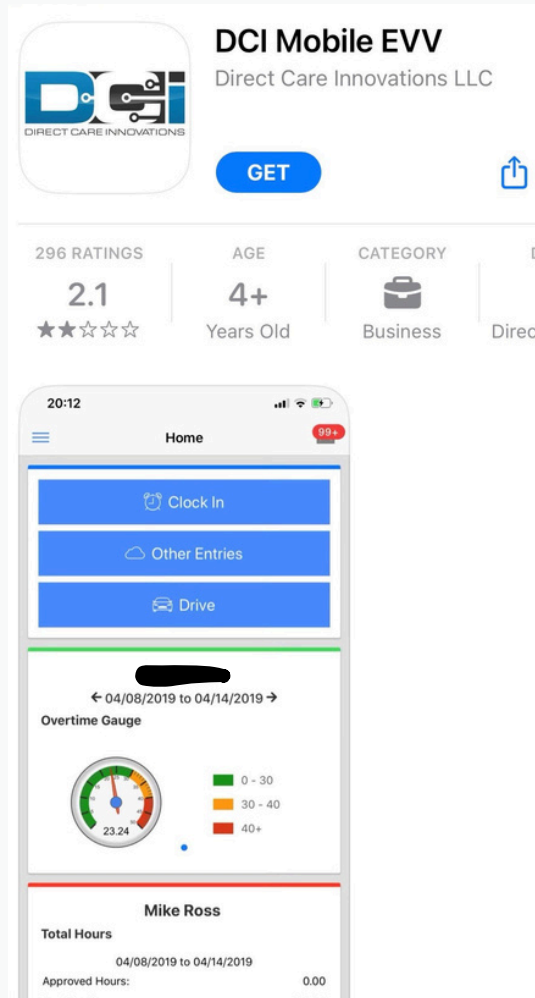


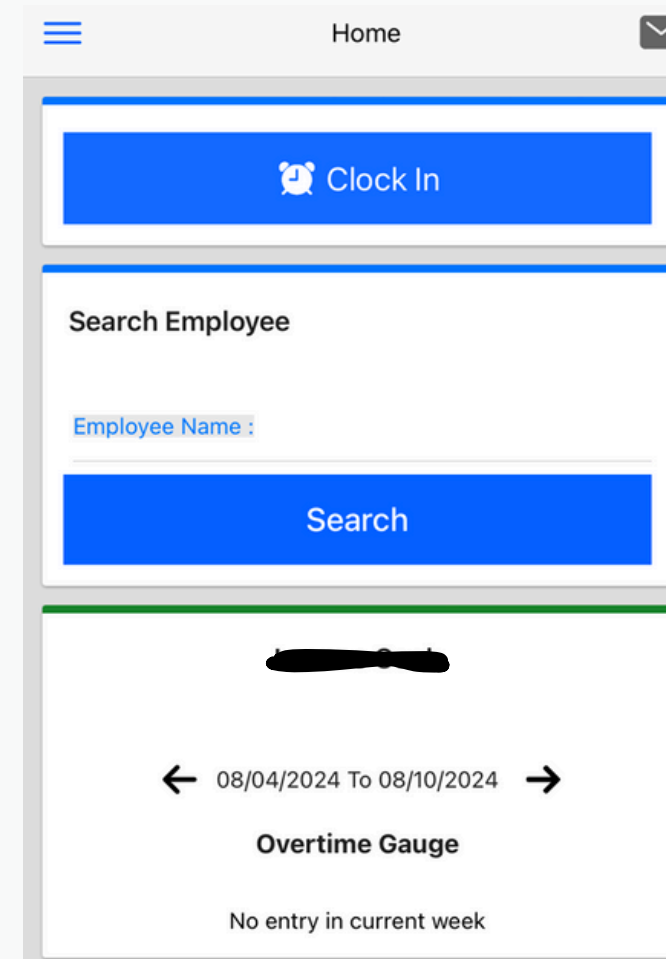
# EVV Instructions



## Step 1.

**Download “DCI EVV Mobile App”**

- Select “Acknowledge” when Alert appears
- Select “Allow While Using App” when location appears
- If it’s your first time logging in, you will need the System ID Number - 1641
- User ID: firstname.lastname
- PIN#: MMDD (Your Date of Birth)
- Password: TheArcmmdd!
- If neither work, select “Forgot Password”




## Step 2.


**Clocking In**

- Hit “Clock In”
- You will see a page that has three sections
- Client: If not auto filled then hit the down arrow
- Service: If not auto filled then hit the down arrow, select the service and hit ok/continue
- Cost Center: This will auto fill if the above steps were completed
- Note - each service will need its own clock in and clock out
- After hitting the “Clock In” button, go through the confirmation screens (make sure the clients name, the service, and the EOR-200 are populated to continue
- Verify the confirmation screen to clock in

# EVV Instructions

|Clock Out|

 Continue to Clock Out

 Start Client Transportation


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
Client Name: Milo Arc  
Service Code: Community Living Supports per 15 min  
Clock In Time: 07:55 AM (EST)

- You will know you're clocked in if it says "clock out" as your next option (or start transportation if your client is authorized for CLS miles)
- After your shift, hit the "Continue to Clock Out" button
- You will be prompted to enter CLS/respice notes (these can be completed at a later time, but best to include after your shift)
- Once notes are entered, follow the prompts to clock out


## Step 3. Clocking Out

Entries


From (MM/DD/YYYY) 

To (MM/DD/YYYY) 

Type Client Name

Select Status 

Type Service Code

Select Account Type 

\*\*At the end of each week, it is your responsibility to review your hours

- View hours under "Dashboard", or go to "Entries" on the left of the app
- Enter the dates of the week (Saturday-Friday) and hit search
- If there are any errors, please report them to The Arc of Oakland County to make adjustments

## Step 4. Reviewing Entries

# What To Do When...

I can't clock in....

