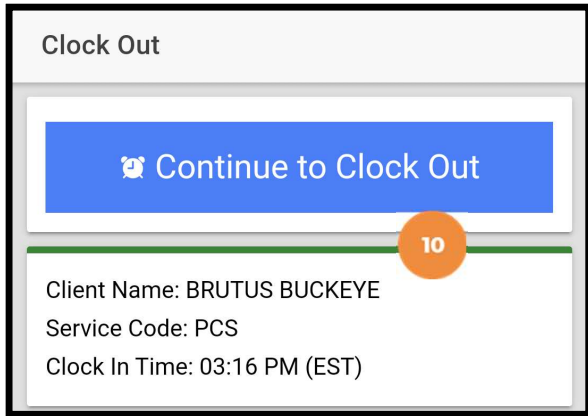


← Clock In

Clock In Time: 03:16 PM (EST)

Confirm Clock In

Client Name: BRUTUS BUCKEYE
Service Code: PCS



Clock Out

Continue to Clock Out

Client Name: BRUTUS BUCKEYE
Service Code: PCS
Clock In Time: 03:16 PM (EST)

Initial Clock Out Process



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

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

The login screen features a white background with a blue header bar containing the text 'Login' and 'EN'. Below the header is a dropdown menu showing 'Acumen - All Other States - 228...'. There are two input fields: 'Username*' and 'Password or PIN*', both with orange circular icons containing the number '1' next to them. Below the password field is a 'Remember me' checkbox. A large blue 'Login' button is centered at the bottom, with a blue link '[Forgot Password?](#)' below it.

The 'Clock Out' screen has a white background. At the top, it says 'Clock Out'. Below this is a blue button with a clock icon and the text 'Continue to Clock Out', with a blue circle containing the number '2' to its right. Below the button, there is a green horizontal line, followed by the text: 'Client Name: BRUTUS BUCKEYE', 'Service Code: PCS', and 'Clock In Time: 03:16 PM (EST)'.

The 'Clock Out' screen has a grey background. At the top, it says 'Clock Out'. Below this is a blue button with a clock icon and the text 'Continue to Clock Out'. Below the button, there is a green horizontal line, followed by the text: 'Client Name: BRUTUS BUCKEYE', 'Service Code: PCS', and 'Clock In Time: 03:16 PM (EST)'. At the bottom, there is a white 'Alert' dialog box with the text 'Are you sure you want to clock out current punch?' and two buttons: 'Cancel' and 'Confirm', with a blue circle containing the number '3' to the right of the 'Confirm' button.

Initial Clock Out Process

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

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

The screenshot shows the 'Clock Out Verification' screen. At the top, there is a back arrow and the title 'Clock Out Verification'. Below this, a section titled 'Clock Out Verification Required' contains an 'EVV Location' dropdown menu currently set to 'Home'. An orange circle with the number '4' highlights the dropdown menu. Below the dropdown are five blue buttons: 'Client PIN or Password' (with a lock icon), 'E-Signature' (with a pencil icon), 'Picture' (with a camera icon), 'Voice' (with a microphone icon), and 'Portal Signoff' (with a person icon). At the bottom, a white box displays client information: 'Client Name: Steph Client1', 'Service Code: RESPITE (Hourly)', and 'Clock In Time: 01:42 PM (CST)'.

This screenshot shows the 'Clock Out Verification' screen with an 'EVV Location' selection dialog box open. The dialog box has a title 'EVV Location' and a list of options: '- None -', 'Home' (which is selected with a blue checkmark), and 'Default'. At the bottom of the dialog are 'Cancel' and 'Ok' buttons. A blue circle with the number '5' highlights the 'Ok' button. The background screen is dimmed, showing the same 'Clock Out Verification Required' section as the previous screenshot, but the 'EVV Location' dropdown is now set to 'Home'. The client information at the bottom remains the same: 'Client Name: Steph Client1', 'Service Code: RESPITE (Hourly)', and 'Clock In Time: 10:25 AM (CST)'.

Mobile App – EVV Options (Client/Employer Attestation)



- EVV (client attestation) options are visible if required by the program. They allow the client to verify that they received service.
 - ✓ Choose only **one** option per shift (each clock out)
- Client attestation is an extra layer of protection against potential fraud because the client/employer is “signing off” on the punch in real time

***Please note:** The employer must still review and may need to approve punch entries in their Pending Entries tab each pay period.

< Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

Client PIN or Password

E-Signature

Picture

Voice

Portal Signoff

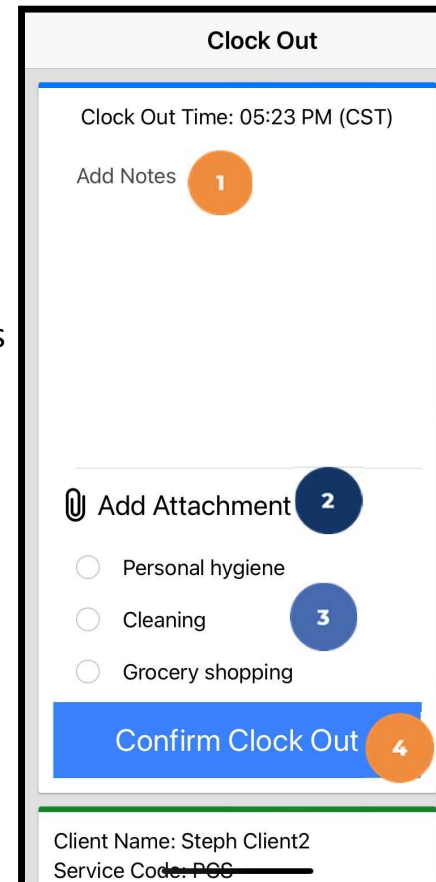
Client Name: Steph Client1
Service Code: RESPITE (Hourly)
Clock In Time: 01:42 PM (CST)

Choose one
at clock out
if required
by the
program

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

The employee:

1. Enters any notes for the punch (optional)
2. Adds an attachment for the punch (optional)
3. If required by the program, selects the task(s)/statement(s) that was completed during the shift
 - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
 - ✓ The entry cannot be saved without a selection
4. Clicks the blue **Confirm Clock Out** button when ready
 - ✓ *This will stop the time for the shift*
5. Punch Confirmation
 - ✓ Punch details, including verification option selected, display.
 - ✓ Optionally, click the blue **Home** button to return to the dashboard.



Clock Out

Clock Out Time: 05:23 PM (CST)

Add Notes 1

Add Attachment 2

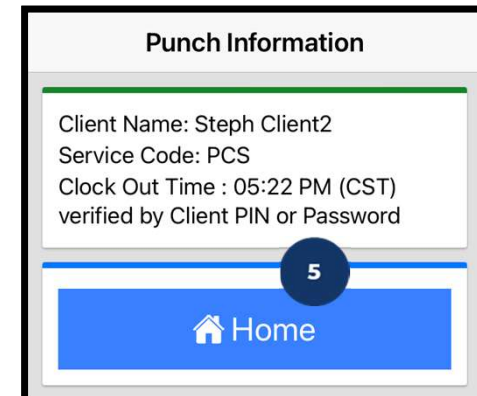
☐ Personal hygiene

☒ Cleaning 3

☐ Grocery shopping

Confirm Clock Out 4

Client Name: Steph Client2
Service Code: PCS



Punch Information

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

5

Home

EVV or Client Attestation Options

Choose only one at clock out:

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

Clock Out - EVV Option #1

Client PIN or Password

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



< Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

 Client PIN or Password 1

 E-Signature

 Picture

 Voice

 Portal Signoff

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

< Back Clock Out Verification

Enter Client PIN or Password 2

Submit 3

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)

< Back Clock Out Verification

....

