CD PASS Self-Direction Program FAQs

How can I get assistance?

We are here for you! Acumen Fiscal Agent has a personal agent located here in Oklahoma as well as back up in our national headquarters in Mesa, AZ to provide you with assistance. Please call to make an appointment to meet with your agent for training and one on one help. You may call 877-594-0966 customer service.

Why can't I use paper timesheets anymore?

There is a new federal law that requires those using a Medicaid funded program to use a system with "Electronic Visit Verification" (or EVV) to manage time.

How do I clock in my times so that they are EVV compliant?

As long as you use Acumen's DCI system to manage time, you will be in compliance with the new federal mandate. This involves either using an app on a cell phone, or a landline or internet phone in the employer's home.

<div align="center">

Instructions for Employees   Instructions for Employers   Phone EVV Instructions

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When will I get paid, when will my paycheck arrive or when will the Direct Deposit show up?

Paydates are on the 11th and 26th. These are the dates a direct deposit will be made. A paper check is put in the mail 2 days prior.

What if I did not receive my pay check when I should have?

Go into the portal to see if the hours show as paid. If so, please double check your address in the portal (if you receive a paper check). If your address is incorrect, or if you didn't receive it we will issue a stop payment on the check. There is a $35 fee for a stop payment, but this is waived if you sign up for direct deposit. Acumen will wait 5 business days from the check date before reprocessing it.

What if I didn't receive my direct deposit when I should have?

If you are paid by direct deposit, check in your portal see if it shows paid. If it shows paid, call your agent and they will check that we have the correct banking information on file.

Why doesn't my PIN work? (Password vs. PIN)

The PIN is typed in by the employer on the mobile app when the employee clocks in and out to verify that the employee is with them. Please be sure to type it in carefully. If this is hard for you, you may opt to use the facial recognition option instead.

The password is used to get into the app or into the portal.

What options do I have if I (the member/employer) am not able to enter my four digit PIN to verify when my employee is using the mobile app to clock in and out?

You may use the facial recognition option on the app to verify. Facial recognition is easy to set up. The member will send a picture of them self (can be taken on a cell phone) to their agent who will set it up. The picture is stored in DCI for verification purposes. No picture will or should ever be stored in the employee's mobile device.
After you have been set up, when your employee gets to "clock in verification required," they can choose PICTURE. The employee will take a picture of the member/employer, click submit and confirm.

What's the difference between "unvalidated" and "unverified"?

After you clock in, it may show "unvalidated." This is temporary and means the punch is processing. When it shows "unverified" it means that the employee needs to go in and verify it. The employer will then need to go in and do a final approval of the hours.

Why am I listed as an Employee when I am an Employer?

If you have been paid a reimbursement, you may be listed as an "employee," meaning "payee" in this instance.

Are my hours rounded up or down when I clock in?

The hours that are recorded when you clock in and out are the actual hours you work. They are not rounded up or down.

Why is my clock in /out being rejected?

The most common reason for a rejected entry is that the weekly maximum hours has been passed. The extra minutes that may be on an earlier entry may be the problem. Your app will show you how much time you have used for the week. Make sure the later time entries in the week are within the time you have left.

Shifts must meet DHS program requirements: not exceeding 8 hrs. /day, 40 hrs. /week, no overlapping hours, otherwise they will be rejected.

Another reason may be if you are redoing an entry and it overlaps with one you already have. Be sure to reject/cancel any previous incorrect entries before redoing.

It won't let me edit a rejected clock in/clock out to fix it. Why?

Once an entry is rejected you can NOT edit it. If you are wanting to change information for a time rejected, you will need to create a brand new entry for that shift that was initially rejected. To create a new entry for the rejected time:

1. The employee should go to the following website: https://acumen.dcisoftware.com/

2. Enter the Employee Username and Employee Password (same ones you use on DCI app)

4. Click "Sign In"

5. Once you sign in, select blue "Add Entry" button on the top right of the screen (if on the mobile web version, you will see a blue circle with a plus sign). Input the information for the shift and save. (Will say "Unvalidated" as it goes through checks to make sure it passes program requirements)

6. Once in a pending status, the employer should log into their account to review (approve or reject)

When I (the employer) log into the website on my phone it says no entries. Why?

On the mobile website, it takes you to the entries page. This will ALWAYS be blank. If you were on a desktop, when you log into the website, it will automatically take you to the pending entries page.

To get to the pending entries page from the mobile website:
1. Select the menu button (3 horizontal lines in the upper corner) this will create a drop down menu.
2. Select Pending Entries from the drop down menu
      -This will take you to the pending entries page.
            -If there are any entries there, you, as the employer, need to review them (either approve or reject those entries).
            -If the pending entries page says "No Entries to Review", this means there are no entries that you need to review.

To view time entries that employees have made that do not need to be reviewed:
1. Select the menu button (3 horizontal lines in the upper corner) this will create a drop down menu.
2. Select Employees from the drop down menu
3. Select name of the employee whose time you want to view

Why do I have more hours on a paycheck than the weekly maximum hours?

When a pay period includes days beyond 2 weeks, the extra days will make up the extra hours on the paycheck. The weekly max refers to time worked between any Sunday through Saturday. A paycheck takes in all the times between 1-15th or 16th-end of month.

How is my weekly hour allotment affected when a pay period ends midweek?

When a pay period ends midweek, the hour allotment remains the same. The hours used in the first part of the week go to the first paycheck and the hours used in the second part of the week go to the next check. The weekly hours stay the same.

Why didn't I get my bonus or OPX pay yet?

If your request was on the wrong form (we can't use Access forms) or if it needed any corrections, you will be notified and it will be paid out after the corrections are received.

For any requested bonuses or OPX reimbursements that are from before Dec. 16, 2019, we will send the information to DHS first for approval.

Are my employees covered by Workers' Compensation?

As your plan renews throughout the year of 2020, Workers' Compensation will be added for you. This means, if your plan year starts anytime after March 1, 2020, your employees will be covered from that date forward. If you plan year started prior to that, they are not covered until your renewal date.

How does my employee change banking information?
To change a bank account or to request to change the method of payment, fill out and return the
Payment Selection Option Form. **Be sure to turn in a voided check or bank letter with the form.**

Where can I find an OPX form and OPX Mileage log?

OPX Form

OPX Mileage Log

Other forms and information are available on the Oklahoma Acumen Fiscal Agent website.

How do I send in documents?

Fax: 855-295-9075
Mail: 4623 South Sheridan, Suite 310, Tulsa, OK 74145
Email: AcumenOK@Acumen2.net