ACUMEN GA EVV FAQ'S

1. **What service(s) are required to comply with the 21st Century Cures Act Electronic Visit Verification (EVV) process for time submission?**

   A: In the NOW and COMP waivers all Community Living Support (CLS) services should be submitted in an EVV compliant manner. This includes CLB, CLE, CB2, CE2, CB3, and CE3. (Note PAR funds come from your CLS budget but the service itself is not subject to EVV).

   In the CCSP and ICWP waivers Personal Support Services (PSS) must be submitted in an EVV compliant manner.

2. **What is EVV and how can EVV compliant shifts be submitted to Acumen?**

   A: EVV systems must electronically verify: the type of service, the individual receiving the service, the date of the service, the location of the service, the individual providing the service, and the exact time the service begins and ends. The requirement states that this information must be gathered in "real time" meaning all data must be collected at the point of clock-in and clock-out.

   There are two potential methods to submit an EVV compliant shift: The DCI Mobile App and Landline EVV*.

   The DCI EVV Mobile App is free to download on a tablet or smartphone from either the Apple App Store and/or Google Play Store. After downloading, enter **228636** to register as an Acumen user. Click here for a step by step guide on downloading the DCI EVV Mobile App.

   https://www.acumenfiscalagent.com/wp-content/uploads/2020/12/Download-DCI-Mobile-App.pdf

   *The Department of Community Health (DCH) must approve the use of a landline phone. You may not use the landline EVV option without DCH approval. The instructions and request form for landline EVV can be found at: https://medicaid.georgia.gov/document/document/georgia-evv-ivr-request-form-participant-directed/download. If DCH approves you for landline EVV, they will notify Acumen, and we will contact you to set this up and provide you with training on landline EVV use.

3. **How can services other than CLS/PSS that do <u>not</u> require EVV compliance be submitted to Acumen for payment?**

A: CLS and PSS are the only services required to be submitted using EVV right now. If you have any other employee services available to use, they can also be submitted using the DCI EVV Mobile App or on our web portal at acumen.dcisoftware.com. If you receive DCH approval for landline use you may use the landline for all services your employee performs.

4. **How will the Employer confirm and verify services?**

A: The employer can log on to the DCI web portal at acumen.dcisoftware.com to review shifts at any time.

5. **Do services have to be started or completed at the participant's home for EVV check-in and check-out?**

A: No. The DCI Mobile App will capture the GPS location at clock-in and clock-out, so you can begin and end the CLS/PSS shifts wherever the participant is, at home or in the community as you normally would.

6. **Can Self-directed participants receive services in the community with EVV?**

A: Yes. The use of EVV does not change the way or location in which services are delivered. Self-directed participants will still receive services according to their service plan and existing program rules**.**

7. **Self-directed Members receive services outside of their homes, such as at doctors' appointments, grocery stores, etc. How will these addresses and locations be stored and how do they impact billing for services?**

A: The 21st Century Cures Act states we have to obtain the location that services started and ended. The DCI App collects GPS location at the point of clock-in and clock-out to meet this requirement. The PSS and CLS services will not be considered EVV compliant if this data is not provided and we may not be able to pay your employee for services without it. The locations are stored in the DCI system, and the employer and employee can view the shift details, including the GPS location, by logging into the DCI portal and viewing the punch details.

8. **Will the DCI App have a verification option for participants who are not able to confirm the visit took place?**

A: Yes. On or before July 1, 2021, the DCI App will offer three methods to verify the visit took place. These options will be offered at the end of the shift at clock-out only, and your employee will choose which method to use to verify the visit. They will be given the following

verification options: Client PIN or Password, Facial Recognition, or Client/Employer Signature. You will not need to use a verification method at clock-in. If a verification method is not used, or if the verification fails, the Employer will need to manually approve the shift on the DCI portal (acumen.dcisoftware.com). Please view our training videos or attend a live webinar for more information on how to use each of these options.

9. **Will Georgia be using GPS technology to help capture the required EVV data?**

A: Yes. Both the State EVV vendor and Acumen's vendor, DCI, use GPS technology to verify the location of services rendered. DCI only uses GPS technology at the point of clock-in and clock-out. The EVV mobile application will not continuously track the location of the user during the shift, or any other time.

10. **If I do not have internet access, how should the visit be documented?**

A: On or before July 1, 2021, the DCI App will have an offline mode available in the event that the employee is not connected to the internet. They will still be able to clock-in and clock-out as usual. The shift data will be held until they get a Wi-Fi or cellular data connection. The next time they log-in to the app and have a Wi-Fi or cellular data connection they will be prompted to sync (send) the shift data. Please view our training videos or attend a live webinar for more information on how to use offline mode.