Submit

Client Name: Steph Client2
Service Code: PCS
Clock In Time: 05:20 PM (CST)

Alert
EVV Confirmed

Confirm 4

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

< Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

Client PIN or Password

E-Signature 1

Picture

Voice

Portal Signoff

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

< Back Signature

Employer or Client Signature 2

Clear

Save 3

< Back Signature

Alert
EVV Confirmed
Confirm 4

Clear

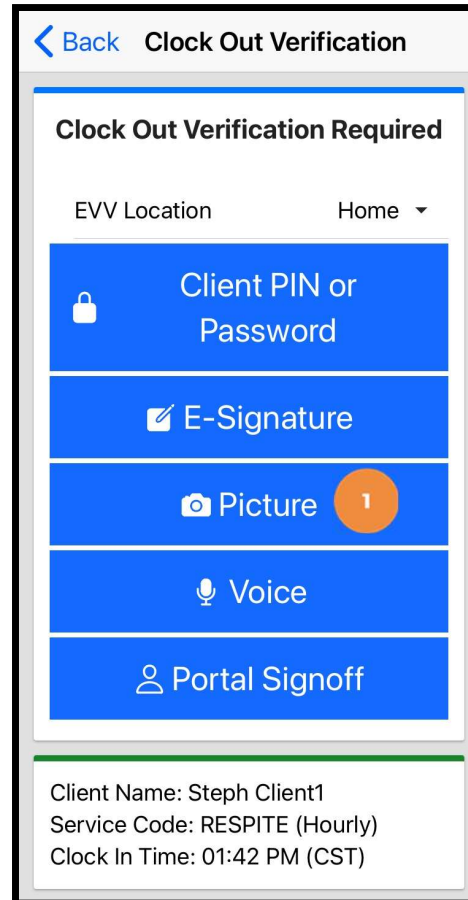
Save

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



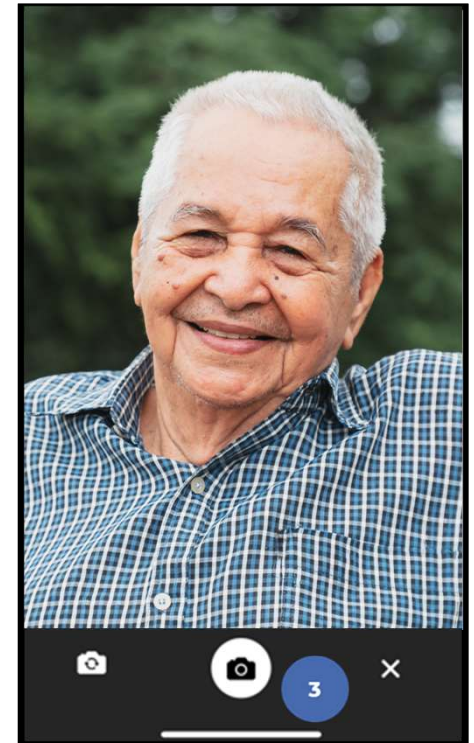
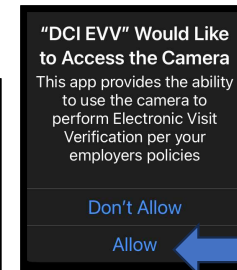
< Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

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

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



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

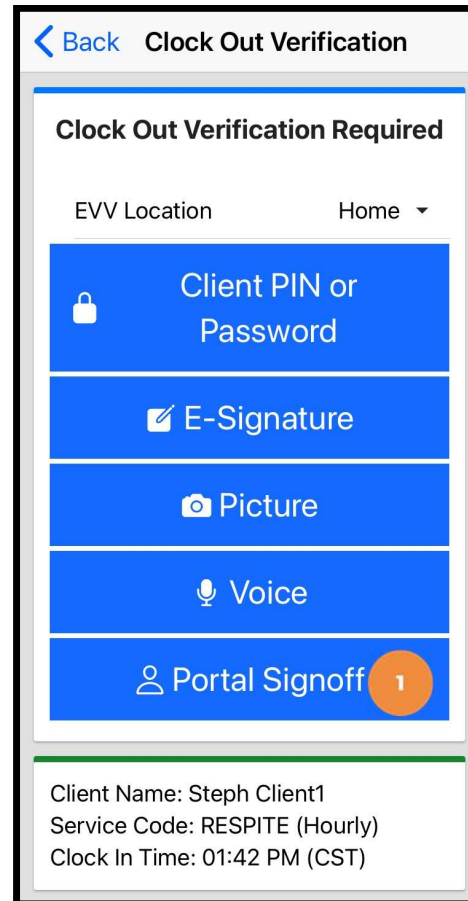
***Please note:** Client photos taken by the employee for electronic visit verification (EVV) are never stored on the employee's cell phone when using the DCI Mobile App



