



Information from Acumen – Frequently Asked Questions Third Edition

June 6th, 2024

Greetings from Acumen!

We wanted to remind you that Paper Timesheet Phase Out Starting Pay Period June 2nd – June 15th.

Starting Pay Period June 2nd through June 15th paper timesheets will no longer be accepted for the Personal Choices Program. If you submit a Paper Timesheet for this pay period or any future pay periods it will not be processed. This change is due to the 21st Century Cures Act requiring Electronic Visit Verification (EVV) for Home and Community Based services, like the services you receive from through the Personal Choices Program. Acumen has EVV compliant ways for your employee to submit their time and the below Questions and Answers should help support you with frequent questions surrounding EVV.

Please find a link to the State of Alabama Department of Senior Services Memo regarding this upcoming change. A copy of this memo should have been provided to you by your Case Manager on your most recent home visit. Please access a copy of the memo here: [AL ADSS EVV Memo](#)

1. What is the 21st Century Cures Act?

A: The 21st Century Cures Act, signed into law December 2016, requires Medicaid Funded Home Health Care Services to electronically verify six key data points for each visit. Visits must be captured in real time, typically through the use of a mobile application. The six points that must be electronically verified for each visit are:

- The date of service
- The location of the service delivery
- The time the service begins and ends
- The individual receiving the service
- The individual providing service
- The type of service performed

2. My employee(s) currently submit their time each pay period using a Paper Timesheet, when will this no longer be acceptable?

A: The Paper Timesheet will no longer be accepted for the pay period starting June 2nd – 15th that is due on June 17th to Acumen. If you or your Employee submits a paper timesheet for this pay period or future pay periods, Acumen will not process it. Your employee can still be paid for these services, but they will have to be entered through our DCI Web Portal. Entries made in the DCI Web Portal are not EVV compliant, when entering visits in the DCI Web Portal you will have to provide a Reason Code explaining why the visit could not be entered using an EVV compliant method.

3. If we can't use Paper Timesheets, what other options will my employee have to submit their time?

A: ADSS and Acumen offer two compliant methods for your Employee to enter their time that will be EVV compliant. EVV compliant time entry must be done in real-time, meaning that Employees must clock in when they begin their shift and clock out when their shift is over. The primary EVV compliant way to enter visits will be through the DCI EVV Mobile Application that can be used on a smartphone or web-enabled tablet. For those who may not have a smartphone, Acumen offers a Landline option that can be used. If a visit is not captured in real-time, visits can still be entered through the Web Portal or the Landline option but are not considered EVV compliant and should only be used for service interruptions only on an exception basis.

4. Is there an exception process for having to submit shifts in an EVV compliant manner?

A: No, all Personal Choices participants using PCS services must comply with submitting their employee's shifts in an EVV Compliant manner. This is a federal mandate per the 21st Century Cures Act. There is not a process to obtain an exception for any reason.

5. How can I get training on the DCI EVV Mobile App and Acumen DCI Portal?

A: Links to training videos can be found by accessing our training page [Alabama ADSS Self-Direction - Training Materials](#). Acumen is offering several live training sessions for you to attend and learn more about these new electronic time submission options. Please navigate to our training website and review the live training times and dates offered. If you are unable to attend a live training, you can access a recording of previous training.

6. I live in a remote area that doesn't have good cell service or Wi-Fi, how can I use the mobile app if I don't have service?

A: If your employee does not have cell service or a Wi-Fi connection at the time of clock-in or clock-out, they can still use the DCI EVV Mobile App! They will simply clock-in or out as they normally would on their smart phone through the DCI EVV Mobile Application. The next time your employee logs in to the app and has a Wi-Fi or cellular data connection, they will be prompted to sync (send) any shifts that were collected while in offline mode. The app will notify the employee when the shifts are successfully synced.

7. Is an email address needed for these electronic options?

A: While all Employees and Employers have a DCI Profile, we may not have received an email address from Allied. Email addresses are required to use these new EVV systems, especially if you need to update your account password or PIN. Your Counselor is currently working to collect all email addresses for Employers and Employees. Please work with your Counselor to provide them with an email address or verify that they have an updated email address for the Employer and the Employee. It is important for the Employer and Employee to have separate emails and sharing email addresses between Employers and Employees is not allowed.

