



Hello VDC Employer,

As you may have heard, the VDC Program will be transitioning Fiscal Intermediary (FI) services from Delta to Acumen Fiscal Agent (Acumen) in mid-September. Acumen has been working with self-directed programs like yours for over 30 years in 31 different states.

At this time, we wanted to reach out to introduce ourselves and to give you a brief overview of what this transition will look like for you.

Enrollment

We understand that provider changes can be stressful for families. Acumen is working with the Ability Resources staff and Delta to make the transition as easy as possible and to reduce the number of documents that will be needed from you. Acumen cannot issue payments until your enrollment is complete. You can help ensure there's no gap in payments by staying watchful for communications from Acumen and responding as quickly as possible.

We understand there may be a need for additional help to complete the paperwork to transition. We plan to partner with your Options Counselors very closely to help with your paperwork. We are also offering in-person and virtual help sessions to answer your questions. In-person sessions will be held on the following dates:

Thursday - August 27, 2026

Location: Kendall-Whittier Library

Time: 11:15am to 4:30pm

Address: 21 S Lewis Ave, Tulsa, OK 74104

Friday - August 28, 2026

Location: Muskogee Public Library

Time: 11:15am-4:00pm

Address: 801 W Okmulgee St, Muskogee, OK 74401



Payroll

Acumen is excited to offer a web portal, mobile app and phone option for workers to submit time and for employers to approve hours for payment. We will offer virtual training sessions on how to use our systems in early September, so everyone feels comfortable. Worker time and vendor invoices can be submitted to Acumen for payment starting September 16, 2026.

The payment schedule you and your workers are used to will likely change with Acumen. The new schedule will be provided along with your “Good to Go” notice when enrollment is complete. Workers will continue to receive their pay from Delta until you are notified differently.

Delta

Final Pay Period	September 1-16, 2026
Outstanding Time Sheets – NO timesheets will be processed after this date	September 18, 2026
Final Payment to Vendors and Caregivers	September 29, 2026
Customer Support Telephone	636-926-8761

Acumen

Electronic Enrollment Period Begins	August 24, 2026
Acumen Sends “Good-to-Go” Letters	August 31-September 15, 2026
Acumen provides training for time entry	September 7-11, 2026
Employers and Employees submit timesheets and vendor invoices to Acumen	October 1, 2026
Customer Support Number	877-211-3738

We are committed to doing everything we can to make this smooth transition. We appreciate your partnership and look forward to working with you!

Your Oklahoma Acumen Team

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