NJ DDD DCI Systems Training for Employers

Welcome to Acumen!

Thank you for joining the Acumen Family!

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DIRECT CARE INNOVATIONS

Acumen powered by DCI

Helping create a positive, long-lasting impact on people's lives.

Using Microsoft Teams

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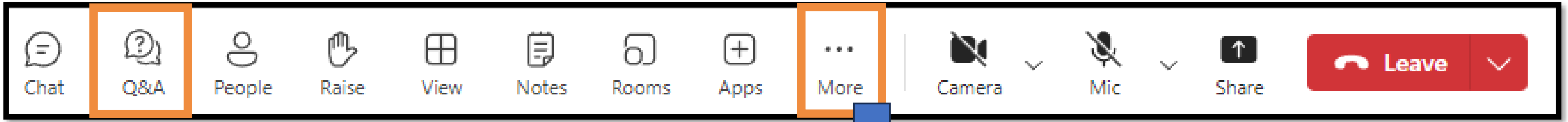
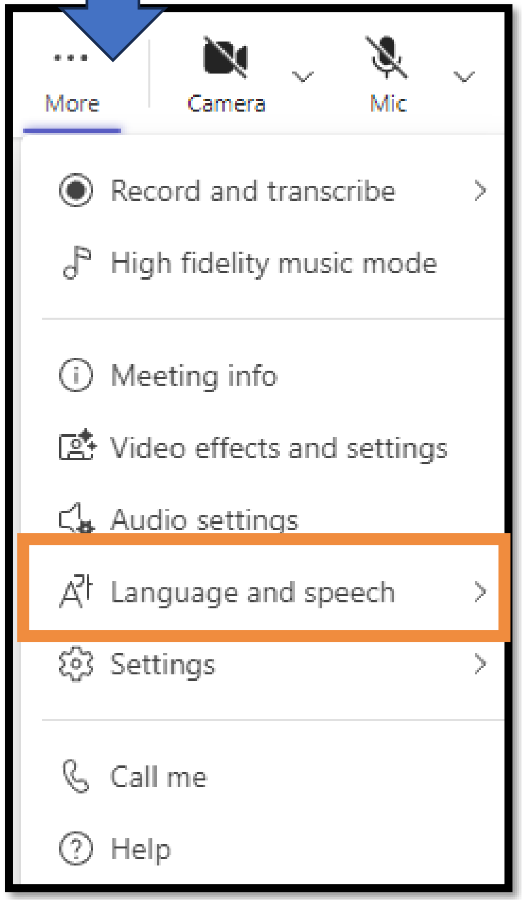


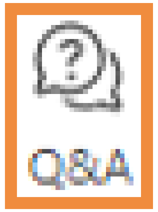
- Ensure both the Camera & the Mic are disabled (as pictured above with a line through them)
- Today we will not be using the Chat (disabled) or Raise hand features
- Click the **Q&A** button to type & send your question during the meeting



- To enable closed captioning:
  - ✓ Click the **More** button (three dots)
  - ✓ Select **Language and speech**
  - ✓ Click **Show live captions**

