



Acumen powered by DCI Software

Phone EVV Guide

Why DCI & Phone EVV?

- **DCI is an online platform to help manage Employee Time**
 - Better tools for both Employers & Employees
 - Faster and easier time entry & payroll processing
- **DCI will also help keep you compliant with the 21st Century Cures Act**
 - As long as DCI is used properly to enter time with EVV.
- **Phone EVV is a time entry option that is EVV Compliant**
 - Should only be used by those with limited access to smartphone or computer
- **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



Phone EVV Setup

- **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 the last 4 of their SSN & PIN**
 - [How to Change Employee PIN](#)
- **Employees may also need Month/Day of birthday**
 - MMDD format. (Example - July 14th = 0714)
- **Employees need 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
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. Continue without or Select EVV Location
6. Press #1 to confirm and save punch
7. 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 [Employee Sign-In](#)
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 [Employee Sign-In](#)
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 x2 (Clock In & Out)
7. Recording will read back Punch Details - Press #1 to Confirm

Historical Entries (3/3)

Client or Employer must 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 approved

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”

The screenshot shows the DCI Web Portal interface. At the top right, there is a user profile dropdown menu for 'avalanche' with options for 'Settings' (marked with a yellow circle 1) and 'Logout'. Below this, a 'CHANGE PIN' button is highlighted with a yellow circle 2. The 'CHANGE PIN' form is displayed with the following fields:

- Current Pin:
- New Pin: (marked with a yellow circle 3)
- Confirm Pin:

At the bottom right of the form, there are two buttons: 'Cancel' and '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](https://www.acumenfiscalagent.com)



Thank you!

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