



**Thank you for choosing Acumen to support your FMS 490 Reimbursement services! We are excited to support you in this program.**

### **Step 1: Receive Facesheet**

→ Regional Center sends Acumen your contact information to start enrollment through a form called a facesheet.

### **Step 2: Acumen Sends Enrollment Packet via Email**

→ Our team will send you an email with an enrollment packet within a few days of receiving the facesheet.

You will need to complete the enrollment packet before payments can be issued. We encourage you to also check spam emails.

→ **Reminder:** To avoid delays, send back:

-  Completed packet
-  Voided check or bank letter (if enrolling in direct deposit)

 Incomplete packets and packets with missing information may delay your enrollment.

### **Step 3: Submit Completed Packet**

→ You will send back the completed enrollment packet to Acumen.

If sending by email:

-  **Email Subject Line:** CA/150/Client's Initials - New Enrollment Packet

### **Step 4: FDLRC Sends Acumen Your Authorization**

→ FDLRC sends us the authorization (budget) that includes the description of your services as well as the monthly amount authorized.

### **Step 5: Final Review & Completion**

→ Once everything is complete (enrollment packet + authorization), our team will send you a “Good to Go” email with instructions on how to request your reimbursement.



### **Good to Go & Reimbursement Requests**

The Good to Go email will include a form called “Vendored Family Reimbursement Form” The completed “Vendored Family Reimbursement Form” needs to be submitted when requesting reimbursement along with confirmation of a paid invoice or receipt. Incomplete requests or missing information may cause payment delays.

These requests are due on the 5<sup>th</sup> of each month, and they need to be sent to: [payroll-ca@acumen2.net](mailto:payroll-ca@acumen2.net)

### **Wait to Submit Reimbursement Requests**

→ **Please Do NOT** send reimbursement requests or invoices to Acumen until you receive the Good to Go email.

### **Contact Information:**

**Client Services Agent - Michelle Agnew – 916-252-9773 (press option 4)**

**Customer Service (after business hours and weekends) – 888-516-2432**

**Payroll Email to submit payment requests – [payroll-ca@acumen2.net](mailto:payroll-ca@acumen2.net)**

**Enrollment Email to send enrollment packets – [enrollment-ca@acumen2.net](mailto:enrollment-ca@acumen2.net)**