



General FAQ's – Oklahoma Transition (VDC program)

1. Q: Why is our program changing fiscal intermediaries (FI)?

- **A:** The VDC program is transitioning to Acumen because the program identified a need for a different fiscal intermediary partner to better support participants, Employers, and Employees. Acumen is honored to serve you and we are working closely with Ability Resources and the VA to make this transition as smooth and supportive as possible. We know transitions can bring questions, and our goal is to provide clear communication, helpful resources, and steady support throughout the process.

2. Q: Who is Acumen?

- **A:** Acumen is a fiscal intermediary (FI) provider for self-directed services in multiple states and programs across the US. Acumen was founded in 1995 and has extensive industry experience with programs just like yours. Acumen assists in maintaining compliance with program rules, State and Federal employment regulations and tax reporting. Our technology platform (known as DCI) helps families track their budget balances, and Employee hours.

3. Q: Where do I send my Employee's timesheet?

- **A:** Acumen offers a digital platform called DCI where Employees can login and create shift entries and submit their hours digitally, and where Employers can review and approve hours electronically as well. Employees can use either the mobile app option to clock in and out in real time at the beginning and end of each shift, or they can log into the DCI portal (website) to manually create their shift reports on or before the time submission deadlines each pay period. Training on how to use Acumen's time entry system will be provided in early September so please watch for updates.

4. Q: What is DCI?

- **A:** DCI or Direct Care Innovations is a web time entry system for agencies like Acumen that provides multiple options for managing time entry as well as managing authorizations/budgets/billing.



5. Q: Will my pay schedule change with Acumen?

- **A:** Yes, the payment dates with Acumen will be changing slightly. You will receive a written schedule detailing time submission deadlines and pay dates with your “Good to Go” letter when your enrollment is complete. The schedule will also be available on the Oklahoma page of Acumen’s website before the program goes live in mid-September, and we can always provide a digital copy. Simply email ok-vdc@acumen2.net and let us know if you would like one!

6. Q: When is the last date Delta will accept my hours?

- **A:** All Employee hours through 9/15/26 must be submitted to Delta by the submission deadline for that pay period.

7. Q: What date do I begin to submit to Acumen?

- **A:** Your enrollment with Acumen must be completed before you can submit employee hours. The start date for services with Acumen is 9/16/26, for employee hours. If your paperwork is returned complete and correct by the deadline of 8/30/26, Acumen will issue a “Good to Go” letter with a start date of 9/16/26. Delta cannot process employee hours after the first pay period of September, so it’s important that you respond timely with your Acumen enrollment paperwork and any correction requests from Acumen by the deadline of 8/31/26 to avoid a gap in payments. The first submission deadline with Acumen for hours worked will be 10/1/26, which will cover dates worked from 9/16/26 - 9/30/26.

8. Q: Will Acumen pay hours that were submitted late, after the transition period?

- **A:** Acumen *cannot* process employee hours after the transition. It is critical that all employee hours through 9/15/26 be submitted to Delta by their submission deadline for that pay period.

9. Q: What enrollment forms are needed?

- **A:** Acumen has prefilled a transition-specific packet on your behalf and sent it to the email address Ability Resources had on file for you as the employer of record. If you do not see the prefilled packet in your inbox, please check your spam or junk folder. In-person sessions will also be available on Thursday, 8/26 and Friday, 8/27 for those who need help completing paperwork; please see your Options Counselor to sign up for a time slot. If you do not have an email address on file and cannot attend an in-person session, Acumen will send communications by USPS mail. If you have paid employees, Acumen has also prefilled an employment packet for you and your employee(s).

10. Q: How do I submit the enrollment forms?



- **A:** If you received and signed the forms through DocuSign, they were automatically returned to us with no further action needed on your part. If you received the forms via USPS mail, please return the packet to Acumen by email: ok-vdc@acumen2.net

11. Q: When will I receive my packet (or transition form)?

- **A:** Acumen is sending the prefilled transition packets. Most employers will receive the packet by email, so please watch your inbox and spam/junk folders and respond by 8/30/26 to help prevent a gap in payments. For those receiving documents by USPS mail, the deadline to return the forms to Acumen is the same, but your prefilled packet may arrive later due to the delivery method. This means you may have less time to review and sign the forms. Please do your best to stay within the 8/30/26 goal date. If your packet arrives later than this deadline, Acumen will still process enrollment packets in the order received.

12. Q: What do I do if I haven't received my transition packet?

- **A:** Please contact Acumen via email if you have not received your prefilled packet by 8/30/26. We will confirm your email address and/or mailing address and ensure your prefilled packet is sent to you right away. We ask that you still do your best to return the signed documents by 8/30/26 to ensure no gap in payments.

13. Q: Who do I contact if I have a question or concern during the transition?

- **A:** Your Options Counselor is your best and fastest resource to answer questions during the enrollment and transition process. Acumen will be training the Options Counselors on the enrollment paperwork in the coming days, so they will be able to assist you while Acumen stays focused on the processing of the enrollments into our system. Your Options Counselor is welcome to reach out to Acumen if they cannot answer your question.

14. Q: Will my employee's payrate change?

- **A:** No. Acumen has received existing payrate information and continues to pay at the same rate for all existing, transitioning employees.