If you have logged into the DCI Web Portal, you can update or change your email address by clicking on your username in the top right corner and selecting "Settings." Acumen has created the following guide to support you in making updates to your DCI Profile: [Change Profile Settings](#)

8. How will the Employer confirm and verify services?

A: Visits entered through the Mobile Application can be verified by the Employer when the Employee clocks out of their shift. There are three selections that can be made to verify the service:

1. PIN or Password: The Employee can hand the device to the Employer for the Employer to enter their assigned PIN or Password.
2. Picture: The Employee can take a photo of the Participant. This requires Acumen to have a photo of the Participant loaded to their DCI profile in order to perform a match.
3. Portal Sign-off: If the Employee is not with the Employer at the time the Employee clocks out of their visit, Portal Sign-off can be selected. This will require the Employer to login to the DCI Mobile Application or the DCI Web Portal to review and approve the entry.

For more information regarding our Verification options, please reference the following resources: [ADSS - Employer Guide](#) or [Employer Manage Entries - Quick Reference](#)

9. If I verified my employee's visit when they clocked out of their shift, do I need to take any further steps for my Employee to be paid?

A: Yes, , the employer may need to further review, verify and approve the visit. The capturing EVV/client attestation is acknowledging the client received service. Additionally, even though the visit may have been entered, it may still conflict with a program rule that may result in the visit not being payable. It is important for the Employer to continue to review and monitor employee visits each pay period through the DCI Web Portal.

10. Can Self-directed participants receive services in the community with EVV?

A: Yes. The use of EVV does not change the way or location in which services are delivered. Self-directed participants will still receive services according to their service plan and existing program rules.

11. Can a laptop or desktop be used for EVV instead of a mobile device or tablet?

A: All PCS services being received from an Employee must be submitted via the DCI EVV Mobile App which can be used on a smartphone or tablet. The DCI web portal, which can be accessed using a laptop or desktop computer, is for administrative purposes and is not considered EVV compliant for submitting PCS shifts.

12. Will Acumen share the collected data?

A: The clock-in and clock-out data is available to the employee who worked the shift and their employer. We strongly recommend the employer monitor shifts and hours worked in managing their employees and their budget authorization. Acumen is required to collect the required EVV data and provide it to the Alabama Department of Senior Services (ADSS) and the designated state EVV Aggregator regularly.

13. What happens if my employee forgets to clock-in or out, or the smartphone is not functional at the point of clock-in or clock-out?

A: If a situation occurs where the shift was not/could not be entered on the DCI EVV Mobile app or Landline, your employee must enter the shift on the DCI web portal at acumen.dcisoftware.com. When entering their shift, they will have to choose a reason for the shift not being entered in an EVV compliant manner. The preset reason codes will appear as a dropdown menu on the "New Entry" screen in the portal. Note that Acumen is required to report the non-compliance and the reason provided to ADSS. Please refer to our training resource on how an Employee can enter manual entries on the DCI web portal: [ADSS - Employee Web Portal Entries](#)

14. Who should download the DCI EVV Mobile App?

A: The employee will be using the DCI EVV Mobile App and they can download the app free of charge from the Apple App Store or Google Play Store. When downloading the App you will be prompted to use a “System Identifier”. Please enter 228636 to register as an Acumen user. The same process can be used if the app is downloaded on a smartphone or tablet. You will have to enable location services as the app will collect the GPS location at the time of clock-in and clock-out only. The DCI EVV Mobile App is intended for employee use, but Employers can also download it to review time submissions by their Employee. If you are an employer and would like to view your employee’s shifts, review and approve shifts, or view and manage your budget please use the administrative portal at acumen.dcisoftware.com. Please access our [How to Install/Download the DCI Mobile EVV App](#) for a step-by-step guide.

15. Do we have to use facial recognition?

A: No. The shift can also be verified by using the Client PIN/Password, or Portal Signoff options when the Employee is clocking out of their visit. If the Portal Signoff method is used, the employer will need to approve the shift on the DCI Web Portal at acumen.dcisoftware.com.

16. How can a username, password, or PIN be changed?

A: We encourage all users to reset their password and PIN upon logging in for the first time and as frequently thereafter as they would like. To update your username, password, or PIN log into your DCI web portal account at acumen.dcisoftware.com and go to the profile icon next to your username in the upper right-hand corner and choose “Settings”. There is a menu on the left of the screen where you can choose to update your username, password or PIN. You can access our guide on [Change Profile Settings](#) to further guide you in updating your profile settings.

