



Dear Valued Community Vendor Partners,

We want to extend our sincere apologies for any confusion caused regarding Acumen's invoice submission process. We understand how critical clarity and consistency are to your operations and appreciate your patience throughout this transition.

To streamline submissions and ensure timely processing, we offer two primary methods for submitting vendor invoices:

1. **Web-Based Portal:** Vendors submit invoices directly through our secure DCI (Direct Care Innovations) portal. This method allows for real-time tracking and Individual/Authorized Representative approval workflows.
2. **API Integration:** For vendors with higher invoice volumes or automated systems, we offer an API submission option. This allows for direct system-to-system communication and faster processing.

We strongly encourage vendors to utilize the API where possible, as it offers the most efficient and scalable solution. To support this, we have developed a comprehensive API testing document that outlines endpoint details, authentication, and submission protocols. The API specification and testing documents are attached to this email.

Additionally, we are launching a **weekly webinar series** designed to walk vendors through the submission process via API, and answer your questions live. If you are interested in DCI, the training sessions will be held:

June 16 – July 30:

- Every Monday from 1:00 – 3:00 PM EST
- Every Wednesday from 4:00 – 6:00 EST

August 4 – September 29:

- Every Monday from 1:00 – 3:00 PM EST (Except September 1st)

These sessions will provide a step-by-step walkthrough of the portal submission process and offer live Q&A with our support team. We also have a pre-recorded session on our NJ training page, linked here: [New Jersey Training Page](#)



Additional Information on DCI:

We've received your questions and feedback and would like to explain the structure of our DCI workflow and the reasoning behind its design—specifically, why an Individual's enrollment and authorization must be completed before invoices can be submitted and processed.

Our system is intentionally designed with a tightly integrated workflow to ensure compliance, accuracy, and timely payment. This means that:

- **Individuals must be fully enrolled** before they can be added to your portal or billed for services.
- **Invoices cannot be submitted** unless there is a valid, approved prior authorization in place with a sufficient available balance.
- **We maintain compliance** with state and program requirements, helping to avoid costly errors and delays.

To help clarify the process, here's a summary of the key steps involved:

1. The Individual receiving a service or their Authorized Representative completes enrollment with Acumen.
2. The Support Coordinator revises the service plan, which generates a prior authorization.
3. DDD transmits the prior authorization to Acumen.
4. Acumen loads the prior authorization into the DCI portal.
5. Vendor invoices can be submitted through the DCI portal.

This approach helps prevent situations where service(s) are provided without the required prior authorization, which could result in rejected invoices and unpaid services, something we are committed to avoiding.

We understand that this structure may feel restrictive, especially during transitions or onboarding. However, it is based on lessons learned from past implementations and is designed to ensure accurate and correct payments are made to Community Vendors.

We are improving the Individual's/Authorized Representative's approval workflow. Our development team will be rolling out enhancements that will include **automated approval reminders**. This feature is aimed at reducing delays and improving the overall submission experience.



We're dedicated to making this transition as seamless as possible and ensuring you have the resources and support you need to succeed. If you have any immediate questions or need assistance, please reach out to our Vendor Agents at **vendor-nj@acumen2.net** or call **848-400-5738** (available from 8 AM to 5 PM EST). For 24/7 support, our customer service team is available at **833-892-0413**.

Finally, please be advised that if you have completed your Enrollment with Acumen, please be on the lookout for a resend of your Good to Go letter overnight tonight. We want to ensure that you have your Vendor Relationship Specialist's contact information.

Thank you for your continued partnership.

Sincerely,

The New Jersey Acumen Team