

### **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  $21^{\rm st}$

#### **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







## **Phone EVV Setup**

- Confirm Client phone number on file w/ your FMS
  - 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 (844) 608-0047 to start their shift
- 2. Enter last 4 of Employee SSN
- 3. Enter Employee PIN
- 4. Enter Employee Month/Day of Birth



## 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 <a href="Employee Sign-In">Employee Sign-In</a>
- 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.

- 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
  - Ex: 8:30 = 0830
- 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 approved



## **Troubleshooting**

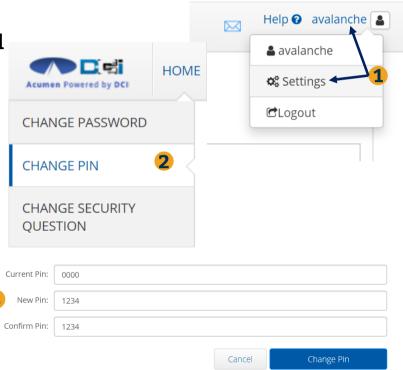
- Trouble Signing in?
  - Call Customer Service to confirm Date of Birth & Last 4 of SSN
  - Log into the DCI Portal and <u>Add/Change Employee PIN</u>
- Trouble Clocking In?
  - Only call from Client Phone #, Call Outreach to confirm
  - Contact Customer Service to confirm budget details if needed
- Trouble with Historical Entries?
  - Enter Date & Time in correct format (MM/DD/YYYY & HH:MM)
  - Be aware of other employee shifts, Don't overlap with their shifts
- Trouble with Client Validation?
  - Client/Employer reach out to Customer Service to reset Client PIN



# Add/Change PIN

#### This step must happen in the DCI Web Portal

- 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 DCI Training Materials for more help

 This will give you a full list of Training Materials for DCI

Contact your Customer Service for more help



NC Phone: (877) 901-5827

WI Phone: (877) 901-5826



acumenfiscalagent.zendesk.com





## Thank you!

Visit the **Help Center** to learn more at: acumenfiscalagent.zendesk.com