- OR press **ALT+Shift+C** on your keyboard

Using the Q&A button



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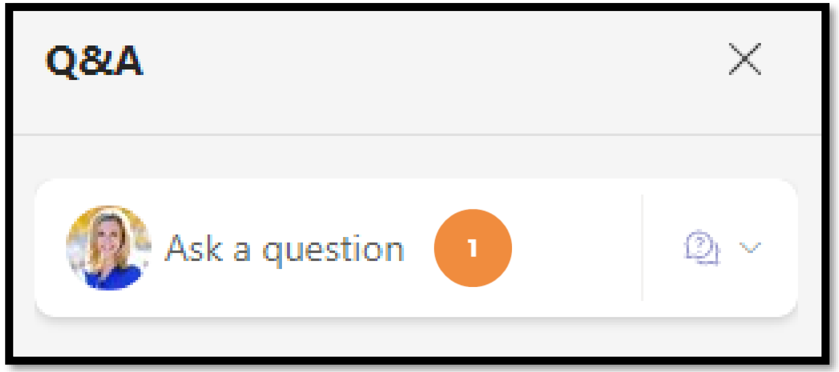
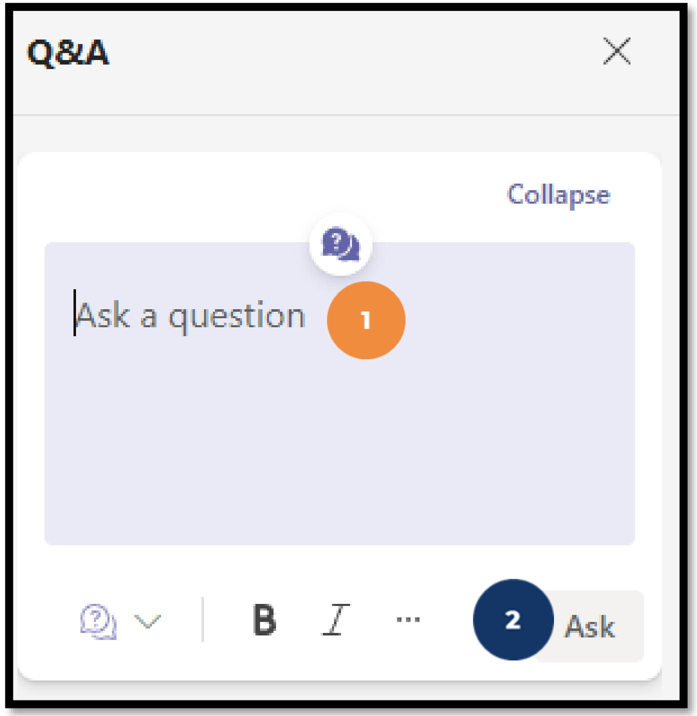
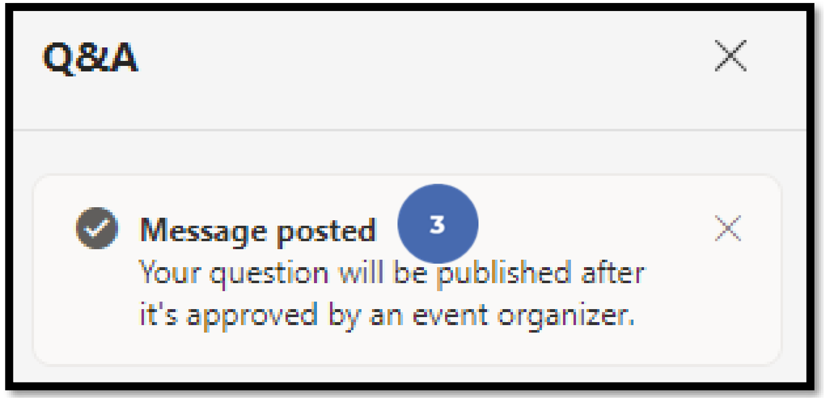
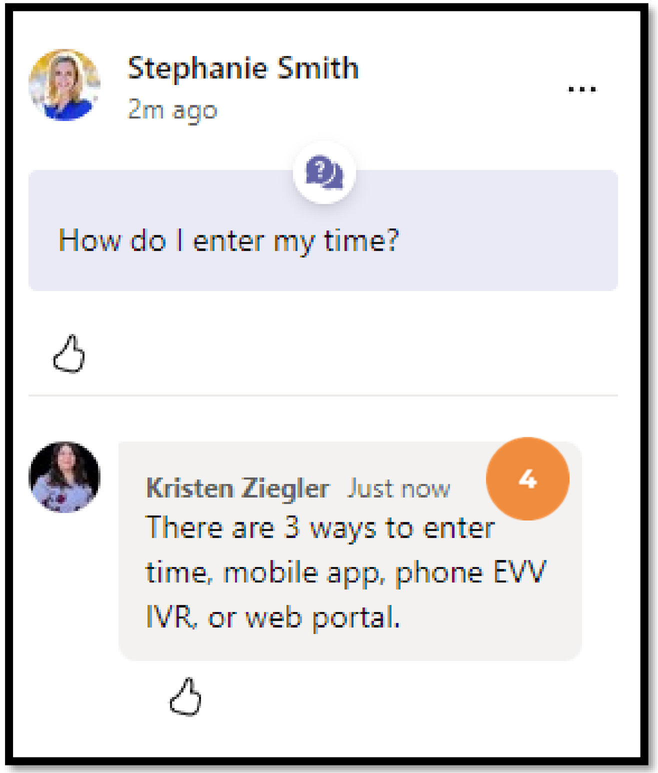




1. After clicking the Q&A button, **type your question** in the Ask a question field
   - ❖ <u>Please do not include any confidential information</u> or the question cannot be published & answered
2. Click the **Ask** button
3. Message posted displays



4. Moderators review, approve & post your question



Agenda

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- Overview
- Mobile App Download & Login
- Mobile App – Manage & View Entries
- Web Portal – Navigation, Profile Settings, Messaging & Dashboard
- Web Portal – Facial Recognition Setup
- Web Portal – Manage Entries
- Web Portal – Employees, Clients & Reports
- FAQs and Resources

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Why Are You Here?