Clock Out - EVV Option #4

Portal Signoff

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



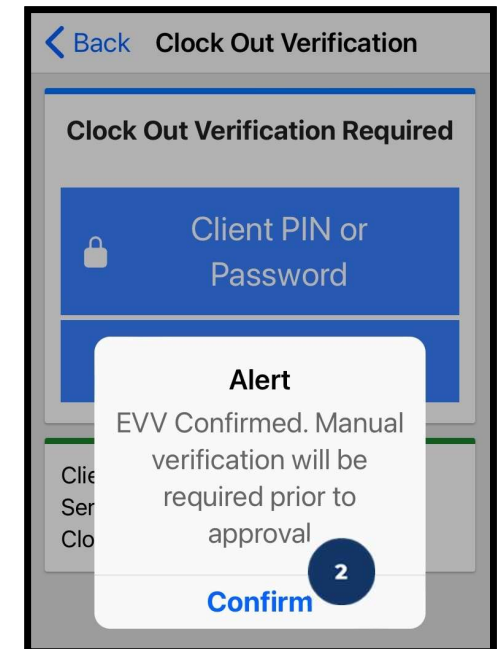
< Back Clock Out Verification

Clock Out Verification Required

EVV Location Home ▾

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

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



< Back Clock Out Verification

Clock Out Verification Required

Client PIN or Password

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

Confirm 2

Mobile App Offline Mode



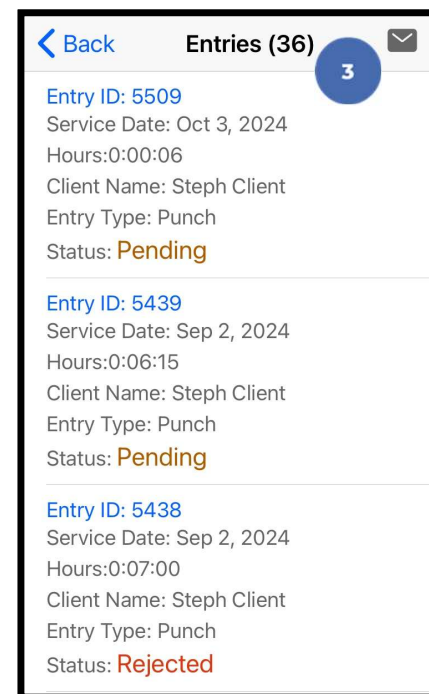
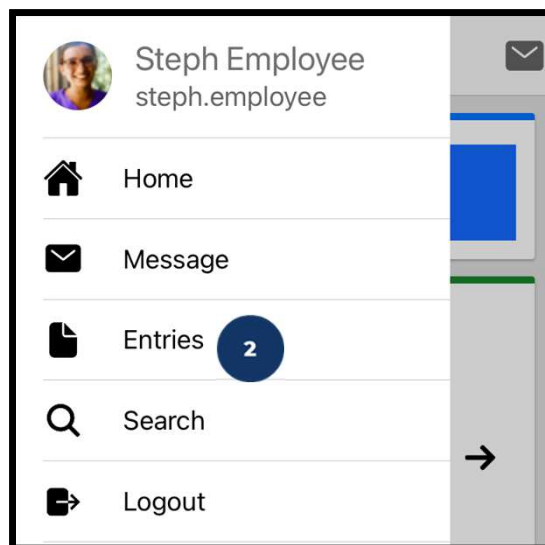
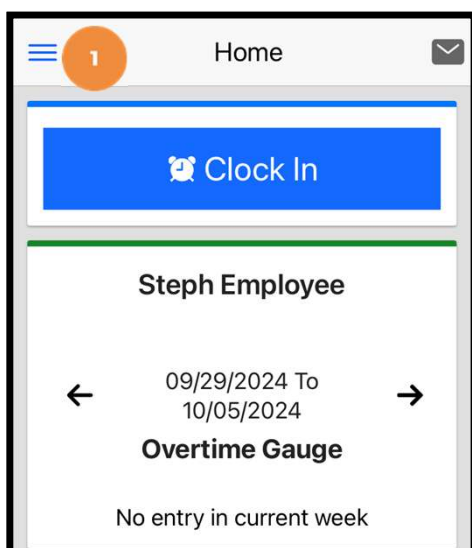
- Offline mode allows the employee to use the mobile app on a **registered device** when the device is not connected to the internet or loses connection while the app is in use
 - ✓ **Please note:** A device is registered automatically the first time the user logs into the mobile app while connected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

Review Entries

Review Entries

1. Click the **Menu** in the top left corner of the screen
2. Select **Entries** on the submenu
3. View the complete list of entries
 - Verify that all time is submitted
 - The employer approves the time as needed

***Please note:** Punches cannot be edited in the mobile app. Please edit the punch via the web portal.



Entry Status



- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an employee. The employee must resolve the unverified entries so the employer can review.
- **Unvalidated:** Temporary status. Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour. Moves to pending or rejected status after processes run.
- **Pending:** Entries that are awaiting review and approval by the Employer. Display on the Pending Entries page.
- **Rejected:** Entries that have been rejected by the Employer or a system process
- **Approved:** Entries that have been approved by the Employer and are ready to be processed
- **Batched:** An approved entry that has been included in a pending payroll batch
- **Processed:** Entries that have been processed and are ready for payroll

DCI Web Portal

Full Site – Most compatible when accessed via desktop or laptop

- Employees correct punches and/or enter historical time
- The employer reviews and manages time and budget
- All users may update profile settings

Proprietary: For Acumen and Customer Use Only



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](#)

1 **acumen.dcisoftware.com**

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

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

The screenshot shows the 'Sign In' page of the DCI Web Portal. It features a 'Username' field (callout 3), a 'Password' field (callout 3), a 'Remember me' checkbox, a 'Forgot your password?' link (callout 4), and a blue 'Sign In' button (callout 5). Below the button is an 'Or' separator and a 'Create a profile' link. The page is titled 'Sign In'.



Profile Settings

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

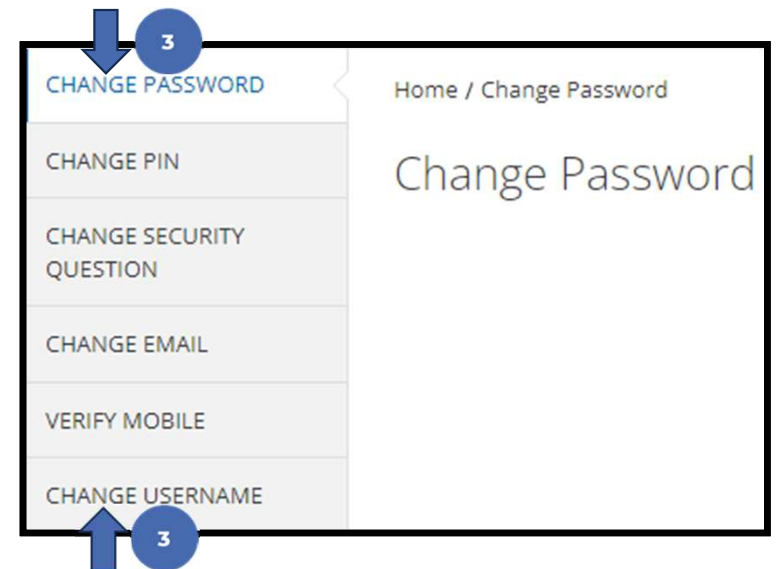
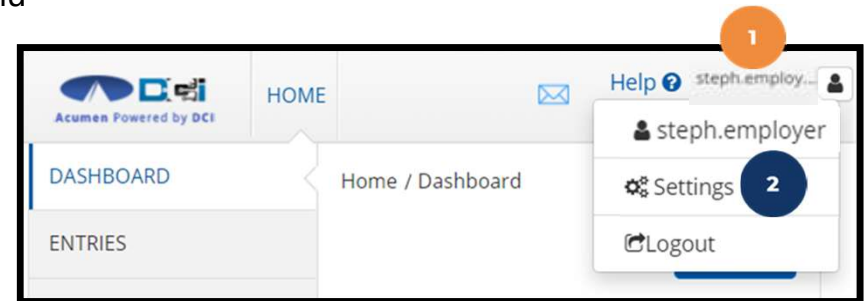


1. Click the **username** in the top right corner of the main menu

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



Proprietary: For Acumen and Customer Use Only

Add / Change PIN



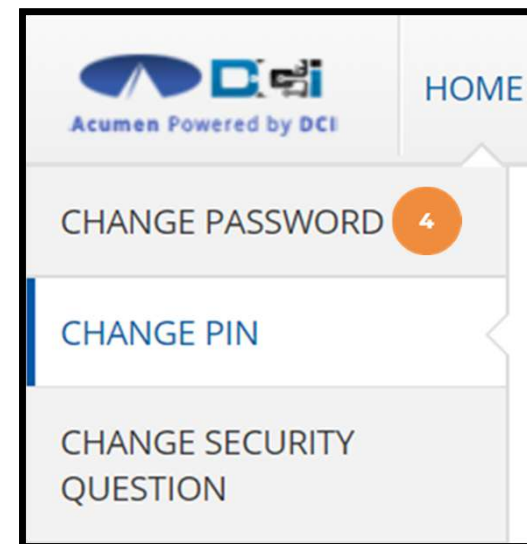
***Please Note!** The PIN can only be added or changed in the web portal

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



Form showing the password entry step:

Label: Password: *

Input field: Please enter password (marked with a blue circle 5)

Buttons: Cancel, Verify (marked with a blue circle 6)

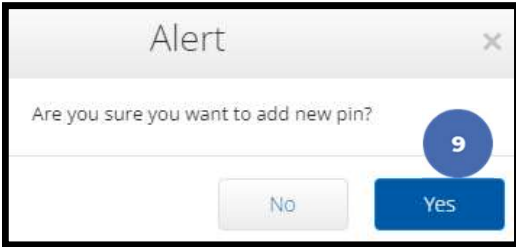
Add / Change PIN (cont.)