11. **Can a Self-directed participant or employer supply their employee(s) with a phone or tablet versus the employee using his/her own phone?**

A: The participant or employer may choose to provide their employee(s) with an Android or iOS tablet or phone for EVV compliance. The Department of Community Health (DCH) has stated they will not supply or reimburse for equipment provided to employees for this purpose. In addition, Medicaid cannot be used to purchase the devices. The provided device can be shared amongst employees if needed, as the employees will need to log in and out of their account when entering their time. Please remind them not to save their login credentials on a shared device, and to NEVER share login credentials with anyone.

12. **Can a laptop or desktop be used for EVV instead of a mobile device or tablet?**

A: CLS and PSS must be submitted via the DCI EVV Mobile App which can be used on a smartphone or tablet (or by landline EVV if you have received DCH approval**). The DCI desktop portal, which can be accessed using a laptop or desktop computer, is for administrative purposes and is not considered EVV compliant for submitting CLS or PSS shifts.** The portal can be used for entry of non-EVV required shifts (such as CAG or Respite), for review of your budget, shift status, etc.

13. With whom will Acumen/DCI share the collected data?

A: The clock-in and clock-out data is available to the employee who worked the shift and their employer. We strongly recommend the employer monitor shifts and hours worked in managing their employees and their budget authorization. Acumen uses the data to bill for CLS/PSS services through Tellus, and for other services when billing through GAMMIS. As an enrolled provider with the Department of Community Health (DCH), we share information with DCH, and with the Department of Behavioral Health and Developmental Disabilities (DBHDD) for the NOW and COMP programs.

14. Will Acumen clients need to do anything with Tellus, the state EVV vendor, to become compliant?

A: No. You will not have to take any steps with Tellus. Acumen and DCI are working on the integration with Tellus.

15. Is there an exception process for having to submit shifts in an EVV compliant manner?

A: No, all waiver participants using CLS and/or PSS services, including all self-directed participants, must comply with submitting their employee's shifts in an EVV Compliant manner. This is a federal mandate per the 21st Century Cures Act. There is not a process to obtain an exception for any reason.

16. What happens if my employee forgets to clock-in or out, or the smartphone is not functional at the point of clock-in or clock-out?

A: There are certain allowances for situations where the CLS or PSS shift could not be entered in an EVV compliant manner. If a situation occurs where the shift was not/could not be entered on the DCI EVV Mobile app (or landline EVV if approved) your employee must enter the shift on the portal at acumen.dcisoftware.com. When entering their shift, they will have to choose a reason for the shift not being entered in a compliant manner. The preset reason codes will appear as a dropdown menu on the "New Entry" screen in the portal. Note that Acumen is required to report the non-compliance and the reason provided during the billing process. Please view our training videos or attend a live webinar for more information on how to submit an entry on the DCI portal.

17. Who should download the DCI EVV Mobile App?

A: The employee will be using the DCI EVV Mobile App and they can download the app free of charge from the Apple App Store or Google Play Store. When downloading the App you will be prompted to use a "System Identifier". Please enter **228636** to register as an Acumen user. The same process can be used if the app is downloaded on a smartphone or tablet. You will have to enable location services as the app will collect the GPS location at the time of clock-in and clock-out only.

The DCI EVV Mobile App is intended for employee use. If you are an employer and would like to view your employee's shifts, approve non-compliant shifts, or view and manage your budget please use the administrative portal at acumen.dcisoftware.com.

18. Do we have to use facial recognition?

A: No. The shift can also be verified by using the Client PIN, Signature, or Portal Signoff options which will be made available prior to July 1, 2021. If a verification method is not used, the employer will need to approve the shift on the administrative portal at acumen.dcisoftware.com.

19. How can I get training on the DCI EVV Mobile App and Acumen DCI Portal?

A: Links to training videos can be found by logging into the DCI Portal and clicking on the Help button in the upper right hand corner, or by going to: acumenfiscalagent.com and clicking on the EVV button in the upper right. You can also sign up for a live webinar by going to acumenfiscalagent.com and clicking on the Events tab.

20. Will anyone need to use their Social Security Number to use the DCI EVV Mobile App?

A: No. The DCI EVV Mobile App does not require a SSN be used for shift entry. You do not need to use this to login to your account, though you may need this if you forget your password and need to reset it.

