September 16, 2021

Dear OR ICP EVV ONLY - Time Keeping Program Participant,

This letter is to notify you of two updates that will be made to the Acumen EVV time keeping system and will be required beginning October 1, 2021. First, reason codes will be required for any entries not entered via an EVV approved method e.g. logging into the DCI portal through a browser on a computer/tablet/smartphone. In addition, a client (Participant) verification will be required at the time the employee clocks in and out of a shift when using the mobile app or when entering late (historical) time through the landline. Please read below for more information on each of these updates:

REASON CODES

There will be a change in the time entry process for hours not entered via an EVV approved method. As situations come up and a time entry has to be added or edited, the state of Oregon has requested that we add the following reason codes. These codes will be selected from a drop down menu when editing/entering time through the portal.

- 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)

*Please note, DCI portal entries are NOT EVV compliant and are reserved for edits and missed entries only. A "portal" is when you open a browser using a computer, tablet or phone to log in to DCI.

CLIENT (PARTICIPANT) VERIFICATION REQUIREMENT

A client verification method will be required at each employee clock in and clock out time when using the mobile app. This verification will approve the employee time entries in real time, minimizing the need to approve employee time through the DCI portal. The verification process requires that a when an employee clocks in and clocks out using the mobile app, a Client Personal Identification Number (PIN), verified photo or signature has to be entered.

The default PIN for clients are set up. The PIN is the last 4 of your (Participant) SS#. If you have changed or reset your Client PIN since you started using DCI, use that PIN. Changing the

Employer PIN did not change the Client PIN. We are including a guide as well as providing training that demonstrates how to reset the PIN, take and use a verified photo, and how to use the signature option. If you are needing assistance getting any of these set up, please reach out to Customer Support at (866)235-4745. Please share all of this information with your employees and invite them to the following trainings.

TRAININGS PROVIDED

Webinar trainings will be provided beginning the week of Sept 20th and run through the end of October to go over these changes.

Please view and sign up for the Oregon specific trainings at the following website:

https://or-icp-dcitraining.eventbrite.com

Your employees should be using 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 our customer support team (866)235-4745 or email us at enrollment@acumen2.net and we will reach out to you.

Please reach out if you have any additional questions and please attend one of the scheduled trainings. We look forward to continuing to work with you.

Best Regards,

The Oregon Acumen Team