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



The screenshot shows a web form for changing a PIN. It has two input fields: "New Pin: *" and "Confirm Pin: *". Both fields contain the placeholder text "Please enter New Pin" and "Please Confirm Pin" respectively. An orange circle with the number 7 is positioned over the "New Pin" field. A blue circle with the number 8 is positioned over the "Change Pin" button, which is a blue rectangular button located at the bottom right of the form. To its left is a grey "Cancel" button.

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



The screenshot shows a small "Alert" dialog box. It has a title bar with the word "Alert" and a close button (X). The main text inside the dialog says "Are you sure you want to add new pin?". Below the text 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.



The screenshot shows a green rectangular bar with a black border. Inside the bar, the text "Pin Changed Successfully!" is displayed in a light green font. An orange circle with the number 10 is positioned at the end of the bar.

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.



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

Proprietary: For Acumen and Customer Use Only

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

☐	★	Attachments	From	Subject	Date/Time	Action
☐	★		DCI Support	Paystub for check date XX/XX/XXXX	11/02/2023 02:00 AM	
☐	★		Kristen Ziegler	hello there	12/08/2023 05:19 PM	
☐	★		Steph Client1	Checking on the status	11/02/2023 11:50 AM	
☐	★		DCI Support	Punch Rejected	10/12/2023 08:33 AM	

Proprietary: For Acumen and Customer Use Only

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/statement or the **download** icon to download it

☐	★	Attachments	From	Subject	Date/Time	Action
☐	★		DCI Support	Paystub for check date xx/xx/xxxx	07:13 PM	

Notes	Attachments
-------	-------------

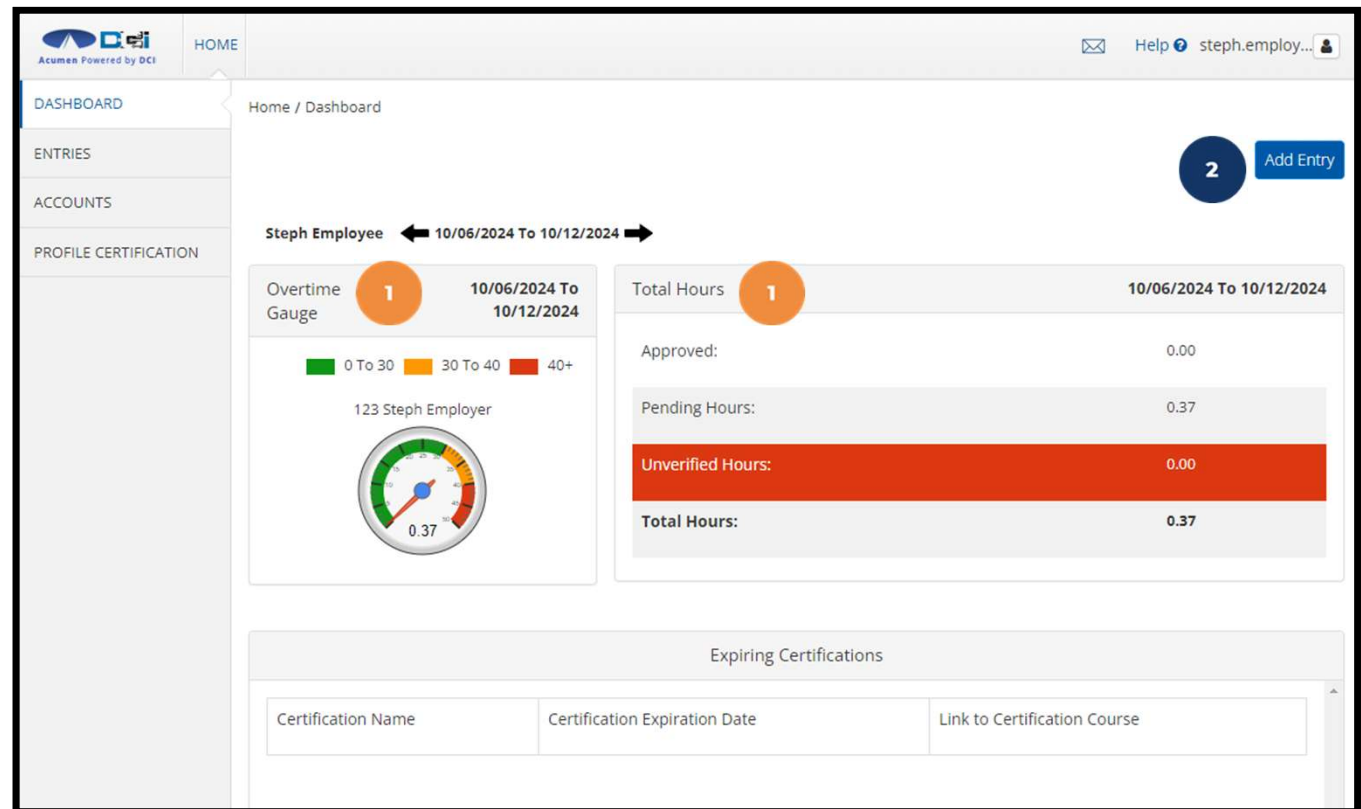
☐	Date	File Name	File Type	File Size	Added By	Download	Status
☐	Dec 08, 2023	Paystub.pdf		2554.02 KB	Kristen Ziegler		Active

Dashboard

1. View Overtime Gauge & Total Hours for the current calendar week. Use the black arrows to toggle between weeks.
❖ **Please note!** Unverified hours must be resolved to move to Pending status
2. Click **Add Entry** to enter a historical time punch
❖ Historical entries are non-EVV-compliant so should only be used if a service interruption occurred that prevented a real-time entry



