



Who should Veterans and Caregivers contact for help?

Use this guide to determine who to contact based on the type of question or support needed.

Contact your Options Counselor for questions about service planning, approved hours, caregiver work limits, travel, pay rates, hospitalizations, or changes in Veteran status.

Examples:

- How many hours per week can my caregivers work?
- I am a caregiver. How many hours per week can I work?
- My caregiver is receiving a DCI error message that states there is “no active authorization.”
- I am traveling out of state and need to know whether my caregiver can travel with me and be paid.
- I have a question about my pay rate.
- For hospitalizations or changes in Veteran status, please notify both your Options Counselor and your Acumen Agent so service planning and Acumen account records can be updated.

Contact Acumen Customer Service for 24/7 help with DCI access, clocking in or out, rejected entries, historical time, or entry status. Have the 4-digit OK ID number from your Good to Go letter ready when you call.

- I have a question about logging into the DCI mobile app or DCI web portal.
- I am having issues clocking in or out.
- My entries are showing in “rejected” status. How do I fix this?
- I need help entering historical time.
- I need to check the status of my DCI entries.

Contact an Acumen Agent for enrollment, hiring, demographic updates, direct deposit changes, separation forms, and other account-specific updates.

- I need to hire a new employee or check new hire status.
- I need to check my Acumen enrollment status.
- I need to update my direct deposit information.
- For hospitalizations or changes in Veteran status, please notify both your Options Counselor and your Acumen Agent so service planning and Acumen account records can be updated.
- My employee no longer works for me, and I need a separation form.
- I moved or need to update my email address or phone number.