

# Acumen VDC DCI Employee Phone IVR Training

## 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.

# Phone EVV IVR Basics

- **Employer - Confirm the Client phone number that will be used is on file with Acumen**
  - ✓ 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

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1. Sign in:
  - ✓ Call from the client's registered number 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



# Clock Out: Real Time Entry

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



# Historical Entry (cont.)

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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.)

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**\*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 registered number.
    - 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





**Acumen Fiscal Agent**

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**THANK YOU!**

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