



Important News

From Acumen to You

Retroactive Wage Increase

I wanted to provide some follow up information related to the retroactive wage increase. All employers have until November 27, 2023, to submit change forms for their employees. Any change forms received after this deadline will not be processed and will be subject to Acumen's normal wage change policy. I encourage everyone to submit the forms as soon as possible in case there are any corrections that may be needed. None of the wage increases will be processed until after November 27th. Once a pay date is set, that information will be communicated to you via email.

Please make sure as you are submitting wage increases that you are checking your budget. If you are unsure about your budget, you can reach out to your case manager to verify. We don't want you to run out of funds before the end of the fiscal year.

Electronic Visit Verification (EVV)

There has been lots of communication going out regarding EVV and respite. At this time, we are going to continue to be able to process paper time sheets for respite. However, this will not be the case for much longer. If you are going to continue to use respite services, you will have to be able to download DCI and be able to clock in and out for each shift. I encourage you to visit the Montana EVV page here [Electronic Visit Verification \(mt.gov\)](https://mt.gov/electronic-visit-verification).

DCI (Direct Care Innovation)

DCI (Direct Care Innovation) is our online portal that will allow you access to all things related to your budget, time sheets, employees etc. There are a variety of reports that you can run to help manage both your budget and your employees. DCI is available in the App Store or Google Play. When you download DCI you will need the system identifier, which is 228636. You would have gotten your employee credentials from your 'Good to Go' letter. If you need to reset them, please call Jackie and she can assist with that.

If at any time you need any assistance or have questions, please contact your Montana Enrollment Agent, Jackie, at 480-295-3345 or by email at enrollment-MT@acumen2.net

Thank you! We appreciate you!
Amy and Jackie

ACUMEN CONTACT INFORMATION

Acumen MT Dedicated Toll-Free Customer Service Number: (877) 824-9356

Acumen MT Dedicated FAX Number: (866) 211-6370

Acumen Emails: customerservice@acumen2.net, enrollment@acumen2.net, payroll-mt@acumen2.net