17. How do I set up facial recognition for shift verification?

A: If you would like to use facial recognition for shift verification you will need to send Acumen a photo of the participant for future photos to be compared to. Please send a clear photo of the participant facing directly at the camera without any accessories. The photo size must be 2MB or less and formatted as a JPG. Please email a photo of the participant to customerservice@acumen2.net with the subject title “Photo - Facial Recognition Steup.” Please note, the email must come from either the Participant or Employer email address on file for verification purposes. Acumen will notify you once the picture has been uploaded and you can begin using the Facial Recognition verification option.

18. Who do I contact for additional support?

A: If you are in need of help, please visit our Alabama training website to access training guides, watch recoded training videos, or review dates and times for an upcoming live training session: [Alabama ADSS Self-Direction - Training Materials](#)

Acumen Customer Service is available to help support you during this change, please contact us by phone at 866-859-0027, contact us directly through our acumenfiscalagent.com website by clicking [Here](#).

All ADSS Counselors have attended Acumen EVV Training sessions and have been provided training materials to support you with this change. Please feel free to reach out to your Counselor for additional support and training.



Information from Acumen – Frequently Asked Questions Second Edition

February 8, 2024

Greetings from Acumen!

We understand that there are many questions you may have as we move forward with the transition to Acumen as your Financial Management Services Provider. Below are the Frequently Asked Questions and responses we have received in the last two weeks. You'll find the previous set of FAQ's (with updates) below as well.

Please note that Acumen is unable to assist with questions about the status of 2023 W2s as they will be issued by Allied. Please contact Allied directly for 2023 W2 questions.

1. Do I need to put my “off days” on my time sheet?

- No, if you did not work, DO NOT put the day on your time sheet. ONLY send us the dates and times that you did work.
- If you work two shifts during your day, please enter these as two separate shifts. For example:

If Employee works from 8 AM to 11 AM then works a second shift from 3 PM to 5 PM the entry would look like this:

| SERVICE DATE | MM/DD/YYYY | CHECK IN TIME | CHECK OUT TIME |
|----------------|------------|---|---|
| 01 / 15 / 2024 | 08:00 | <input checked="" type="radio"/> AM <input type="radio"/> PM | 11:00 <input checked="" type="radio"/> AM <input type="radio"/> PM |
| 01 / 15 / 2024 | 03:00 | <input type="radio"/> AM <input checked="" type="radio"/> PM | 05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM |

- Please do not put notes about your shifts or time not worked in the margins or at the top of the time sheet UNLESS you are noting a correction to a previously submitted time sheet.
- For corrections to a previously submitted time sheet, write CORRECTED at the top and only resend those entries that need to be corrected – do not resend your corrected time sheet with shifts that have already been sent accurately.

2. Please provide clarification on how a 40 hour work week is defined.

- A work week is defined as Sunday to Saturday.
- Acumen released the statement below on January 25th for anyone working for multiple clients under the same employer of record. Please note that the direction below is temporary.

*ADSS program rules prohibit an employee from working more than 40 hours per week for one employer. This rule was enforced at ADSS's request on all Acumen payments (through January 13, 2024 service dates). Acumen has identified that this rule was not previously being enforced by Allied, which led to people being paid less by Acumen than they were accustomed to. At Acumen's request ADSS has **temporarily** suspended enforcement of this rule until further notice.*

Acumen is grateful that ADSS has made this temporary exception to allow Acumen to continue to pay 40 hours per week per client during this grace period. Further updates on this rule and grace period will be shared by ADSS directly. Any questions on this rule should be directed to ADSS at ALPersonalChoices@adss.alabama.gov. Previously rejected claims due to this specific program rule will be processed as soon as possible.

3. I am a paid employee. How can I see my paystub?

- Employees will find their pay stubs in the DCI messaging center. If we have the employee's email address, the employee will receive an email notification that there is a message to review. When you log into DCI, go to the envelope icon at the top of the page, then click on the Paystub message. For detailed steps and a tutorial on what this looks like, visit: [How to View Paystubs in DCI Messaging](#).

