



**Acumen powered by DCI Software**

## **How to Use Phone EVV**

A guide for Employers & Employees on how to use Phone EVV with Acumen

# Why DCI & Phone EVV?

Confirm with your program that Phone EVV is an option for you.

## Compliance with 21st Century Cures Act

- New federal law that requires those utilizing a Medicaid funded program to use a system with EVV to manage time

## DCI keeps you compliant with the 21<sup>st</sup> Century Cures Act

- As long as you use DCI to enter and manage time, you will be in compliance with the new federal mandate

## Phone EVV is a low tech option for both Real-Time & Historical time entry

- 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
  - This is the phone number all Employees will call from
- Client Phone number must be a landline
  - Landline meets all EVV Requirements for Real-Time Entry
- Employees need the last 4 of their SSN
  - SSN = Social Security Number
- Employee PIN is 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 the last 4 of Client SSN
  - Used only for Historical Punches



# Phone EVV Employee Sign-In

This is the same Sign-In process for both Real-Time & Historical Entries:

1. Employee calls [1-855-807-9595](tel:1-855-807-9595) to start their shift
2. Enter last 4 of Employee SSN
3. Enter Employee PIN (MMDD format of birthday)
4. Press any key to continue
5. Press #1 for Hourly
6. Confirm Client Name with prompt given
  - a. Will only announce client names attached to the landline number

# Phone EVV for Real-Time Entry: Clock In

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

1. Press #1 for Real-Time entry
2. Select proper Service Code with the prompts given
3. Balance will be announced - Press #1 to continue
  - a. Not available in all states
  - b. Move on to next step if no balance announced
4. EVV Location - Press #1 to continue or select location
5. Press #1 to confirm and save punch
6. Recording will read back punch details and disconnect
  - a. User is clocked in and will begin regular duties of shift

# Phone EVV for Real-Time Entry: Clock Out

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

1. Follow instructions to sign in to Phone EVV
  - a. Use steps 1-4 on “Phone EVV Employee Sign-In” slide
2. Recording will announce that there is an open punch
3. Confirm that you want to Close punch - Press #1
4. EVV Location - Press #1 to continue or select location
5. Punch will be closed - Press #2 to disconnect
  - a. Or Press #1 to open a new punch right away

# Phone EVV for Historical Entries (1/2)

Historical Entries used for punch corrections or when employee forgets to use Real-Time option. ***Client or Employer must be present for this process.***

1. Follow instructions to sign in to Phone EVV
  - a. Use all 6 steps on “Phone EVV Employee Sign-In” slide
2. Select #2 for Historical Punch
3. Select proper Service Code with the prompts given
4. Enter Date of Service in MMDDYYYY format
  - a. Example: August 1, 2019 = 08012019
5. Enter Clock-In time in HH:MM
  - a. Example - 8:30 = 0830
6. Select AM (#1) or PM (#2)

# Phone EVV for Historical Entries (2/2)

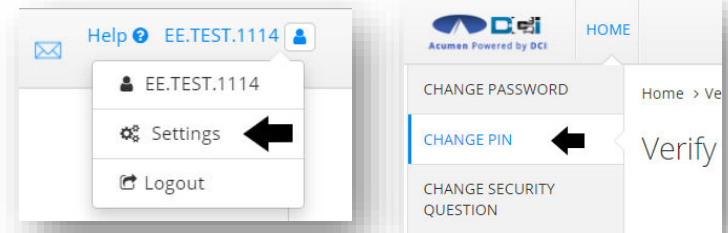
Use this option for punch corrections or if an employee forgets to use Real-Time option:

1. Enter Clock-Out time in HH:MM
  - a. Example: 4:45 = 0445
2. Select AM (#1) or PM (#2)
3. Select Clock-In AND Clock-Out location - Press #1 to continue
4. Recording will read back Punch Details - Press #1 to Confirm
5. Initiate Client Validation - Hand the phone to Client/Employer
  - a. Client/Employer will Press #1 when ready
6. Client/Employer will review punch details - Press #1 to Accept or #2 to Reject
7. Client/Employer will validate with Client PIN (Client PIN = Last 4 of Client SSN)
  - a. Call will automatically end after Client PIN is entered and punch was created



