



EMPLOYEE - DCI INSTRUCTIONS

Option 1: Instructions to use the DCI Mobile App

1. The employee will download the DCI Mobile App (“DCI MOBILE EVV”) onto their cell phone from the app store. This can be on the employee or the employer phone.
2. Open the app and enter the system identifier which is 228636
3. At start of shift, follow these steps to clock in:
 - a. Sign in using the **employee user name and password**
 - **The employee user name and password was provided on your Good to Go letter. If you have not changed it, then they will be in this format:**
 - **Username: Last Name.First Name. 4 Digit Employee ID Number provided by Acumen**
 - **Password: Acumen.Last Name.Last 4 of Employee’s SSN (must be typed with Capitals as shown)**
 - b. Tap blue “Clock In” button
 - c. Select Participant Name, Select Service Code, Click “Continue”
 - d. Ignore EVV location
 - e. Click Submit
 - f. Alert box will show up, click to Confirm
4. Clock out by signing back into the app and repeating the process.
5. For more information on the DCI Mobile App, you can view the training video “Employee Mobile App Guide” (see below).

Option 2: Instructions to use the Phone EVV (Landline)

If you don’t have access to a smart phone / DCI Mobile App, you can send in your employees’ time worked through Acumen’s Phone EVV using a landline. You must notify Acumen or your agent that you are intending to use this option in order for it to be set up.

Your employee will call in from your landline phone when they start and end their shift. They must call in from the landline phone number for the member that is the main number listed with Acumen.

1. When the employee is ready to clock in or clock out of their shift, they will call the Acumen Phone EVV number (855) 807–9595 from the landline number for the member that is on file at Acumen
2. The employee will be given instructions on the phone about how to clock in & clock out of their shift.

Option 3: Instructions to use the FOB

This option is not recommended if there is any ability to use the other options. The FOB requires multiple manual steps on the part of the employee and employer. If the FOB has been identified as the only option available a FOB will be mailed.

1. FOB is always in the possession of the participant



2. At the start of the shift, the employee clicks the FOB and records the code (FOB ID) and time on a timesheet or a separate sheet. Other methods of recording can be used. This sheet or document is NOT turned into Acumen.
3. At the end of the shift, the employee clicks the FOB again and records the 6-7 digit code and time on a time sheet or separate sheet. Other methods of recording can be used.
4. Time entered on this document must be entered into the portal each day or at the very least at the end of each pay period. Time should be entered by the employee and approved by the employer. If the employer chooses to enter the information, the employee must verify the information on the portal, then the employer approves.
5. See below for steps on how to log into the DCI Portal.

If you need to enter time to correct a mistake, the Employee can enter time on the DCI Web Portal. This is NOT EVV compliant. The Employer will have to approve this time. If you are using a FOB you and your employee will need to log into DCI using the following steps:

Go to the following website: <https://acumen.dcisoftware.com/> (If you are using the portal from a smartphone, be sure to set it for the full desktop site.)

1. Enter the **Employee Username**
2. Enter the **Employee Password** and Click "Sign In"
3. Unable to Log-In?
 - a. Use the forgot password link on the sign in page
 - b. An employer can unlock their employee's account
 - c. If employer is locked out, please contact Acumen Customer Service
4. After logging into the portal, Click on the "Employees" Tab and scroll down to view list of entries,
5. Click "Actions" button (or drop down menu) and then click on "Add Entry"
6. Choose Account Type "Hourly."
7. A new box will appear for the participant name. Start typing the participant name and a drop down will show the participant's name to select.
8. If you are providing one service, the service code will fill itself (PYRL). If you have more than one service code, you will have to choose the correct one worked.
9. Enter the times worked
10. EVV method: choose Participant Portal Signoff. Click save.
11. It will ask you to confirm the entry, click confirm.
12. Once the time is entered, the employer must log in to approve the time.
13. To view entries, click on Entries on the left.