



Acumen Quarterly Newsletter

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Welcome to Acumen!

We are excited to provide you with our new quarterly newsletter used to bring you all the most current updates and information for your program! We have had a very busy year thus far, and have welcomed over 2500 families to our Acumen family! This increase also comes at a time when EVV requirements are being implemented by the state and has caused significantly high call volumes and wait times. We are working to increase our workforce to meet the demands. We look forward to strengthening our customer service and providing timely and thorough assistance we are known for in our 26 years in this industry. We appreciate your patience and understanding during this transition and sincerely apologize for any inconvenience this may have caused you and your family and staff.

Acumen Agent Model

Acumen is always working hard to improve our customer service and outreach. We have a unique Agent Model that we have now implemented in Missouri. Each program participant is assigned an "Agent" similar to a case manager, but to assist you with your Employer role in Self-Directed Supports. Your Agent will be your primary contact for all your enrollment needs. June 1st communications were sent out that included your assigned Agent's name and contact information. If you did not receive this or not sure who your assigned Agent is, please feel free to contact customerservice@acumen2.net or 866-414-2541. Our Agents are trained to assist you with all your enrollment needs.

What's up with EVV?



Many families and providers wonder what is EVV and why they are required to participate. Electronic Visit Verification (EVV) is a technology used to verify that home and community based service visits actually occurred. EVV is a federal mandate included in the [21st Century Cures Act](#).

EVV is used to ensure patients are not neglected and to cut down on fraudulently documented home visits. All service recipients must use an approved EVV method or risk losing their Medicaid benefits or having a service disruption. For more information please visit: <https://dss.mo.gov/mhd/providers/electronic-visit-verification.htm>

**MO Department of Mental Health,
Division of Developmental
Disabilities Resources**

DMH Got Choice Handbook

Self-Directed Support Brochure

**Missouri Department of Mental
Health**

Self-Directed Supports

Contact Us

www.acumenfiscalagent.com/Missouri

customerservice@acumen2.net

enrollment@acumen2.net

DCI Tricks and Hacks



We understand that learning a new system can be challenging and time consuming, and let's face it...we're all busy. We have provided some DCI Tricks & Hacks that may help with some basic navigation of the system.

- Forget to clock out? No worries! Clock out with EVV as soon as you can, then log into the DCI Web Portal to edit the Clock Out time.
- Can't remember the EVV PIN or Password? You can use the picture option if your Employer has set up Facial Recognition.
- You can change your email and phone number in DCI with a few simple steps. Login to the Web portal on a computer, Select the Username (Top Right), Select Settings, then select either Change Email or Verify Mobile.
- You may also change your password to something much easier to remember or personalized. Login to the Web portal on a computer, Select the Username (Top Right), Select Settings, then Change Password (Left).
- See an Unverified Punch? Have the Employee login to verify the entry, then the Employer can approve it.
- See an Unvalidated Punch? This means that the punch made is being checked in our system and validated against program rules and requirements. It can take anywhere from a few minutes up to 30 for validation to be completed. Once done it will go to Pending status and the Employer can APPROVE the punch.
- Can't Clock out of an Open punch? Have the Employer login to Reject the punch, and re-enter via the Web Portal.
- Locked out of your account after too many failed attempts? Have your Employer login to their account and go to the Employee Details page and scroll down under Other Details and click on UNLOCK in blue.
- Monthly Summaries are due on the 15th of the following month. To complete a Monthly Summary, login to the Web portal, select the individual client's name, click Actions, select New Note, choose Note Type: Custom then Note SubType: ER or DR Monthly Summary. Be sure to use the date drop down fields for month and year before saving your summary.

If you have questions or need assistance with DCI or the DCI Mobile App, please contact Customer Service at 866-414-2541.



Ask Acumen...FAQs

Why is it so hard to reach someone at Acumen? We apologize for any difficulty you have experienced in attempting to reach someone at Acumen. We have experienced extreme growth and increased our clientele in MO by nearly 2,500 participants and 10,000 employees during 2020-2021. Unfortunately, this happened in the middle of a pandemic when our staff were working remotely, managing EVV implementation and training across all our states, and workforce shortages as seen in all industries at this time. As a result, our call volume has dramatically increased causing extended wait times and delays in responses and inquires. We appreciate your patience as we continue to hire reps and implement the Agent model.

How do I hire a new employee? You may download an enrollment packet from our [website](#), contact your Agent, or email enrollment@acumen2.net.

When is payday? You may access our pay schedule by visiting our website or downloading [here](#).

How do I obtain a copy of pay stubs? Contact customerservice@acumen2.net.

Who do I contact with budget questions? Please contact your Agent for budget related questions.

Can I continue to use the DCI portal to enter time? No, entering time directly into DCI portal is NOT an approved EVV method and will soon require a Reason Code. Please watch your email and check back on our website for more information about using Reason Codes in the DCI web portal. The portal should only be used to make edits, enter missed times/dates, and Employer review and approval. There are limitations on how often you may enter punches directly into the portal per state guidelines.

I don't have a landline, can I use my cellphone for Phone EVV? Mobile telephones are not authorized for a Client or Employer's cellphone to be used for employees to clock in/out using the call-in Phone EVV method.

Can all my attendants use a shared Tablet or iPad to clock in/out? Yes! A Tablet or iPad can be used by downloading the Mobile App from the Play Store or Apple App Store.

I am unable to use any of the EVV Methods offered due to my disability, what should I do? Contact your Service Coordinator/Case Manager and inform them of your limitations. They may suggest changing to the Agency model and allowing a provider to manage your EVV.