No worries. Make sure to let us know via email and the reason code it gives you. The Arc staff will make any updates needed. After that, you will be able to enter the shift in the web Portal (DCI website). Some reasons you wouldn't be able to clock in: authorizations ran out or not updated, training is expired.

The service isn't showing  
in the drop down menu...

Contact The Arc of Oakland County staff

My shift has said  
"pending" all week...

Let us know! It may need to be signed off by your employer

- Can I enter my CLS/Respite notes at a later time if I have to clock out in a hurry?
  - Yes, you will have to go back into the app or web portal, find that entry and select the blue number. Now, select Actions, this will give you the option to enter a NEW NOTE.
- Do I have to be at the client's home to punch in or out?
  - No, the app understands that not all activities and shift changes are done in the clients home.
- Why does the app need to know my location? Does that mean it is tracking me?
  - No more than any other app does! When you select only while using app, it only captures your clock in and clock out pins (mileage pins too when starting/stopping).
- What if I do CLS and Respite in the same day?
  - Each service needs its own clock in and clock out. Similar to how it was with the timesheets. It may seem to be a lot of steps but once we get some time under our belts, it will be so fluent.
- Why do I have to do my CLS notes right away? Can I do them later?
  - You as a Direct Support Professional are considered a medical professional, much like a nurse that charts at the end of shifts. Yes it can delay clock out for you and clock in for the next staff but the minute by minute issues can easily be resolved by staff just discussing the extra minutes. However, the option to manually enter the notes is above.
- Who do I send any corrections or errors to?
  - US! We aren't going anywhere and are here for you. All corrections, errors, etc. can be mailed to: [FITimesheet@thearcoakland.org](mailto:FITimesheet@thearcoakland.org) and your FMS Specialist. Make sure to ALWAYS send to the FI email in the event of time off, schedules, etc. This will make sure your email gets received!

- Why is The Arc asking me to do EVV?
  - EVV is a federal requirement and implementing will bring Michigan into compliance. The State is currently experiencing federal financial penalties for non-compliance.
- What does it mean for a work shift, or “punch” to be EVV-compliant?
  - A work shift or “punch” is only considered to be EVV-compliant when clocked in/out in real time via the Mobile App or using a FOB when entering into the website. Any other form is considered out of compliance (paper timesheets, or entering a historical punch via the website).
  - EVV must capture 6 data points to be considered “compliant”, including:
    - Type of service performed
    - Date of service
    - Time service begins & ends
    - Individual receiving the service
    - Location of service delivery
    - Individual providing the service
  - The DCI Mobile App captures all 6 required data points!
- What device can the DCI Mobil Application be used on?
  - The application is supported on both Android and iOS operating systems.
- Can an individual receiving services have multiple employer or guardian logins?
  - At this time, parents/guardians don’t have their own DCI accounts, they’re using the client’s account. Therefore, there would only be one login username/password for one client.

## FAQ

- I'm an employee, and I forgot to clock in for my shift!
  - Don't panic! You can always log into the DCI Website portal later and log your whole shift for payment.
- I'm an employee, and I forgot to clock out!
  - Don't panic! You can always log into the DCI Website portal later correct your historical punch to reflect the actual hours worked.
- I'm an employer. How do I "approve" my staff's punches.
  - It is the employer's responsibility to log into DCI on a regular basis (we suggest at least weekly) and monitor your employees punches. Discuss any problems with your employee, and you can always let us know via email or phone call if there are any adjustments to be made. We're happy to assist. Employers can log on anytime via the DCI website OR DCI Mobile App.
- Why is staff required to record documentation AFTER their shift, or during unpaid time?
  - Medicaid is paying staff to provide a service to the client based on their iPOS. Recording CLS notes / logs is not necessarily part of that service.
  - However, making the notes in the DCI App at the end of a shift is not the ONLY way to record the documentation. You can always keep handwritten logs as you go and upload to the DCI website or App later.

# Notes

- Don't forget to clock out!
- You can't "clock out" unless you clock in.
  - Did you miss your shift?– Log into the website and punch your shift start/stop time.
- Can't clock in? Or have a problem after hours or over the weekend?
  - Don't panic! Our team will be happy to assist you with correcting a punch on the following business day. Feel free to call or send an email to your FMS Client Account Specialist at The Arc of Oakland County.
- DCI Mobile App does not track location. The App records the location at shift clock in/out.  
<https://dciconfluenceprod.dcisoftware.com/pages/viewpage.action?pageId=32374981>