

Client/Employer: Methods to Sign Off on Shifts (Punches)

There are six methods the client/employer can choose from to approve a shift (punch) worked. CHOOSE 1 Method

#5 Client/Employer Required Sign Off When Employee uses the Client/Employer's Landline

Landline Phone ONLY - Employee uses client's landline phone to clock in and out at the time of service

Phone EVV is an option for client/employers who live in regions that have little or no access to a cellular or internet network but have landline phone access. This option allows the client/employer to receive service while meeting the requirements for EVV.

Phone EVV must be used with a landline and can be used for both real-time (at the time of service – EVV compliant) or historical (after the service was completed – not EVV compliant) entries.

- Real time phone entries is an EVV compliant shift, meaning the shift was properly clocked in and out. No action is required on the part of the client/employer for real-time phone EVV.
- Historical phone entries are not EVV compliant and should only be used when necessary, such as if the landline service was down during the shift or the employee forgot to clock in and out.
 - Requires the client/employer to key in their PIN on the landline after the employee completes the entry. **Historical phone entries should be exceptions only.**
 - The PIN will be assigned by Imagine Enterprises, contact Michelle Brewer.

The client/employer is required to log in to the DCI web portal and approve shifts worked in the following situations:

- Portal sign off was chosen as an EVV method
- EVV was not completed via the mobile app during the shift (i.e., forgot, or EVV failed)
- A punch was created via the web portal *after* the shift was completed

EVV details can be viewed by navigating to the punch details.

- EVV Details Widget - Overview of EVV
- EVV Verifications Tab - Shows all mobile app verifications
- If a pending punch is edited, the corrected punch will require portal sign-off.
- If an approved punch is edited, it is not necessary to re-obtain EVV/client portal sign-off.