



Outreach Powered by DCI

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 help keep you compliant with the 21st 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/ Outreach**
 - 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
5. Press any key to continue

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 [Employee Sign-In](#)
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.

1. Follow instructions for [Employee Sign-In](#)
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 Outreach to confirm Date of Birth & Last 4 of SSN
 - Log into the DCI Portal and [Add/Change Employee PIN](#)
- **Trouble Clocking In?**
 - Only call from Client Phone #, Call Outreach to confirm
 - Contact Outreach 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 Outreach to reset Client PIN

Add/Change PIN

This step must happen in the DCI Web Portal

1. 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”

The screenshot illustrates the steps to change a PIN in the DCI Web Portal. It shows the user profile menu in the top right corner, where the 'Settings' option is selected. The 'CHANGE PIN' button is highlighted in the main navigation area. Below, the form fields are filled with example values: Current Pin: 0000, New Pin: 1234, and Confirm Pin: 1234. The 'Change Pin' button is highlighted in blue.

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



Phone: (877) 901-5827



[outreachhealth.com](https://www.outreachhealth.com)



Thank you!

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