4. I am an employer, when can I expect to receive my Account Statement?

- Account Statements show the funding granted to the Client/Participant, total amount spent for each service category, and remaining balance at the end of the statement period. These will be provided to the Employer in the DCI messaging center monthly. The statement will show details of all payments made during that service period. If we have the employer's email address, the employer will receive an email notification that there is a message to review. When you log into DCI, go to the envelope icon at the top of the page, then click on the Statement message. Like a bank statement, your Acumen Account Statement is a snapshot of your account as of the date and time the statement was printed. For the most updated information of your account details, including any shifts entered in DCI since your statement was printed, log-in to the DCI portal and review your Accounts page.
- You can expect to receive your first Account Statement from Acumen around February 14, 2024, and every 4 weeks on the Wednesday after payday thereafter.

5. Where and when can I get training?

- You don't have to wait for training! The recorded training and resources are available on demand. The training recording has bookmarked sections to jump to your topic of interest as needed. You can find recorded sessions and other training materials at www.acumenfiscalagent.com/state/alabama. Choose the **ADSS Program**, then click on **ADSS Online Training Resources & Recordings** in the orange box.
- Acumen has added two additional live training webinars to be held in February. Training will include time entry and management options in the mobile app, web portal, mobile web, phone (IVR), and paper time sheet submission.

February 15, 2024 @ 10:00 AM – 12:00 PM CST
February 21, 2024 @ 12:00 PM – 2:00 PM CST

Training will be hosted via Microsoft Teams meeting. No need to register. Join on your computer or mobile app.

[Click here to join the meeting.](#)

Use Meeting ID: 269 618 437 774 Passcode: mTw4Bo

Or call in (audio only) +1 323-694-9793 Phone Conference ID: 767 666 520#

6. When will I be able to hire a new employee? What do I need to do to hire a new employee?

- Currently, the process for new enrollments and amendments is being finalized with ADSS, after which your Counselor and Acumen will be able to support you with new enrollments and changes in information. Please note requests to hire new employees should be approved and submitted through your Counselor.

7. How can I update my email, reset my PIN, or get unlocked from DCI?

- For step-by-step instructions on how to manage your profile settings, including changing your password, pin, security question, email, mobile phone, and username, go to www.acumenfiscalagent.com/state/alabama. Click on the **ADSS Program**, then choose **ADSS Online Training Resources & Recordings** in the orange box. Navigate to the [Change Profile Settings](#) link under Additional Resources to update your profile settings.
- If you are locked out of DCI, you will be automatically unlocked after 24 hours. Anyone with an Employer of Record role can unlock their own employee. Directions can be found on the above referenced **Online Training Resources & Recordings** page, and navigating to [Unlock an Employee Profile](#).

8. Where should I send my paper time sheets?

- Fax to 866-496-4575
- Email to Payroll-AL@acumen2.net with a distinct subject line.
- **DO NOT** send time sheets to Customer Service, Enrollment, or any other Acumen email. This will delay processing.
- **DO NOT** send the same time sheet multiple times.
- **DO NOT** include any other attachments or use this email for any other purpose.
- Please **DO** send timesheets as clear and high-quality attachments (ideally PDF) and not images in the body of the email. Please **DO NOT** share time sheets as links. For security reasons, Acumen cannot access them.
- Please make names, Acumen IDs, and entries in pen, and as clear and legible as possible. Please include full service dates (ex. 02/02/2024), clock-in and clock-out times including AM/PM times clearly marked and ensure both the Employer and Employee sign and date the form. If you work multiple shifts per day, please include them on their own line. The Participant is the individual receiving services from the employee.
- Time sheet due date is on the [Payment Schedule](#) in the column labeled “Employee Pay/ Goods & Service Requests Due NO Later Than”. If you send your time sheet after the date listed in that column it will delay payment. The Payment Schedule, time sheets, time sheet instructions and other forms can be found at www.acumenfiscalagent.com/state/alabama.
- Time sheets and DCI approvals must be submitted by the due date on the [Payroll Calendar](#) for employees to be paid timely. Late submissions will be processed late. We highly recommend using the DCI Mobile app or DCI portal for time submission.
- Please choose only one method of time submission: DCI Mobile App (recommended), DCI Portal, or paper time sheets. Do not send in your time in multiple formats. Note that paper time sheets will be discontinued at the direction of ADSS in the coming months.

