

Client/Employer and Employee: Overview

Helpful Definitions

Different EVV vendors use different words, below are a few common

- Client/Employer – the Medicaid waiver recipient is the client who is also the employer unless:
 - The client is a minor, then the employer is a parent
 - There is a court appointed guardian, then guardian is the employer.
- Employee – your hired staff that provide services for the client/employer.
- Check In & Check Out vs “Punch” – these have the same meaning, but DCI uses the term “punch.”
- FOB vs Alternative Device – DCI uses the term FOB to describe the device employees can use to check in & out for shifts worked, currently the terms you are familiar with is “alternative device.”
- “Representative Approve a shift”- this term was used with AuthentiCare for Option 1 employers to approve a shift, in DCI the term is “Approve a shift (punch).”
- “Sign off” is the DCI digital terminology and process employers use to sign the electronic time sheet.

What is Direct Care Innovations (DCI)

Description: Financial Management Services Agencies (FMSA) use Direct Care Innovations (DCI) software to track time and attendance for payroll and billing purposes.

DCI will replace our current EVV Vendor AuthentiCare effective August 20, 2023.

- DCI is a timekeeping software designed to track time and attendance for payroll and billing and meet the EVV (electronic visit verification) requirements prescribed by the 21st Century Cures Act.
- DCI can collect EVV using either a mobile app, landline phone, or fob (alternative) device.
- DCI mobile application is easy to use and doesn’t take up a lot of space on your smartphone
- Electronic, eliminating the need for handwritten paper timesheets. Instead, the employee completes the electronic timesheet with log notes.

What is Electronic Visit Verification (EVV)

Description: The 21st Century Cures Act, signed into law in December of 2016, requires state agencies to implement a system of electronic visit verification (EVV) for personal care services and home health services provided and reimbursed under Medicaid.

EVV is a process that uses electronic means to verify these care provider visits. There are six components of EVV that the employee will collect at each visit:

1. The date of the service
2. The location of the service

3. The time the service begins and ends
4. The individual receiving the service
5. The individual providing the service
6. The type of service performed

With DCI, the employee can check in & out of shifts worked using the following methods:

- Mobile app
- Landline telephone
- FOB (alternative) device

With DCI, the client/employer can approve shifts worked and approve the electronic time sheets using the following six methods:

- Mobile App using DCI Mobile App to approve shifts (punches)
- Mobile App using employee's DCI Mobile App to approve shifts (punches)
- Mobile App using Employee's Mobile App for Voice Approval of shifts (punches)
- Mobile App using DCI web portal - Video to approve shifts (punches)
- Client/Employer using the landline
- Client/Employer using FOB (alternative device)

If you need additional technical assistance, contact your area Employer Services Manager:

North Texas Area

Janice Norwood

Phone: 325-518-1950

Email: Janice.norwood@imagine-enterprises.org

Central Texas and the Gulf Coast Area

Taylor Morales

Phone: 832-725-0461

Email: Taylor.morales@imagine-enterprises.org

Please review the instructional handouts on our website before you call DCI for assistance.

Direct Care Innovations (DCI) Customer Service

Nights & Weekends

855-344-3729

HELP TOPICS:

- Help reset a password
- Reset a PIN
- How to approve a shift