The **Dashboard** is the landing page

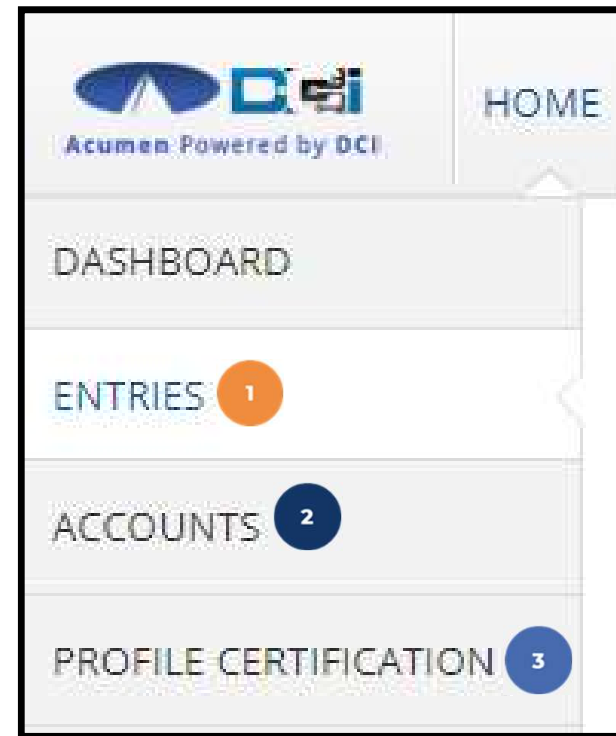


Proprietary: For Acumen and Customer Use Only

Submenu



1. The Entries tab on the submenu displays all your entries. Work with your employer to ensure all entries are approved before the payroll and timely filing (if applicable) deadlines.
2. The Accounts tab on the submenu displays all your accounts (connections) and is useful for troubleshooting
3. The Profile Certification tab on the submenu displays all your certifications



Add Entry

***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!** Please check to see if your program has a timely filing rule, meaning entries must be both entered AND approved within a certain number of days from the date of service

Add New Entry

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

Sign In

Username 1

Password

☐ Remember me [Forgot your password?](#)

Sign In

Acumen Powered by DCI HOME Help steph.employee...

DASHBOARD Home / Dashboard

ENTRIES

ACCOUNTS

PROFILE CERTIFICATION

2 Add Entry

Steph Employee 10/06/2024 To 10/12/2024

Overtime Gauge 10/06/2024 To 10/12/2024

0 To 30 30 To 40 40+

123 Steph Employer

0.37

Total Hours 10/06/2024 To 10/12/2024

Approved:	0.00
Pending Hours:	0.37
Unverified Hours:	0.00
Total Hours:	0.37

Expiring Certifications

Certification Name	Certification Expiration Date	Link to Certification Course
--------------------	-------------------------------	------------------------------

Add New Entry

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. If applicable to the program, select the Pay Rate Name from the drop-down.
 8. Select Portal Signoff (or Secure FOB) as the EVV Method
 9. If required by the program, select Clock In and Out EVV Location.
- *If Secure FOB was selected, enter the Start and End Tokens (6-digit codes) from the FOB that were generated during the shift and previously recorded
10. Check Out Date will auto-populate based on the Service Date entered



Add New Entry

Entry Type: *	Punch	▼
Employee Name:	Steph Employee	
Account Type: *	Hourly	▼
Client: *	Steph Client - 125	3 ✕
Service Code: *	PCS Service Code	4 ▼
Service Date: *	10/03/2024	5 📅
Check In: *	7:00 AM	6 ⌚
Check Out: *	7:30 AM	6 ⌚
Pay Rate Name: *	Standard	7 ▼
EVV Method: *	Portal Signoff	8 OR Secure FOB ▼
Clock In EVV Location:	Home	9 ▼
Clock Out EVV Location:	Home	9 ▼
Check Out Date:	10/03/2024	10

Add New Entry

11. If required by the program, select a Reason Code from the drop-down list (not required for Secure FOB entry).
12. If required by the program, add a Reason Code Note (not required for Secure FOB entry).
13. If required by the program, add a Diagnostic Code.
14. Enter Notes for the punch (optional)
15. Click the **Choose File** button to select and upload Attachments (optional)
16. If required by the program, select the task(s)/statement(s) that was completed during the shift for the client.
 - ✓ Tasks/statements are a quick way to document the duties completed with/for the participant
 - ✓ The entry cannot be saved without a selection
17. Click **Save**
18. Click **Yes** to submit

A screenshot of the 'Add New Entry' form interface. The form contains several input fields and buttons, each with a numbered callout circle. Callout 11 points to the 'Add Reason Codes' dropdown menu, which currently shows 'Forgot Mobile Device'. Callout 12 points to the 'Add Reason Code Note' text field, which contains 'No phone'. Callout 13 points to the 'Diagnostic Code' text field, which contains 'Diagnostic Code'. Callout 14 points to the 'Notes' text area, which contains 'Add Notes for Punch'. Callout 15 points to the 'Attachment' section, specifically the 'Choose File' button. Callout 16 points to the 'Statements' section, which has a list of checkboxes: 'Bathing' (unchecked), 'Shopping' (checked), 'Appointments' (unchecked), and 'Cleaning' (unchecked). Callout 17 points to the 'Save' button at the bottom right of the form. Callout 18 points to the 'Yes' button in an 'Alert' dialog box that is overlaid on the bottom of the form. The alert dialog asks: 'Are you sure you want to add a new punch for 00:30 hour(s) for Steph Client - 125 for Oct 03, 2024?'. The dialog also has a 'No' button and a 'Yes' button.

Edit or Reject Entry

Edit or Reject Entry

***Please note!** Only entries in a Pending status can be edited/rejected 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

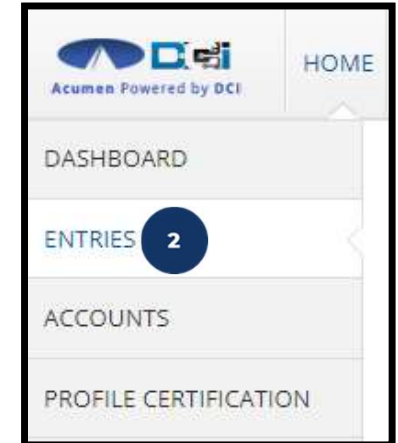
Sign In

Username

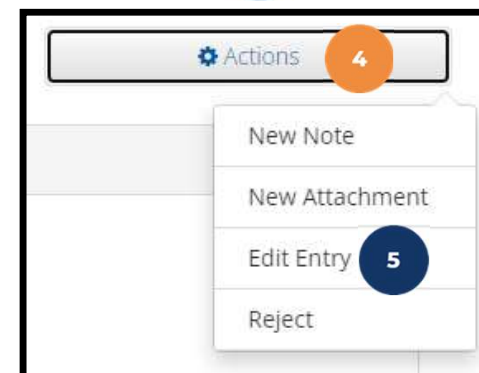
Password

☐ Remember me [Forgot your password?](#)

Sign In



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

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

Edit Entry

Entry Type: Punch

Employee Name: Steph Employee - 125

Account Type: Hourly

Client: Steph Client - 550

Service Code: PCS Service Code

Select Date: 10/03/2024

Check In: 12:06 PM

Check Out: 12:10 PM

Pay Rate Name: Standard

Check Out Date: 10/03/2024

EVV Method: Portal Signoff

Clock In EVV Location: Home

Clock Out EVV Location: Home

Diagnostic Code: Diagnostic Code

Add Reason Codes: Forgot Mobile Device

Add Reason Code Note: Add Reason Code Note

Notes: Add Notes for Punch

Attachment: Choose File

Statements: ☒ Bathing ☐ Shopping ☐ Appointments ☐ Cleaning

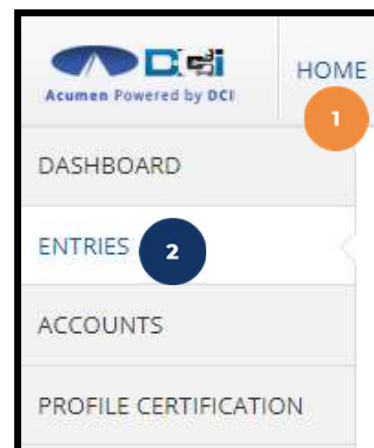
Alert

Are you sure you want to cancel the existing punch for 0:00:01 hour(s) for Oct 03, 2024 and add a new punch for 00:04 hour(s) for Steph Employee for Steph Client-550 for Oct 03, 2024?

