Acumen powered by DCI Software

Phone EVV Guide*

*Requires DCH Approval

Why DCI & Phone EVV?

- **Must have prior approval from DCH to use Phone EVV**

  - The Department of Community Health (DCH) must approve the use of a landline phone. Click the link for more info.

  - https://medicaid.georgia.gov/document/document/georgia-evv-ivr-request-form-participant-directed/download

- **Phone EVV is a time entry option that is EVV Compliant**

  - Should only be used by those with limited access to the DCI Mobile App for CLS & PSS services

- **Real-Time = Clock In/Out at Start/End of Shift (Preferred)**

  - Historical = Entering a full shift after that fact

    - Used only for missed punches and corrections

Roles & Responsibilities

Client

- This is the person who is receiving the care

- Sometimes referred to as participant or individual

- DCI profile is not logged into very often

Employer

- This is the person who manages the process

- Some Clients may be their own Employer

- Logs into DCI to manage budgets and time entries

- Authorized Reps can also help complete these tasks

Employee(s)

- This is the person who provides the care

- Sometimes referred to as the attendant or aide

- Will use Phone EVV daily to enter time

Phone EVV Setup

- **Obtain approval from DCH to use Phone EVV**
  - https://medicaid.georgia.gov/document/document/georgia-evv-ivr-request-form-participant-directed/download

- **Confirm Client phone number on file w/ Acumen**
  - This is the number all Employees must call from

- **Client Phone number must be a landline or VOIP**
  - Landline & VOIP meets all EVV Requirements

- **Employees need to know their SSN, DOB, & PIN**
  - How to Change Employee PIN

- **Employees must know Client Name & Service Code**
  - This is the Service Code for that shift

- **Client PIN is needed for Historical time entry**

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
    - Ex. Birthday July 4th = 0704

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. Continue without or Select EVV Location

5. Punch will be closed – Employee is Clocked Out

   • Press #2 to disconnect or Press #1 to open new punch

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. Continue without or Select EVV Location

7. 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.   Client/Employer will validate with Client PIN

   • Punch will be created with EVV

4.   Phone will Disconnect and shift will be entered
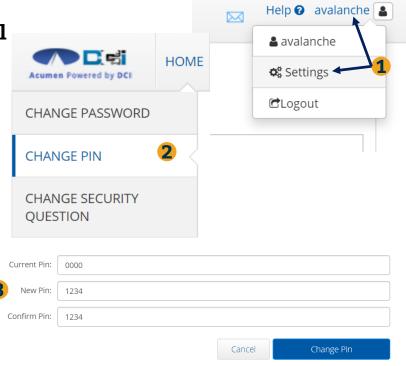
Troubleshooting

- **Trouble Signing in?**
  - Confirm Date of Birth & Last 4 of SSN or <u>Change PIN</u>

- **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 DCI Training Materials 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:
acumenfiscalagent.zendesk.com