

Important News from Your Montana Acumen Team!

New Customer Service Chat Feature Now Available!

We're excited to introduce a new Customer Service Chat option on the Acumen website. This additional, secure option allows you to get quick support from a live representative! To access the chat in Montana:

1. Visit Acumen's website www.acumenfiscalagent.com
2. Click on the state of Montana (*Please note: You will need to navigate to the MT page before the chat option will appear as this option is not available in all states just yet.*)
3. Once you're on the Montana page, look for a small chat bubble in the bottom right corner of the screen.
4. Click the chat bubble, enter your personal information and select the topic of your inquiry.
 - a. Please note: Required fields are marked with a red asterisk (*)
5. Click the blue "Begin Chat" button to connect with a representative.

You can also upload attachments if needed – making this a great tool for quick, efficient support! If using this new chat feature is not your cup of tea, you are always welcome to call Customer Service by phone at 877-824-9356 or reach out to your Montana Agent!

DCI Mobile App Updates

The State of Montana is monitoring E.V.V. compliance and asking Acumen to take steps to increase usage of the DCI mobile app for real-time shift reporting. To this end, a reminder notification is now available to help employees remember to clock out, which reduces the need for manual shift corrections and helps comply with electronic visit verification. The notification is currently set to go out after an employee has been clocked in for 7.75 hours. Future system enhancements will support a more customizable experience down the road. Stay tuned. To receive these notifications, your employees must allow notifications in their iOS settings or enable them in the Android app settings.

Other ideas to help employees remember to clock in and clock out:

- Employees can set an alarm on their phone at the time the shift starts and another alarm at the time their shift is expected to end.
- Place a sign at the entry of the work site, prompting employees to clock in and clock out.
- Use a buddy system to remind employees to clock in and out.

Limited Signal Areas

The DCI app offers an "Offline Mode" when services are provided outside of signal range. The employee's device must be registered with DCI before Offline Mode will work properly. Once registered, employees will see a red banner at the top of their app screen letting them know there is no signal and that they are in **"Offline Mode."** The employee can still clock in and out normally, but all other features of the app are suspended until the device is back in signal range to sync. Punches will not sync or become visible to the employer for approval until the employee returns to signal range, however, the punches will still be E.V.V. compliant!

Troubleshooting: DCI only allows one mobile device to be registered to each employee. If your employee does not see the "Offline Mode" banner at the top of their screen when outside of service range, their device may not be registered. To resolve this, have your employee contact Acumen Customer Service, or your MT Agent, Ericka Cota.

Training: E.V.V. Compliance for Respite Care Hours

Full electronic visit verification (E.V.V.) compliance became mandatory in Montana as of July 1, 2024, and applies to **ALL** Respite Care hours worked by employees. While the State has not yet implemented consequences for non-compliance, they have set a compliance goal of 85% and are in the process of determining appropriate measures that may be enforced if employees fail to meet the E.V.V. requirements.

Respite Care employees should be using the DCI Mobile EVV app to clock in and out for every shift, as this is the ONLY time entry method that complies with E.V.V. in Montana. Make every effort to avoid manual corrections/edits, as this strips away the E.V.V. compliance and reduces your employee's compliance rate.

Please Note: *Employees sometimes confuse the mobile version of the web portal as being the mobile app. If they are creating shifts historically (meaning not in real-time at the beginning and end of each shift), then they are not using the app, and their shift will NOT be E.V.V. compliant.*

At Acumen, we want to ensure there are no disruptions to the services you or your family receive. To help with this, we will be offering E.V.V. trainings through Microsoft Teams for employers and employees. These trainings will explain how to comply with E.V.V., how to install the DCI mobile app, clocking in/out of shifts using the DCI mobile app, as well as answer any questions you may have. We encourage both employers and employees to attend. The options for training dates/times are listed below. You only need to attend ONE.

TRAINING DATES

Wednesday, May 7th - 1:00 to 2:30 PM

Monday, May 12th - 5:30 to 7:00 PM

Tuesday, May 13th - 10:30 AM to Noon

Trainings will be held via Microsoft Teams. Please keep an eye on your email as we will be sending the meeting link soon. See below for other ways to join the meeting.

Join on the Teams app or web browser for BOTH visual and audio presentation (recommended):

1. About 10 minutes before the start of the training session, open the Microsoft Teams app or go to <https://www.microsoft.com/teams> using your favorite internet browser (like Google or Firefox).
2. Click "Join a meeting".
3. Enter the Meeting ID: **220 987 365 511 6**
4. Enter the Passcode: **gp3Wy3bt** (password is case sensitive)
5. Click "Join" to enter the meeting.

To dial in by phone for ONLY audio presentation (not recommended):

1. About 10 minutes before the start of the session, dial **1-323-694-9793**
2. When prompted, enter the Conference ID: **136 373 640#**
3. Stay on the line to be connected to the meeting.

If you are unable to attend one of the above live training sessions, please note that on-demand trainings and resources are always available and can be found on Acumen's website:

www.acumenfiscalagent.com

Click on the state of Montana – Click on "Montana EVV Resources"