

Sept 16, 2021



Dear OR ICP Acumen Payroll/EVV Time Entry Participant,

This letter is to notify you of an update in the time entry process for hours not entered via an Electronic Visit Verification (EVV) approved method. As situations come up and edits or additions need to be made, the state of Oregon has requested that we add the following drop down menu of reason codes, which you will be able to select from when editing/entering time through the portal. These are considered "Historical Entries".

- Employee Forgot to Clock in/Clock out
- Landline/Phone EVV Problem
- Incorrect PIN/PW Entered
- Poor Cell/Internet Reception
- Mobile Device Not Working or Not Charged
- FOB not working
- Began or ended work away from Participant/Employer
- Other (with drop down text box)

A Reason Code will be required beginning October 1, 2021 when an employee enters time in a non-compliant EVV method. DCI portal entries are NOT EVV compliant and are reserved for edits and missed entries. These type of entries will require a reason code to be chosen.

Please share this information with your employees.

Your employees should be using an EVV compliant method such as the mobile app, the landline, or the FOB to enter any time worked. If you have questions about the EVV process or need help troubleshooting one of these methods of EVV, please reach out to your agent, Bianca (541)216-7115, our customer support team (866)235-4745 or email us at enrollment@acumen2.net.

Acumen will be providing online training to go through the new reason codes change on the following dates:

Tuesday September 21 st @ 4PM	Thursday September 30 th @ 4PM
Thursday September 23 rd @ 11AM	Monday October 4 th @ 4PM
Tuesday September 28 th @ 11AM	Wednesday October 6 th @ 11AM

To access this training:

Please join this meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/305635117>

You can also dial in using your phone.

United States: +1 (646) 749-3335

Access Code: 305-635-117

Please reach out if you have any additional questions. We look forward to continuing to work with you.

Best Regards,

The Oregon Acumen Team