9. When should I contact Payroll? Enrollment? Customer Service?

- Send paper time sheets **ONLY** to Payroll-AL@acumen2.net or you can fax them to 866-496-4575. Do not use that email for any other purpose.
- If you are hiring a new employee, please contact your Counselor. They will send us your new hire paperwork.

- If an employee needs to change their pay information, if you terminate your employee, or have any other changes to existing information, please use enrollment@acumen2.net.
- If you need ID numbers for your paper time sheets, or have any other questions, contact Customer Service. You may reach Customer Service at 866-859-0027 or go to www.acumenfiscalagent.com/contact/ and complete the Contact Us form.

10. I need assistance managing my monthly budget? My shifts are getting denied at the end of the month (Auth Remaining Balance Denial), why is this happening?

- The DCI system helps you manage the funds you have been granted by not permitting shifts to be paid if they violate a program rule, or exceed the dollar amount that is available each month. Acumen does not determine program rules, or the amount an individual is granted. The DCI system enforces some of the rules established by the program.
- Employers can log into the DCI system for up-to-date information on balances and reports to assist you in managing your budget. For more information on what reports are available in DCI and how to use them, go to www.acumenfiscalagent.com/state/alabama and choose the **ADSS Program**, then choose **ADSS Online Training Resources & Recordings** in the orange box. Navigate to the [Reports Guide](#) link under Additional Resources.
- Please be sure to account for the cost of both your employees' hourly pay, plus the cost of employer taxes when managing your budget. Use the "Show Me the Money" tool, found at www.acumenfiscalagent.com/state/alabama, choose the ADSS program dropdown, and locate the "**AL ADSS Show Me the Money**" form.

11. How can employees ensure that the appropriate taxes are being deducted from our paycheck?

- Employees can view their paystubs in DCI, as instructed in #2 of this FAQ document. If you would like to change your tax information, you can find a W4 (for federal taxes) and an A4 (for state taxes) on the Acumen AL website at www.acumenfiscalagent.com/state/alabama. These forms can be returned to enrollment@acumen2.net.

Below is the FAQ document issued January 24th. Please note that we've amended the response to Question #5 below after working with the team at ADSS to ensure that everyone is aware of the rule and can work to come into compliance.

Information from Acumen – Frequently Asked Questions

January 24, 2024

Greetings from Acumen!

We understand that there are many questions you may have as we move forward with the transition to Acumen as your Financial Management Services Provider. Below are our Frequently Asked Questions and responses.

There are several questions below- such as the status of 2023 W2s from Allied- that has the only information Acumen is able to provide at this time. We request you do not call or email about these to help us assist others with specific questions or concerns.

1) **My employee was expecting their paycheck on January 19th but was not paid on that date. What happened?**

- Acumen's pay schedule can be found on our website at www.acumenfiscalagent.com/state/alabama. It has come to our attention that the Allied pay calendar indicated that January 19th was a pay date. Acumen's pay calendar indicates payments on the 12th and 26th. As you are now an Acumen client, please refer to the Acumen calendar for due dates, and pay dates.
- Please also note that ADSS has only authorized services for 12/23 and after to be paid by Acumen. We cannot answer questions about time prior to 12/23.

2) **How can my Employee get their 2023 W2?**

- Acumen did not make any payments in 2023, therefore we will not be sending W2's for this year. As all payments for 2023 were distributed by Allied, your employees can expect Allied to send their 2023 W2.

