

Guide to Acumen's Business Rule Error Messages

Business Rule Name	Description	How to Fix it
Profile Certification Expired	Proof of required certifications/trainings (CPR, First Aid, Abuse/Neglect, etc.) has expired, was not provided or was not acceptable as proof	Send in proof of valid, acceptable, unexpired certification/ training
Certification Lapsed	One of the required certifications/trainings has had a lapse in the dates	Send in proof of valid, acceptable, unexpired certification/ training - OR - The cert/ training that was sent does not cover the dates of service on the time submission. SDS program rules require training to cover all dates of service. Acumen cannot process payment for employees who require training but whose training does not cover dates worked. Employees should contact the employer and/or DR to resolve.
Authorization Remaining Balance	There are not enough funds available in the authorization to cover the hours submitted	The employee should talk to the Employer and/or DR to have them review their budget utilization. Adjust the entry as needed.
Timely Filing Employees Punch Entry	Date submitted is more than 150 days old	The issue cannot be resolved. Ensure time is submitted in a timely manner. Acumen cannot pay out hours that are older than 150 days per DMH rules.
No Valid Pay Rate Punch Entry	There is no pay rate for this employee for this service	Ensure the employee is submitting for the correct service and date. If the entry is correct, contact the Acumen Agent or Customer Service for help.

Business Rule Name	Description	How to Fix it
You are attempting to enter a punch for a date of service that is beyond the client's discharge date	The date selected is after the date the Individual is out of Acumen's services	Ensure the employee is submitting for the correct date. If the entry is correct, contact the Acumen Agent or Customer Service for help.
Employee Hire Date Punch Entry	The date selected is before the employee's Good to Go date	Ensure the employee is submitting for the correct date. If the entry is correct, contact the Acumen Agent or Customer Service.
Employee Termination Date Punch Entry	The date selected is after the employee's termination date	Ensure the employee is submitting for the correct date. If the entry is correct, contact the Acumen Agent or Customer Service.
Duplicate/Overlapping Employee Punch	Employee cannot work for more than one Individual at the same time	Ensure the employee is submitting for the correct date and time.
Duplicate/Overlapping Client Punch	Multiple employees cannot work for the same client at the same time	Ensure the employee is submitting for the correct date and time.
Max Hours Per Week Per Employee Per Cost Center	Number of hours submitted exceed the weekly max per Employer	Employee cannot work more than 40 hours per week per Employer. Adjust the entry as needed.
There is no active Authorization for this account	The date selected does not have a valid authorization	Ensure the employee is submitting for the correct service and date. If the entry is correct, Acumen does not have a valid authorization for the date requested. Please contact the Acumen Agent or Customer Service so they can review.