No Yes

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



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

Troubleshooting

Alerts



Business rules are a tool used by your organization to validate, by service code, specific requirements mandated by that service. When a punch violates a business rule, you will receive an alert explaining the violation and what action needs to be taken.

One of the most common business rules is the **Authorization Remaining Balance** rule. This rule checks to see that there are enough funds in the authorization/service plan to cover the punch.

A screenshot of a software alert window titled "Alert". The window has a close button (X) in the top right corner. The main text inside the window reads: "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." Below this text is a list box containing two items: "Business Rule Name" and "Authorization Remaining Balance". At the bottom right of the window is a button labeled "Return".

- You will receive this alert and cannot save the punch
- You must edit the punch or cancel the entry
- The employer should review their unit utilization

Alerts



Many other business rules pertain to the authorization/service plan such as the **Authorization Expiration Date** rule.

A screenshot of a web-based punch card form. The form includes fields for "Check In:" (10:00 AM), "Check Out:" (12:30 PM), "EVV Method:" (Portal Signoff), "Check Out Date:" (04/17/2024), "Add Reason Codes:" (Forgot mobile device), "Add Reason Code Note:" (No phone), "Diagnosis Code:" (Diagnostic Code), "Notes:" (Add Notes for Punch), "Attachment:" (Add Attachment), "Statements:" (General Acknowledgement, Light Housekeeping, N/A), and "Test:" (Test). At the bottom, a red error message states: "There is no active Authorization for this account. Please contact your supervisor." Below the error message are "Cancel" and "Save" buttons.

- You will receive this alert when attempting to punch for a date after the authorization/service plan has expired
- You cannot save the punch
- Contact your employer
- The employer should verify their authorization data in DCI

Proprietary: For Acumen and Customer Use Only

Alerts



Punches must be **entered AND approved** within a certain number of days of the date of service (program-determined). After that number of days has passed, the **Timely Filing Employees Punch Entry** or the **Timely Filing Employee Punch Approval** rules will prohibit the punch from being saved.

A screenshot of a software alert dialog box. The title bar says "Alert" with a close button (X). The main text area contains a red message: "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." Below this message is a text field labeled "Business Rule Name" which contains the text "Timely Filing Employees Punch Entry". At the bottom right of the dialog is a button labeled "Return".

- You will receive this alert when attempting to punch for a date after the deadline
 - The Timely Filing Employee Punch Approval alert would show if the punch was created within the timeframe, but the employer was attempting to APPROVE the punch after the deadline.
- You cannot save the punch
 - Or, in the case of the Timely Filing Employee Punch Approval alert, the employer would be unable to approve the punch.
- No action can be taken

Alerts



Punches may only be entered for an active service account. If you attempt to enter a punch before the start date or after the end date of the service account, you cannot save the punch. This triggers either the **Employee Service Account Start Date Punch Entry** rule or the **Employee Service Account End Date Punch Entry** rule.

An alert dialog box with a title bar that says "Alert" and a close button (X). The main text inside the dialog reads: "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." Below this text is a section titled "Business Rule Name" which contains the text "Employee service account start date punch entry". At the bottom right of the dialog is a button labeled "Return".

Alert

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.

Business Rule Name

Employee service account start date punch entry

Return

- You cannot save the punch
- Ensure the correct dates have been entered for the punch
- Contact your employer

Alerts



If enrollment is on hold, or the client cannot receive service, the client profile will be suspended.

Punch entries cannot be added after the suspension date.

The screenshot shows a punch entry form with the following fields and values:

- Remaining Balance: 31.14
- Check In: 5:30 AM
- Check Out: 10:00 PM
- EVV Method: Portal Signoff
- Check Out Date: 04/18/2024
- Add Reason Codes: * [x] Forgot mobile device [x]
- Add Reason Code Note: * No phone
- Diagnosis Code: Diagnostic Code
- Notes: Add Notes for Punch
- Attachment: Add Attachment
- Statements:
 - ☐ General Acknowledgement
 - ☐ Light Housekeeping
 - ☒ N/A
- Test: Test

A red error message at the bottom states: "You are attempting to enter a punch for a date of service that is beyond the client's suspend date. Please contact your supervisor."

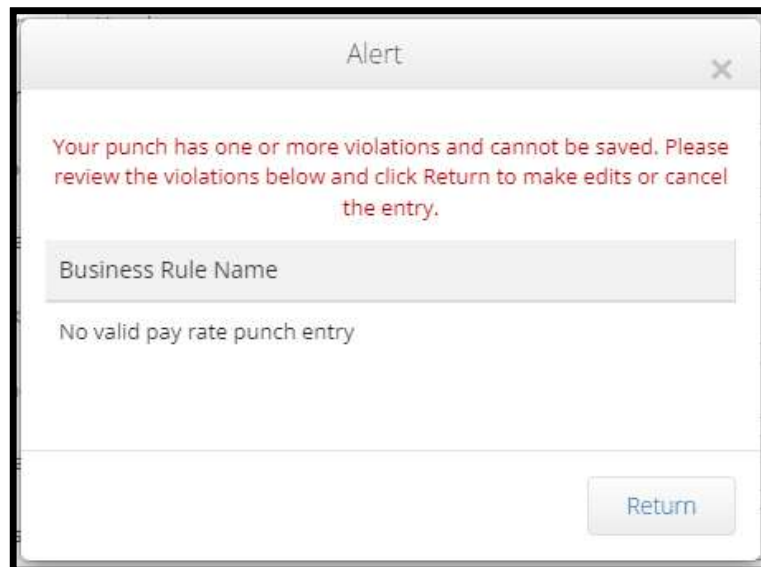
Buttons: Cancel, Save

- You cannot save the punch
 - While the system allows you to log in on the mobile app, you cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- Contact your employer

Alerts



If enrollment was on hold, or the client couldn't receive service for a period of time, you will not have a valid pay rate for that date range. The date of service you are attempting to enter a punch entry for has no valid pay rate.