3) **How can my Employee submit shifts to Acumen for payment?**

- You have several options to submit your employee's shifts for payment. Please only choose one option for each shift.
- **DCI Mobile EVV. Recommended option!** Your employees can download the DCI Mobile EVV app from the Apple App Store or Google Play store. Use **System Identifier 228636** when downloading the app for the first time. Log in with the same username and password sent in your Welcome Letter. This allows your employee to clock in to their shift when they begin, and clock out of their shift when they end, in real time. Click here for assistance: [How to Install the DCI Mobile EVV App](#).
- **Paper timesheet.** If you choose this method, you can fax your timesheet to Acumen at 866-496-4575 or email your timesheet to Payroll-AL@acumen2.net.
 - DO NOT send your timesheet multiple times, or to multiple recipients as this can cause delays.
 - DO NOT send your timesheet to a specific employee at Acumen.
 - Please make names and entries in pen, and as clear and legible as possible. Please include service dates, clock-in and clock-out times including AM/PM times clearly marked and ensure both the Employer and Employee sign and date the form.
 - Note that paper timesheets will not be available as a long-term option. We do not know when these will be discontinued but will work with ADSS to ensure that any changes to paper timesheet availability are communicated as soon as possible.
 - Paper time sheets can be found at www.acumenfiscalagent.com/state/alabama. Use the Participant and Employee IDs noted at the top of your Welcome letter for the paper timesheets. Agency leads have also been provided with updated lists of IDs to share with counselors. Acumen will no longer be processing time on Allied timesheets as a courtesy.
 - Please ensure you're checking off the right service code/waiver program. Your Waiver program is noted at the top of your Welcome Letter if you are not sure.
 - ♣ Elderly & Disabled (E&D) Waiver = PSCED

- ♣ Alabama Community Transition (ACT) Waiver = PCSACT
- ♣ Technology Assisted (TA) Waiver = PCSTA
- **DCI Portal.** This is Acumen’s online method for submitting shifts for payment. You can use the online portal to see the status of shifts in real time. Your username and password have been sent in your Welcome Letter. Go to acumen.dcisoftware.com to get started.
 - Each user has their own log-in. DO NOT share your log-in information with anyone.
- For a recorded training on all these methods, please visit: [Alabama ADSS Self-Direction Training Materials](#)

4) **How can I receive your communications quickly?**

- You can receive communication from Acumen quickly if we have your email address. Acumen does not share your email address or use your email for anything other than to communicate as it relates to your AL ADSS services.
- Please ensure that you have marked Acumen as a safe sender in your email as your system may identify our communications as spam. We don’t want you to miss any future information!
- If you are logged into DCI, you can update your email in your own profile. Follow instructions here at the bottom of this resource on [Change Profile Settings](#).

5) **I worked more than 40 hours. Why did I only get paid for 40 hours?** **Amended in italics below*

- The program limits employees to working 40 hours per week per employer. In Acumen’s system you may see references to employer or “cost center.” A week is defined as Sunday through Saturday of each week. Acumen is contracted to support state rules as they relate to this program.

ADSS program rules prohibit an employee from working more than 40 hours per week for one employer. This rule was enforced at ADSS’s request on all Acumen payments (through January 13, 2024 service dates). Acumen has identified that this rule was not previously being enforced by Allied, which led to people being paid less by Acumen than they were accustomed to. At Acumen’s request ADSS has **temporarily suspended enforcement of this rule until further notice.*

Acumen is grateful that ADSS has made this temporary exception to allow Acumen to continue to pay 40 hours per week per client during this grace period. Further updates on this rule and grace period will be shared by ADSS directly. Any questions on this rule should be directed to ADSS at ALPersonalChoices@adss.alabama.gov. Previously rejected claims due to this specific program rule will be processed as soon as possible.

6) **I would like to speak to someone in Customer Service. What is the best way to reach someone?**

- Acumen’s phone lines (866-859-0027) are still receiving a high volume of calls as we continue this transition. You may choose to leave us a voicemail message or use our “call back” feature which will hold your place in line, and we will call you back when it’s your turn. Acumen’s Customer Service team may return your call during regular business hours, in the evening, or at the weekend as we work to connect with all callers. Thank you for your patience.

- You may also reach us by completing the [Contact Us](#) form. We also have a high volume of emails, so please allow 3-5 business days or more to respond during this transition period.
- Due to the high volume of calls we are unable to offer one on one DCI training at this time. Please find our AL Training Resources, including DCI training, here: [AL ADSS Self-Direction Training Materials](#).
- Requests for Welcome/Good-To-Go Letters, please complete the [Contact Us](#) form and check “Enrollment”.
- For any email communication, please provide as much detail as possible to help us respond. Missing information may lead to a delayed resolution. Please include:
 - Full name in Allied/ADSS records
 - Your role (ex. employee, employer, or counselor) and the full names of others tied to your inquiry (ex. participant, employer, or employee)
 - Your or your participant’s agency (if known), and
 - As many additional details as possible

Thank you,

The Acumen Team