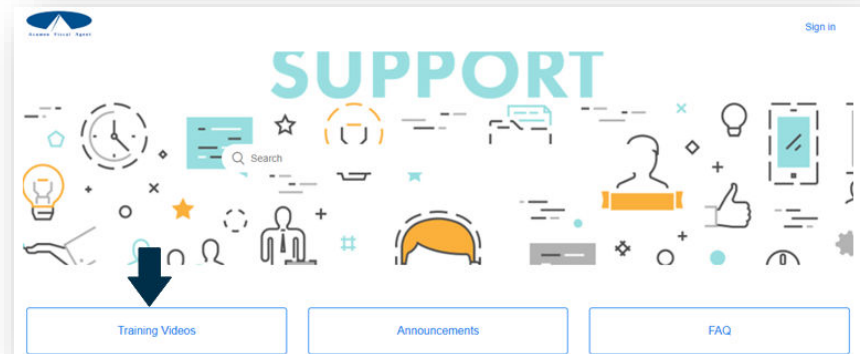
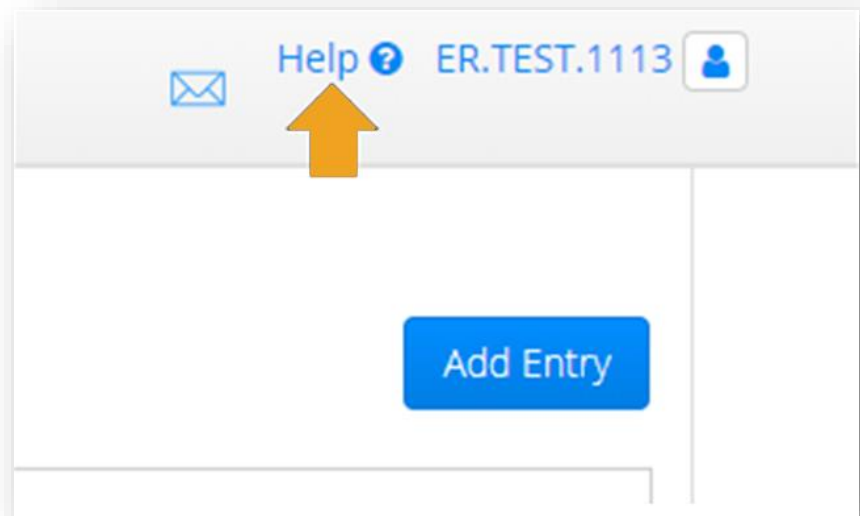
# How to change Employee PIN

- Login to DCI with Username & Password
- Select Username > Then Settings
  - Located in the top right corner
- Select “Change PIN”
  - Then verify Password to confirm identity
- Add New PIN & Confirm
  - Then Select “Change PIN”
- Client PIN is changed by calling Acumen
  - Contact your local rep or Customer Service to change

The image shows a form titled 'Add New Pin'. It contains two input fields: 'New Pin:' with the value '1234' and 'Confirm Pin:' with the value '1234'. The form is displayed on a white background with a light blue border.

# Where to go for help?

- Select the “Help” button
  - Located next to the username in the top right corner
- Then Select on “Training Materials”
  - This will give you a full list of Training Materials for DCI
- Use Guides or Videos for help
  - Each item covers a specific DCI feature
- Call Customer Service for additional help
  - Be sure to know which step is giving you trouble



# Contact Us



Phone: (877) 211-3738



Fax: (888) 249-7023



[www.acumenfiscalagent.com](http://www.acumenfiscalagent.com)



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# Thank you!

Visit the Acumen Help Center to learn more at:  
<https://acumenfiscalagent.zendesk.com/hc/en-us>