



Acumen Fiscal Agent

Spring 2022

Acumen Quarterly Newsletter

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Acumen News/Updates

Spring has sprung! With spring comes a feeling of awakening and energy, and this year it is even more exciting with changes in COVID restrictions and things fully opening up. Getting together with friends and family has an even more special feeling after these past couple of years. With this new found freedom, the state of Missouri has begun to allow in-person meetings and trainings as well. Enjoy the weather and time spent with love ones!

- **Did you know** that our local Missouri team are offering virtual Town Halls each month? If you or your employees would like to obtain more training or assistance contact your Agent for details or visit our training site at <https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360057503092-Missouri-SDS-Training-Materials>
- **Did you know** all Employee related forms can be found on our Website at <https://www.acumenfiscalagent.com/missouri/>
- **Did you know** that you could use a [paper time log](#) or sheet of paper to have your attendants write their time down each shift even if they are using a mobile device or phone call-in method? By keeping track of time you will be better able to assist and verify any needed edits or corrections and missed punches for attendants. *This is not required and will not be accepted in place of electronic time in portal*, but a great resource for Employers and Designated Representatives.
- **Did you know** that Acumen does not set the rates for services and this is determined by the State and Medicaid? Acumen will first pay your attendants in good faith and then request reimbursement for the claim from the state. We are not provided funds up front and have no bearing on how that is determined. If you have questions or concerns regarding your services please contact your Service Coordinator/Case Manager.
- **Did you know** that you can receive email updates from the Missouri Department of Mental Health, Division of Developmental Disabilities by signing up at <https://dmh.mo.gov/dev-disabilities/e-mail-blasts>

Advocacy Resources Continued

People First

Allen Shea and Associates

Resources

Division of Developmental
Disabilities

MO DMH Covid Updates

Home & Community Based Waivers

Contact Us

<http://www.acumenfiscalagent.com>
[enrollment @acumen2.net](mailto:enrollment@acumen2.net)
866-414-2541

Acumen Agent Spotlight

Acumen offers an Agent model that allows our clients to be assigned a dedicated representative that they may reach out to for support and assistance in their role as employers in the CDS program. Our Agents are trained to assist you with DCI questions and training, hire new employees, discuss your budget, and all other needs. If your Agent is unavailable or you need more immediate assistance, you may contact our customer service department at 866-414-2541 or email customerservice@acumen2.net and they will attempt to assist you or get a message out to your Agent with your request.

Each quarter we will try to spotlight one of our Agents so that you all have an opportunity to get to know them as individuals and put a face with the name.



This quarter we would like to introduce you to **Latarsha Pearson!** Latarsha is one of our top performing Agents and has been serving as the Dedicated Agent for the St. Louis Region since we began! We appreciate all her hard work and commitment to quality customer service. We asked Latarsha some questions about herself:

How long have you been with Acumen? *I have worked for Acumen for a year and a half now.*

What do you like most about being an Agent? *I like that I assist and communicate with the families in my region.*

What do you do in your spare time? *In my spare time, I like to read and see what is going on in the world around me.*

What is your favorite color? *My favorite color is Pink.*

If you could give advice or a great tip to our clients/ employers, what would that be? *I would tell them that while beginning SDS services can feel daunting and a bit overwhelming, they are not alone because I'm here to assist them at every step of the way to get their services started as quickly as possible. Please have patience as you learn new processes and reach out with any and all questions.*

IF YOU DON'T KNOW WHO YOUR AGENT IS, PLEASE EMAIL
ENROLLMENT@ACUMEN2.NET

Use your devices' camera to scan the code below for quick access to New Employee Paperwork



What's up with...?

...Summer camps or programs for individuals with IDD/Special Needs?

Check with some of your local groups and organizations for programs being offered for Adults and Children. The [Boone County Family Resources](#) has a resource list on their website. [Very Special Camps](#) has a listing of numerous states and many of their program offerings as well. Get Moving!

...Finding staff to work with my loved one? Hiring is an issue in all industries at this time, but especially difficult in these programs. We are having to compete with fast food and businesses with much higher starting wages than what can be paid by you and your family.

Reach out to friends and family that may be looking to earn some extra income in this economy with inflation. There are disability groups on Facebook where parents share information, you can check with some local School Districts since some teachers and paraprofessionals may be interested, also most college job boards are free to post openings.

Your local Missouri Job Center may be able to help. The Missouri Office of Workforce Development can assist employers in finding qualified candidates and adding job postings to the state-wide job board by helping to write job descriptions, post job orders, screen applications, assess applicant qualifications, and pre-screen candidates! For more information, contact your local [Job Center](#).

...EVV Requirements? 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](#)

Events Happening Soon!

Mark your calendar for the [Real Voices – Real Choices 2022 Conference](#) in August!

Ability KC, People with Disabilities annual [Groundhog Run](#) is scheduled for Aug. 7, 2022

St. Louis Arc, Empowering People with Disabilities – [calendar of Events](#)



Ask Acumen...FAQs

Where can I find the pay schedule? Visit our [website](#) and download a copy of the pay schedule, new schedules will be available July 1st.

How do I know how many hours per week I am approved for? This information can be obtained from your assessment or Individual Plan of Care provided by your Service Coordinator/Case Manager.

My employee's hours have been REJECTED and pay is short, what should I do? Review all entries and verify that the hours entered did not go over the maximum hours allowed in your budget. Make sure that the hours are not causing unapproved OT or causing the budget to be exceeded. Contact your Agent or customer service immediately to assist you if you cannot resolve the problem.

Can all my employees clock in/out using the same device/tablet? Yes, one device can be used for all employees to use for clocking in/out. Many use a tablet or iPad that remains at the home at all times and has the mobile app downloaded for use.

What does my employee need to do to setup or change direct deposit? Contact your Agent or visit our website to download the [Pay Selection](#) form and follow the directions.

How do I update my employee's address? Contact your Agent or visit our website to download the [Employee Change of Information](#) form.

Does my employee need to write a note for every shift? Yes, MO SDS requires a daily "shift note" or service delivery description. If the employee previously wrote notes when doing paper timesheets, then they should now enter that into the NOTES section when clocking out of the shift.

What happens if my employee forgets to clock in/out? The employee may clock in/out as soon as they remember and then login to the DCI web portal and edit the entry and provide a Reason Code that closely describes why an approved EVV method was not used. The employer would still be responsible for reviewing and approving the entry.

How can I change address and phone number information for the individual receiving services? In order to update information for a consumer, you will need to reach out to your Support Coordinator to update the information in CIMOR. Acumen receives CIMOR updates each week on Monday and are reflected in DCI within 2-3 business days.