DCI PHONE EVV FOR EMPLOYEES ONLY (Real-Time)

Before starting, complete the following:

- Confirm with Acumen the Client Phone # on file. This is the phone the employee will use to call to punch in and out. This MUST be a Landline or VOIP phone.

- Employees will need the last 4 digits of their Social Security Number & Date of Birth.

- Employee's also need to know their PIN. Use Phone EVV Guide for help.

- Employee must know the Client Name & Service Code for that shift.

To Clock In:

1) Employee calls **1 855 807 9595**
2) Employee will enter the last 4 digits of their Social Security Number
3) Employee will enter their 4 digit Employee PIN
   a. Use Phone EVV Guide to help add/change PIN
4) Employee will enter their birth Month & Day
   a. In MMDD format (ex. June 9th = 0609)
5) Press any key to continue
6) Confirm "hourly" with the prompt given
7) Confirm the Client's name with the prompt given
8) Select #1 for Real Time Punch
9) Confirm the service code with prompts given
10) Select EVV Location or Continue without
11) Confirm to save the "punch" (#1-Yes, #2-No)
12) Recording will read back the punch details and disconnect

To Clock Out:

1) Employee calls **1 855 807 9595**
2) Employee will enter the last 4 digits of their Social Security Number
3) Employee will enter their 4 digit Employee PIN
   a. Use Phone EVV Guide to help add/change PIN
4) Employee will enter their birth Month & Day
   a. In MMDD format (ex. June 9th = 0609)
5) Press any key to continue
6) Recording will read back to you the punch you had originally opened.
7) Confirm if correct and you want to close the punch (#1-Yes, #2-No)
8) Select EVV Location or Continue without
9) Punch will be closed and entered into the system
   a. Press #2 to disconnect or Press #1 to open new punch

Punches can be added, verified, or corrected in the Employer's DCI Portal.

DCI PHONE EVV FOR EMPLOYEES ONLY (Historical)

Before starting, complete the following:

- Confirm with Acumen the Client Phone # on file. This is the phone the employee will use to call to punch in and out. This MUST be a Landline or VOIP phone.

- Employees will need the last 4 digits of their Social Security Number & Date of Birth.

- Employee's also need to know their PIN. Use Phone EVV Guide for help.

- Employee must know the Client Name & Service Code for that shift.

- Client/Employer will need to know the Client PIN. Contact Acumen to add/change PIN.

To Enter Historical Punch:

1) Employee calls **1 855 807 9595**
2) Employee will enter the last 4 digits of their Social Security Number
3) Employee will enter their 4 digit Employee PIN
    a. Use Phone EVV Guide to help add/change PIN
4) Employee will enter their birth Month & Day
    a. In MMDD format (ex. June 9th = 0609)
5) Press any key to continue
6) Confirm "hourly" with the prompt given
7) Confirm the Client's name with the prompt given
8) Select #2 for Historical Punch
9) Confirm the service code with the prompt given
10) Enter Date of Service in MMDDYYY format
    a. (i.e. August 1, 2019 = 08012019)
11) Enter Clock IN time in HH:MM format
    a. (i.e. 8:30 = 0830)
12) Select AM or PM
13) Enter Clock OUT time in HH:MM format
    a. (i.e. 4:45 = 0445)
14) Select AM or PM
15) Select EVV Location or Continue without x2 (Clock In & Out)
16) Review details and confirm to save the punch (#1-Yes, #2-No)
17) Initiate Client Validation
    a. Get Client or Employer and Press #1 when ready
18) Client/Employer will review punch details and Accept or Reject punch
19) Enter Client PIN
20) Then the recording will review the punch that has been created
    a. Call will end automatically

Punches can be added, verified, or corrected in the Employer's DCI Portal.

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 helps 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

21st Century Cures Act

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 <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 x2 (Clock In & Out)

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 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"

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:
acumenfiscalagent.zendesk.com