



# Electronic Visit Verification (EVV)

## Employer Checklist for Acumen Self-Directed Members and Families

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This checklist is for self-directed or consumer-directed members and their families who use Acumen Fiscal Agent and act as the employer for an aide or caregiver (staff) who provides **Personal Support Services (PSS)** and **Community Living Supports (CLS)**. The checklist includes activities that should be completed for Georgia's EVV program to comply with the federal 21<sup>st</sup> Century Cures Act.

Beginning November 1, 2021, EVV data is required for processing Medicaid PSS and CLS claims of self-directed members. Acumen, as your fiscal intermediary, will continue to submit claims and your behalf.

### **Acumen Fiscal Intermediary:**

- [Acumen utilizes DCI as an EVV solution vendor.](#)
- Acumen auto-enrolls clients into the DCI EVV solution.
- For support, call (877) 211-3738 or email [customerservice@acumen2.net](mailto:customerservice@acumen2.net).

### **Employers using Acumen should complete the steps below to begin EVV implementation.**

- Talk to Acumen about:
  - their EVV solution
  - accessing training options for both Employers and Employees
  - system or device requirements
- Have all applicable staff download the free DCI Mobile EVV app from either [Google Play](#) or the [Apple App](#) Store. Use 228636 to register as an Acumen user.
- Successfully log in to the DCI Mobile EVV app.
- Employers should log in to the DCI EVV portal ([acumen.dcisoftware.com](http://acumen.dcisoftware.com)) for real time budget and shift management.
- Ensure employees are completing CLS and PSS visits using the DCI Mobile EVV app.
- Visit the [DCH EVV website](#) to familiarize yourself with available materials and resources, particularly the following self-directed member townhalls:
  - [SD Overall Townhall](#)
  - [DCH Acumen Townhall](#)
- Sign up for DCH EVV email updates [here](#).



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Here are a few best practices to consider as you complete your EVV Checklist!

- Prepare staff for the EVV implementation by making sure they complete training. Take training early and as many times as needed to be ready.
- Discuss EVV with your employees so they are aware that it is a federal requirement and will be implemented.
  - Your FI may have materials provided by their EVV vendor to support this conversation.
- Attend [DCH townhalls](#), as applicable.
- Develop EVV policies and procedures so staff understand your expectations of them.
- The recommended method to log EVV visit data is the mobile app. If [Interactive Voice Response \(IVR\)](#) is the only option to log EVV visit data, be sure to apply and receive approval to use this alternative method with DCH ahead of the state's mandatory EVV implementation deadline.