15. Q: Will my employees continue to be paid via direct deposit or pay card?

- **A:** Acumen is able to issue payments via direct deposit or pay card. For existing, transitioning employees we will receive information about the existing method of payment and set up your employee(s) accordingly. If a problem arises and we cannot confirm direct deposit information, first paychecks will be issued with a paper check until we can get it sorted out. Please note that we will be asking for payment information to ensure that we have the most updated and accurate information possible.



16. Q: Will I receive training on DCI?

- **A:** Yes. Acumen will schedule virtual webinar-style DCI training sessions for families in early September. One of these sessions will be recorded and made available to view at your convenience. Additionally, written guides will be available for those who prefer a guide over a webinar. Please watch for notifications leading up to early September. You can also check with your Options Counselor as that time draws near, because they will be apprised of the schedule as well.

17. Q: What is the difference between electronically submitting time and submitting paper timesheets?

- **A:** Electronic submission involves using our DCI web time entry system. You can also approve/submit the electronic hours from anywhere within DCI. Paper timesheets will be discontinued, and training sessions will be taking place regularly to ensure a smooth transition. The deadlines for submission and employer approval are the same regardless of which method you choose.

18. Q: What is the deadline for submitting my paperwork?

- **A:** To ensure there are no gaps in payment, Acumen must receive all enrollment documents by 8/30/26. From that point, Acumen enrollment staff may reach out to you if they have questions or need corrections. The normal method that Acumen uses to communicate about such issues is email. For those who do not have an email address on file, we will reach out by phone. We cannot issue your “Good to Go” date until all paperwork is received complete and correct, so timely response from you throughout the transition is important. Please stay watchful over your email inbox (or mailbox for those without email) to make sure you don’t miss an important message.

19. Q: Will Acumen hold back my employee’s pay if I do not submit my paperwork by the due date?

- **A:** Yes. Acumen cannot issue employee paychecks until you are “Good to Go,” which means Acumen has received all required paperwork complete and correct. When enrollment is complete, Acumen will send “Good to Go” notification to you using the same method that you received your prefilled enrollment packet (email or USPS mail).

20. Q: What is Acumen’s phone number/fax number/email address/website/address?

- Email: ok-vdc@acumen2.net
- Program Phone#: (918)-201-2157 extension 391
- Customer Service Phone#: 877-594-0966
- Website: <https://www.acumenfiscalagent.com/state/oklahoma/>
- Mail: Acumen Fiscal Agent, 4867 S Sheridan Rd Ste 711, Tulsa, OK 74145



21. Q: What is Acumen's fees?

- **A:** Acumen is paid a flat rate per client per month for the services we provide for you. The program pays Acumen directly, outside of the services budget that you are authorized to access.

22. Q: Will my program rules be changing? (budget amount, etc)

- **A:** Program rules are the same and your budget will carry over to Acumen with no changes. Acumen will have a different pay schedule. It is attached to the initial email and will also be included with your Good to Go packet.
- Acumen will also offer a new way to submit employee hours using DCI and/or forms developed for Acumen services, but otherwise you should feel no difference. It is important that you discontinue using Delta's forms when the time comes to submit employee hours to Acumen, as Delta's forms will not be accepted.

23. Q: Are there any minimum or maximum pay rates?

- **A:** Yes. Employers must pay employees at least the minimum wage of the State of Oklahoma. As of 7/1/26, minimum wage for all employees is \$7.25/hour. Your Options Counselor will have more information as to any maximum pay rates, if applicable.

24. Q: Will employees need to complete a new W4 for tax withholding preferences?

- **A:** Yes. Acumen will collect a new Federal W4 and State W4 to ensure taxes are being reported as desired by the Employee. If employees would like to make changes to their existing tax withholding preferences after the transition, they may do so any time by submitting a new Federal & State W4 to Acumen.

25. Q: Will my employees have to complete all new paperwork to transition to Acumen?

- **A:** Not a full new packet. Acumen will only need Employers and Employees to submit select forms. Acumen simply needs employers to confirm the employees' demographic and setup information we received from the State is still accurate. This will happen using DocuSign and will be emailed to the employer and employee. Certain fields are not editable by design. If one of those fields needs to be changed, please work with Ability Resources to make the needed edits to their system, so we receive updated information from the State, or submit a Change Information Form to notify Acumen of important changes.

26. Q: Why can't I edit certain fields in the supplemental enrollment packet?

- **A:** These fields are not allowed to be edited by design, because the prefilled information must match what's listed on the forms that were originally submitted, which was also registered with the IRS. If an edit is needed, please work with Ability



Resources to make those adjustments before 9/6/26. Acumen will then receive updated transition information from the State.

27. Q: Will training be offered in Spanish or other languages?

- **A:** At this time, due to the compressed timeline for this transition, Acumen is unable to offer live training sessions in other languages besides English. We are working to find a solution and will update Options Counselors as information becomes available.

28. Q: Why am I receiving multiple enrollment packets with the same employer forms in each of them?

- **A:** Acumen is sending one packet for each employer/employee combination. So for employers with multiple employees, they will receive multiple packets. The employer paperwork will be duplicated from one to the next, so it's important to make the same edits for all of them. However, the Employee Enrollment Worksheet will differ, as each packet will be prefilled with just one of the employee's information.