

Phone EVV Guide

No Client Verification

Why DCI & Phone EVV?

- Online platform to help manage Employee Time
 - Better tools for both Employers & Employees
 - Faster and easier time entry & payroll processing
- DCI is compliant with the 21st Century Cures Act
 - As long as DCI is used properly to enter time with EVV.
- Real-Time = Clock In/Out at Start/End of Shift
 - Historical = Entering a full shift after that fact
 - Used only for missed punches and corrections





Phone EVV Setup

- Confirm Client phone number on file
 - This is the number all Employees must call from
- Employees need the last 4 of SSN & PIN
 - How to Change Employee PIN
- Employees may also need MM/DD
 - MMDD format. (Example July 14th = 0714)
- Employees need Client Name & Service Code
 - This is the Service Code for that shift





Employee Sign-In

This is the Sign-In process for all Phone EVV Entries:

- 1. Employee calls (855) 807-9595 to start their shift
- 2. Enter last 4 of Employee SSN
- 3. Enter Employee PIN
- 4. Enter Employee Month/Day of Birth
- 5. Press any key to continue



Real-Time Entry: Clock In

Use these steps to clock in at the beginning of shift:

- 1. Press #1 for Hourly
- 2. Confirm Client Name with prompt given
- 3. Press #1 for Real-Time entry
- 4. Select Service Code with the prompts given
- 5. Press #1 to confirm and save punch
- 6. Recording will read back punch details and disconnect

Congratulations! You are now on the clock.



Real-Time Entry: Clock Out

Use these steps to clock out at the end of the shift:

- 1. Follow instructions for <u>Employee Sign-In</u>
- 2. Recording will announce that there is an open punch
- 3. Confirm if you want to Close punch
- 4. Punch will be closed Employee is Clocked Out
 - Press #2 to disconnect or Press #1 to open new punch

Congratulations! Your shift is complete.



Proprietary and Confidential: Do Not Distribute

Historical Entries (1/3)

Historical Entries are used for a missed punch or punch correction.

Client or Employer must be present at the end of this process.

- 1. Follow instructions for <u>Employee Sign-In</u>
- 2. Press #1 for Hourly
- 3. Confirm Client Name with prompt given
- 4. Select #2 for Historical Punch
- 5. Select Service Code with the prompts given



Historical Entries (2/3)

Enter Date & Time in proper format

- 1. Enter Date of Service in MMDDYYYY format
 - Ex: August 1, 2019 = 08012019
- 2. Enter Clock-In time in HH:MM
- 3. Select AM (#1) or PM (#2)
- 4. Enter Clock-Out time in HH:MM
- 5. Select AM (#1) or PM (#2)
- 6. Recording will read back Punch Details Press #1 to Confirm



Historical Entries (3/3)

Client or Employer <u>must</u> be present for this step

- 1. Initiate Client Validation > Hand the phone to Client/Employer
 - Client/Employer will Press #1 when ready
- 2. Client/Employer will review punch details
 - Press #1 to Accept or #2 to Reject
- 3. Phone will Disconnect and shift will be entered



Proprietary and Confidential: Do Not Distribute

Troubleshooting

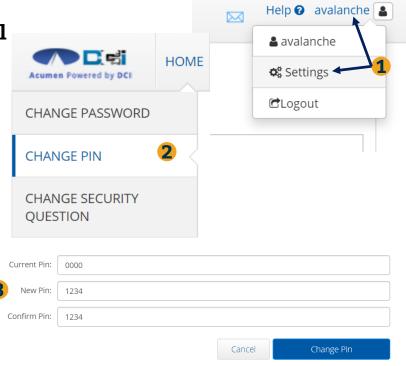
- Trouble Signing in?
 - Confirm Date of Birth & Last 4 of SSN or Change PIN
- Trouble Clocking In?
 - Only call from Client Phone #, Call Acumen to confirm
- Trouble with Historical Entries?
 - Enter Date & Time in correct format (MM/DD/YYYY & HH:MM)
 - Don't overlap with other Employee shifts
- Trouble with Client Validation?
 - Client/Employer reach out to Acumen to reset Client PIN



Add/Change PIN

This step must happen in the DCI Web Portal

- 1. Select Username > Then Settings
 - Located in the top right corner
- 2. Select Change PIN or Add New PIN
 - Add New PIN after Reset
 - Change PIN anytime
- 3. Enter New PIN & Confirm
 - Then Select "Change PIN"





Where to go for help?

- Utilize our <u>DCI Training Materials</u> for more help
 - This will give you a full list of Training Materials for DCI
- Contact your Acumen Agent for more help
 - Contact Customer Service if you don't know your assigned agent



Phone: (877) 211-3738

acumenfiscalagent.com





Thank you!

Visit the **Acumen Help Center** to learn more at: <u>acumenfiscalagent.zendesk.com</u>