Why Are You Here?

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As you may know, the Division of Developmental Disabilities (**DDD**) Vendor Fiscal/Employer Agent Model is transitioning Fiscal Intermediary (**FI**) services from Public Partnerships, LLC (**PPL**) to Acumen Fiscal Agent (**Acumen**), this transition started in *early June*. Acumen will help manage both Community Vendor Services and Self-Directed Employee (**SDE**) Services in this model.

Transition enrollments with Acumen will happen at staggered intervals over the summer of 2025, with groups of participants called **cohorts** assigned to enroll within a specific window of time. Using this approach will help ensure a smooth and organized transition for everyone.

In this training, We will review the specific details to our training sessions for the **New Jersey DDD program**. We will also review the process flow, so you have a good comprehension of what comes next.

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Training Sessions

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Enrollment

In Enrollment training, you'll learn how to create an account in Acumen's electronic enrollment system, complete all required enrollment information, and electronically sign enrollment packets. Some sessions may include a live demonstration, and you'll have the chance to ask questions along the way. Other sessions will be more informative. By the end of the trainings, you'll feel confident navigating the system and completing the enrollment process smoothly.

DCI System

In DCI System training, you'll learn how to navigate the DCI system using both the web and mobile versions to complete the essential tasks required for your role. These sessions will include a live demonstration, and you'll have the opportunity to ask questions in real time. By the end of the training, you'll be comfortable using DCI to manage your responsibilities efficiently.

Overview of NJ DDD Enrollment Process

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Attend a Training Session for Enrollment → Complete your Electronic Enrollment using EES → Attend a Training Session for the DCI System

You will receive a "Good to Go" letter when your enrollment is final → Employees and Vendors will submit all time and payment entries in accordance with the payment schedule* → Payments will be made bi-weekly

Note: *Submit and approve all time entries and vendor/reimbursement requests by 9pm EST of the due date, **even if it falls on a weekend or holiday.** Those received *after* 9pm EST of the due date will be processed in the following payment period.

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Acumen & DCI

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Who is Acumen?

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- One of the largest, most experienced fiscal management entities in the U.S.
- Servicing multiple states across the country
- Over 30 years of experience
- Customized approach for your needs

What is DCI?

DCI is the electronic invoicing system that allows self-directed employees and community vendors to securely submit documentation for payment approval by the Employer.

Web Browsers

- ✓ Google Chrome (DCI Preferred)
- ✓ Firefox
- ✓ Edge
- ✓ Safari

What is EVV?

- The 21st Century Cures Act, signed into law December 13th, 2016, by President Obama, requires state agencies to use a system of **electronic visit verification** (EVV) for all Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider.
- EVV uses electronic devices to verify a provider's visit
- The following data is collected for each visit:
  - ✓ The date of the service
  - ✓ The location of the service delivery
  - ✓ The time the service begins and ends
  - ✓ The individual receiving the service
  - ✓ The individual providing the service
  - ✓ The type of service performed

DCI Requirements

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Devices & Operating Systems (OS)

Apple

- OS: iOS version 15.0 or later
  - ➢ Devices:
    - ✓ iPhone 6s or 6s Plus or later device
    - ✓ iPhone SE
    - ✓ iPod touch (7th generation)

Android

- OS: Android version 8.0 or later
  - ➢ Devices:
    - ✓ 4.6" screen or larger
    - ✓ Due to the wide range of Android devices, we are unable to provide a device list.