21. How can a username or password be changed?

A: We encourage all users to reset their password upon logging in for the first time and as frequently thereafter as they would like. To update your username and password, log into your DCI portal account at acumen.dcisoftware.com and go to the profile icon next to your user name in the upper right hand corner and choose "Settings". There is a menu on the left of the screen where you can choose to update your username or password. Contact Acumen if you need assistance with your username or password.

22. How will vendor payments be submitted?

A: Vendor payments are not changing in any way with EVV go-live. You can still submit your vendor payment requests the same way you have been.

23. **If I use the CLS shared codes (NOW/COMP only) does my employee need to submit their shifts in an EVV complaint way?**

A: Yes, the shared CLS codes also need to comply with EVV mandates. If you use the shared codes (CB2, CE2, CB3, CE3) meaning the waiver participant lives with one or two other waiver recipients who are supported by the same employee at the same time and same location, contact us for instructions on how to submit the shared codes. You may call our customer service team or email us at enrollment@acumen2.net.

24. **What happens if I submit my CLS or PSS shift on a paper timesheet?**

A: Paper timesheets are NOT EVV compliant. We may not process a paper timesheet for payment of CLS or PSS services that take place beginning July 1, 2021.

25. **I use the CLS codes available in the NOW/COMP waivers and there are times that we start a CLB shift (Community Living Basic shift intended to last less than 3 hours) but it ends up lasting more than 3 hours. This could also be an issue if we start a CLE shift (Community Living Extended shift intended to last 3 hours or more) and we have to end the shift early. How do we manage the code change after we clock in using the DCI Mobile EVV?**

A: If there is a change in the service code you can clock out of the shift as you normally would using the DCI Mobile EVV and edit the service code on the DCI portal at acumen.dcisoftware.com.

26. **What if my employee does not have a Wi-Fi connection when they need to clock-in or clock-out?**

A: If your employee does not have a Wi-Fi connection at the time of clock-in or clock-out, they can still use the DCI EVV Mobile App! They will simply clock-in or out as they normally would. The next time your employee logs in to the app and has a Wi-Fi or cellular data connection, they will be prompted to sync (send) any shifts that were collected while in offline mode. The app will notify the employee when the shifts are successfully synced. This "offline mode" feature will be available on or before July 1, 2021.

27. **How do I set up facial recognition for shift verification?**

A: If you would like to use facial recognition for shift verification you will need to send Acumen a photo of the waiver participant for future photos to be compared to. Please send a forward

facing head shot, without anything obstructing the facial features. This can be sent to enrollment@acumen2.net or customerservice@acumen2.net. Please send this from the email address we have on file for you. We will contact you to verify that you are set-up. The facial recognition feature will not be successful without this being set up prior to use.

28. **How do I set up Client PIN for shift verification?**

    A: To set up the Client PIN for shift verification, login to the DCI portal with the client username and password. *Note this is a different login than the Employer login which is used to manage the administration of your account. From the Client dashboard, click on the profile in the upper right hand corner, then choose Settings. From there you can choose "Add a New PIN". You can contact Acumen at customerservice@acumen2.net or enrollment@acumen2.net and we will send you a link to access your Client profile.

29. **How do I set up the signature option for shift verification?**

    A: You will not need to take any additional steps to use the signature option.

30. **Where can I find the training materials or attend a live webinar?**

    A: Training materials can be found on the DCI portal by clicking on the Help button in the upper right hand corner, or you can sign up for a live webinar by going to: https://www.acumenfiscalagent.com/acumen-events/. You may also contact our customer service team or your local Acumen Agent for one on one assistance.

Troubleshooting Tips:

If you have difficulty with the app make sure you have installed all updates. You can change your app settings to automatically install app updates.

   How to Update Android Apps Automatically

https://www.acumenfiscalagent.com/wp-content/uploads/2020/12/Auto-Update-Android-Apps.pdf

   How to Update Apple Apps Automatically

https://www.acumenfiscalagent.com/wp-content/uploads/2020/12/Auto-Update-Apple-Apps.pdf

Click here to ensure you are using a supported Operating System.

https://directcareinnovations.zendesk.com/hc/en-us/articles/360012846413-What-Devices-Operating-Systems-OS-and-Web-Browsers-Does-DCI-Support-

If you are having trouble accessing the DCI App from a supported Android device, click here.

https://directcareinnovations.zendesk.com/hc/en-us/articles/360003252454-Unable-to-Access-DCI-Mobile-App-on-Android-Device