- You cannot save the punch
 - While the system allows you to clock in on the mobile app, you cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- Contact your employer

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	
39492	Apr 14, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	Steph Client1	RESPITE (Hourly)	0:23:30	Rejected	1
39491	Apr 15, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	Steph Client1	RESPITE (Hourly)	0:23:30	Rejected	

Ref Entries

Notes

Attachments

Verifications

Map

Business Rules

Auto Approval

Custom Fields

History

3

Business Rules

Business Rule Name	Business Rule Result
Employee service account start date punch entry	Pass
Authorization Weekly Max	Fail
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

Mobile Web Portal

Accessed via smartphone or tablet

- View news posts & messages
- Enter historical time (non-EVV-compliant)
- View entries
- Reject entries

***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.

Proprietary: For Acumen and Customer Use Only



Accessing the DCI Mobile Web



1 acumen.dcisoftware.com **OR** outreach.dcisoftware.com

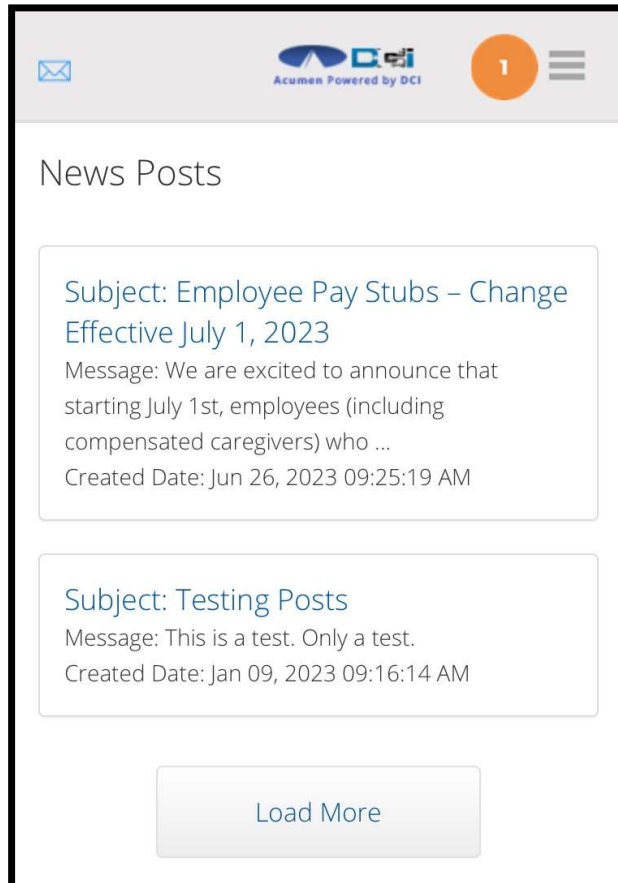
A screenshot of the mobile web login interface for Acumen. At the top is the "Acumen Powered by DCI" logo. Below it are two input fields: "Username" and "Password/ Pin". A "Remember me" checkbox is located below the password field. A "Forgot your password?" link is positioned above the "Sign In" button. The "Sign In" button is a large blue rectangle. At the bottom is a "Go to Full Site" link. Numbered callouts indicate the following steps: 1. URL, 2. Username field, 3. Remember me checkbox, 4. Forgot your password? link, and 5. Sign In button.

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

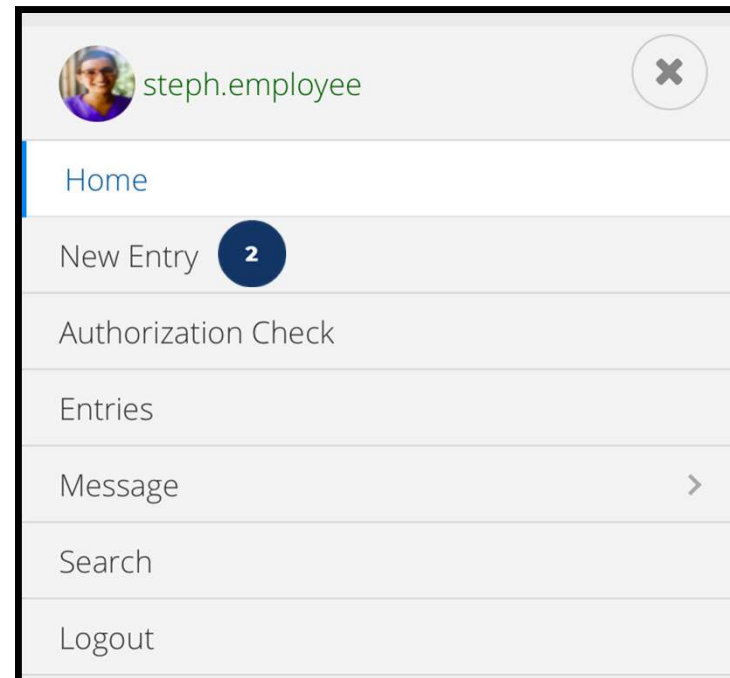
***Please note:** Contact Acumen with login issues

Add Entry

Add New Entry



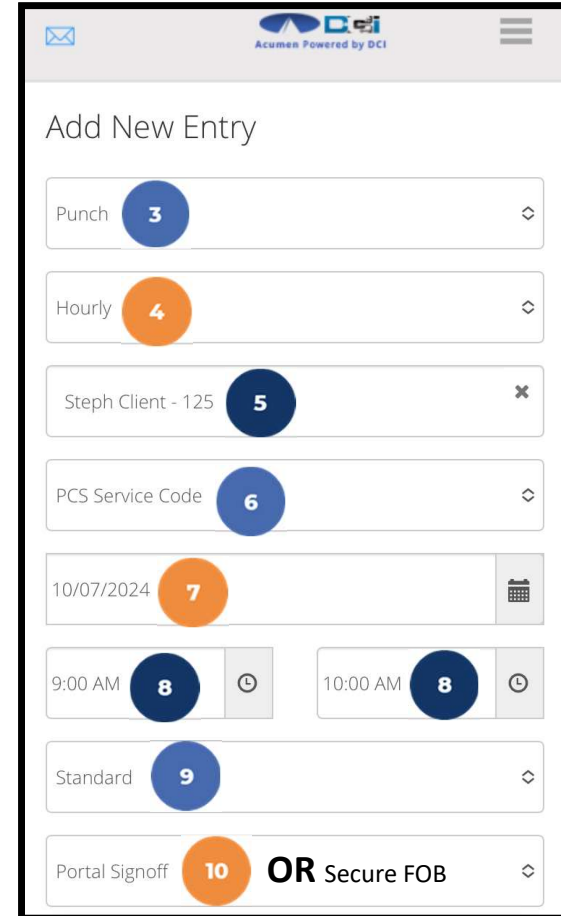
1. Click the **Menu** in the top right corner of the screen
2. Select the **New Entry** tab from the submenu



Proprietary: For Acumen and Customer Use Only

Add New Entry

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 (or Secure FOB) as the Method



The screenshot shows the 'Add New Entry' screen in the Acumen app. The interface includes a header with the Acumen logo and a menu icon. The form fields are as follows:

- Field 3:** A dropdown menu with 'Punch' selected.
- Field 4:** A dropdown menu with 'Hourly' selected.
- Field 5:** A search field containing 'Steph Client - 125'.
- Field 6:** A dropdown menu with 'PCS Service Code' selected.
- Field 7:** A date field showing '10/07/2024'.
- Field 8:** Two time selection fields. The first shows '9:00 AM' and the second shows '10:00 AM'.
- Field 9:** A dropdown menu with 'Standard' selected.
- Field 10:** A dropdown menu with 'Portal Signoff' selected, followed by the text 'OR Secure FOB'.