Self-Directed Employees - Enter Time

They select one per shift (each clock in/out)

Mobile App

OR

Phone EVV

OR

Web Portal

- ***Preferred Method**
- Real Time Entry – **EVV compliant**
- Quick & Easy
- Mobile App Guide

- Landline
- Real Time Entry – **EVV compliant**
- Historical Entry – Non-EVV compliant
- Option when access to a mobile device or computer is limited

- **Only used for service interruptions**
- Time Management
- Historical Entry & Corrections – Non-EVV compliant
- Manual Time Approval
- Profile Settings
- ***Includes Mobile Web Portal –** Mobile-friendly web portal version accessed via smartphone or tablet

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Mobile App Download & Login

- Used for clocking in and out for real-time entries
- Preferred, EVV-compliant method
- Can be downloaded on a mobile device or tablet
- View all entries including status & details

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Download DCI Mobile EVV

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1. Download the ***DCI Mobile EVV*** App

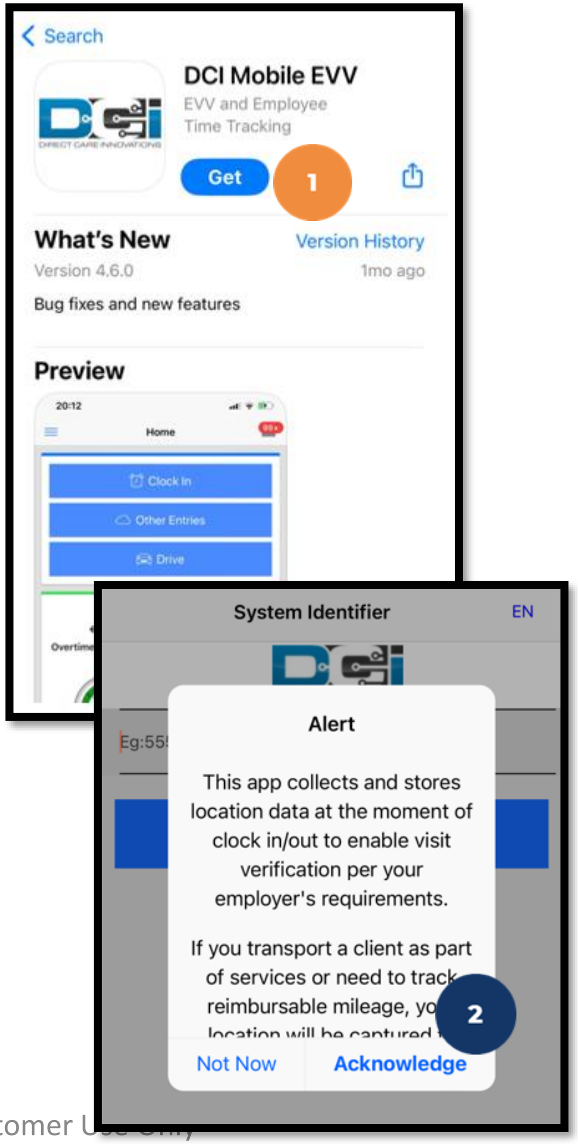
Available on the App Store | GET IT ON Google Play

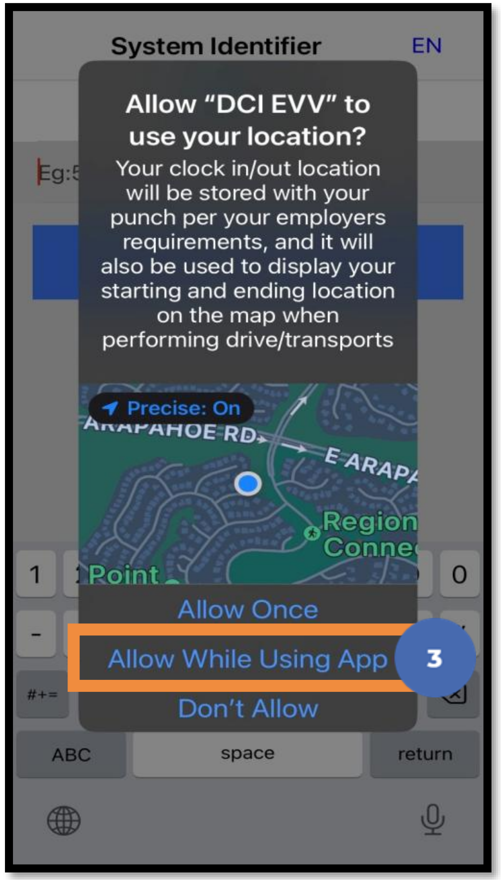
2. Select Acknowledge on the Alert
   - The alert states the app collects and stores location data at clock in and clock out, if you transport a client as part of services and/or need to track reimbursable mileage

3. Select **Allow While Using App** only when accessing the app for the first time or after a new download to give the app access to the device's location
   - