



Acumen powered by DCI Software

Phone EVV Guide

Utah

Why DCI & Phone EVV?

- **DCI is an online platform with better tools to help enter Employee time with EVV compliance.**
- **EVV compliance is determined by the UT DSPD programs and the the 21st Century Cures Act**
- **Phone EVV is a low-tech time entry option that is available to those with a landline telephone**
 - Typically used by those Clients & Employees with limited access to mobile device (smartphone, tablet)
- **Phone EVV allows Employees to enter Real-Time & Historical punches into DCI daily**



Roles & Responsibilities

Client



- This is the person who is receiving the care
- Sometimes referred to as participant or individual
- Required to have a landline to use Phone EVV

Employer



- This is the person who manages the process
- This is the Employer of Record (EOR)
- Log into DCI to confirm Phone EVV punches
- 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
- Calls Phone EVV system to Clock In/Out Daily

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**
- **Employees need the of the following info ready:**
 - Employee last 4 of SSN
 - Employee PIN (MMDD of Birthday)
 - MMDD of Birthday (Same as above)
- **Employees need Client Name & Service Code**
 - This is the Client & Service Code for that shift
- **Client PIN is needed for Historical time entry**
 - Client PIN is on Employer GTG Letter

****Phone EVV not available for UT DSPD or New Choices Waiver programs due to notes requirement****



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 (MMDD format)
 - Enter if necessary (March 1st birthday = 0301)

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. Select EVV Location or None if no location available
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 entered

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

Changing Profile PIN

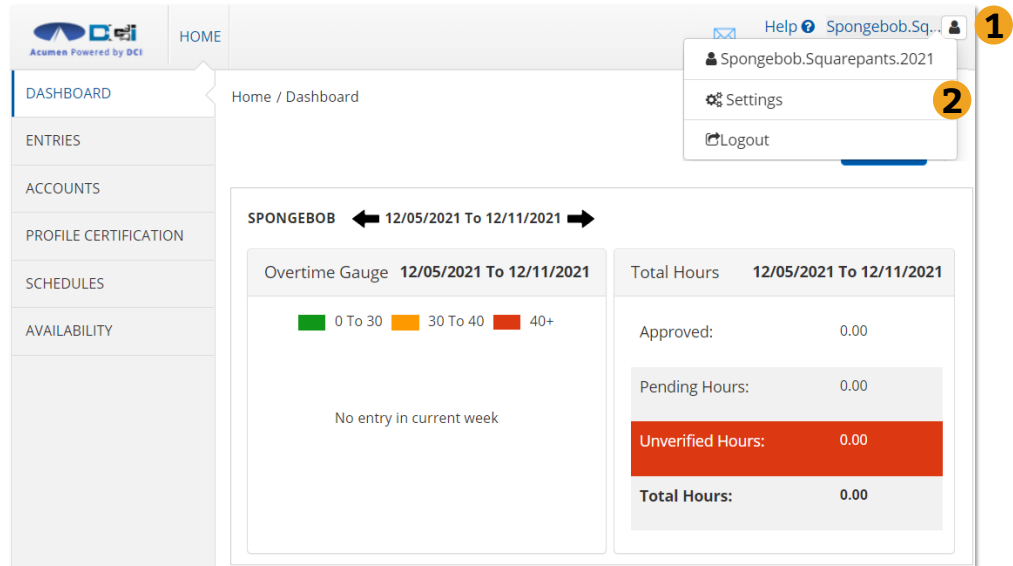
Open Profile Settings

Once Logged into the DCI Portal

1. Select Username (top right)

2. Then Select Settings

This will open your Profile Settings



The screenshot shows the DCI Portal dashboard for a user named SPONGEBOB. The user's profile is visible at the top right, with a dropdown menu open showing options: 'Spongebob.Squarepants.2021', 'Settings', and 'Logout'. The 'Settings' option is highlighted with a yellow circle labeled '2'. The user's name 'SPONGEBOB' is also highlighted with a yellow circle labeled '1'. The dashboard displays an 'Overtime Gauge' for the period 12/05/2021 To 12/11/2021, showing 'No entry in current week'. A table on the right shows 'Total Hours' for the same period, with 'Unverified Hours' highlighted in red.

SPONGEBOB	
12/05/2021 To 12/11/2021	
Overtime Gauge	12/05/2021 To 12/11/2021
0 To 30 30 To 40 40+	
No entry in current week	
Total Hours	12/05/2021 To 12/11/2021
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	0.00

Change PIN

Once Profile Settings are open

1. Select Add/Change PIN
2. Enter current password
3. Select Verify
4. Enter new PIN twice
5. Select Change PIN > Yes

Pro Tip:

Employee PIN is used for an easier login experience in the DCI Mobile App

CHANGED PASSWORD

CHANGE PIN **1**

CHANGE SECURITY QUESTION

CHANGE EMAIL

VERIFY MOBILE

CHANGE USERNAME

Home / Change Pin

Verify Password

Password: * Please enter password **2**

Cancel Verify **3**

Change Pin

New Pin: * Please enter New Pin **4**

Confirm Pin: * Please Confirm Pin

Cancel Change Pin **5**

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