Add New Entry

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

*If Secure FOB was selected, enter the Start and End Tokens (6-digit codes) from the FOB that were generated during the shift and previously recorded

12. If required by the program, select a Reason Code from the drop-down list (not required for Secure FOB entry).

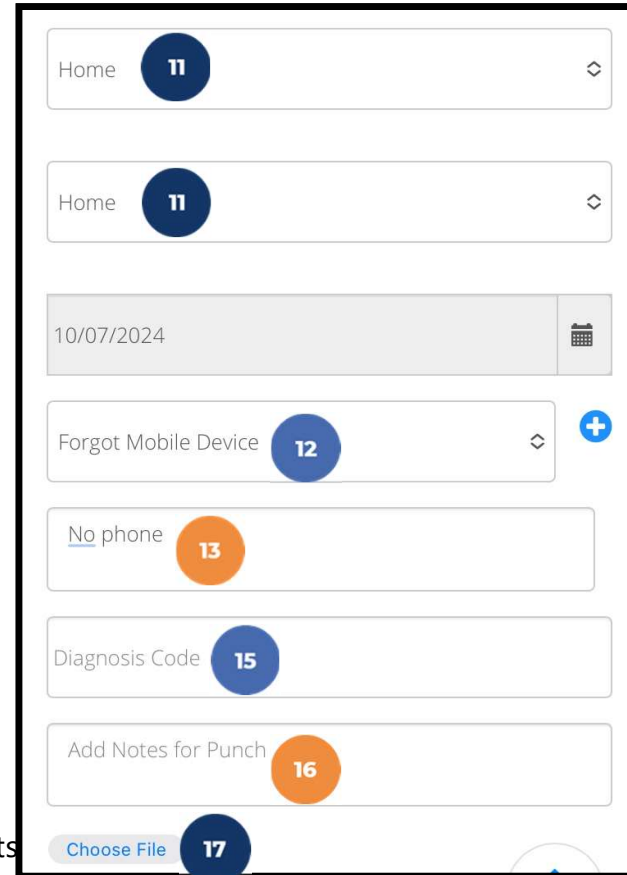
13. If required by the program, add a supporting Reason Code Note (not required for Secure FOB entry).

14. Click the blue **plus sign (+)** to populate the reason code details (not required for Secure FOB entry).

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

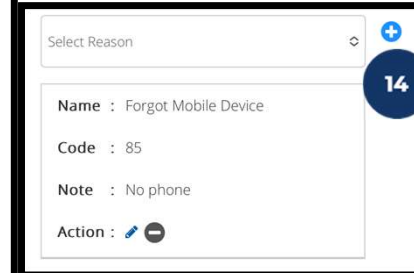
16. Enter Notes for the punch (optional)

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



The screenshot shows a mobile application interface for adding a new entry. It features several input fields and buttons, each with a numbered callout:

- 11**: Two dropdown menus for selecting the Clock In and Out EVV Location, both currently set to "Home".
- 12**: A date field showing "10/07/2024" with a calendar icon.
- 13**: A dropdown menu for selecting a Reason Code, currently set to "Forgot Mobile Device".
- 14**: A blue plus sign (+) button next to the Reason Code dropdown.
- 15**: A text field for "No phone" (the Reason Code Note).
- 16**: A text field for "Diagnosis Code".
- 17**: A text field for "Add Notes for Punch".
- 17**: A "Choose File" button at the bottom.



This screenshot shows a modal window for selecting a reason. It includes a dropdown for "Select Reason" and a blue plus sign (+) button with callout 14. Below the dropdown, the following details are displayed:

- Name** : Forgot Mobile Device
- Code** : 85
- Note** : No phone
- Action** : [Edit icon] [Delete icon]

Add New Entry

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

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

Payroll Schedule & Resources

Proprietary: For Acumen and Customer Use Only



AL ADMH Payment Schedule



- Ensure payment requests are received by the Submissions Due Date
- Requests submitted after the due date will be handled in the following pay period
- First paycheck from Acumen will be 01/09/2026
- Pay day is every other Friday

AL-ADMH	Payroll Start	Payroll End	Timesheets Due - (Days after Payroll End)	Lock Payroll Complete - (Days needed to process:)	Paydate
Bi-Weekly					
DECEMBER	Sun, 12/21/25	Sat, 12/27/25	Mon, 12/29/25	Tue, 01/06/26	Fri, 01/09/26
	Sun, 12/28/25	Sat, 01/10/26	Mon, 01/12/26	Tue, 01/20/26	Fri, 01/23/26
JANUARY	Sun, 01/11/26	Sat, 01/24/26	Mon, 01/26/26	Tue, 02/03/26	Fri, 02/06/26
	Sun, 01/25/26	Sat, 02/07/26	Mon, 02/09/26	Tue, 02/17/26	Fri, 02/20/26
FEBRUARY	Sun, 02/08/26	Sat, 02/21/26	Mon, 02/23/26	Tue, 03/03/26	Fri, 03/06/26
	Sun, 02/22/26	Sat, 03/07/26	Mon, 03/09/26	Tue, 03/17/26	Fri, 03/20/26
MARCH	Sun, 03/08/26	Sat, 03/21/26	Mon, 03/23/26	Tue, 03/31/26	Fri, 04/03/26
	Sun, 03/22/26	Sat, 04/04/26	Mon, 04/06/26	Tue, 04/14/26	Fri, 04/17/26
APRIL	Sun, 04/05/26	Sat, 04/18/26	Mon, 04/20/26	Tue, 04/28/26	Fri, 05/01/26
	Sun, 04/19/26	Sat, 05/02/26	Mon, 05/04/26	Tue, 05/12/26	Fri, 05/15/26
MAY	Sun, 05/03/26	Sat, 05/16/26	Mon, 05/18/26	Tue, 05/26/26	Fri, 05/29/26
	Sun, 05/17/26	Sat, 05/30/26	Mon, 06/01/26	Tue, 06/09/26	Fri, 06/12/26
JUNE	Sun, 05/31/26	Sat, 06/13/26	Mon, 06/15/26	Tue, 06/23/26	Fri, 06/26/26
	Sun, 06/14/26	Sat, 06/27/26	Mon, 06/29/26	Tue, 07/07/26	Fri, 07/10/26

Proprietary: For Acumen and Customer Use Only



Resources

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

Proprietary: For Acumen and Customer Use Only



Helpful Resources

Utilize our Websites

 [AL ADMH - Training Materials](#) for more help

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

 [Alabama State Page](#)

- This will give you AL specific details with Acumen Fiscal Agent

Contact the Acumen Support Team

For help with enrollment questions, DCI system questions, or payment issues

 [Contact Us](#) form at www.acumenfiscalagent.com/contact

 Email us at: enrollment@acumen2.net

 By Phone: (866)-560-0505





Acumen Fiscal Agent

Innovation • Opportunity • Freedom

THANK YOU!

acumenfiscalagent.com

Proprietary: For Acumen & Customer Use Only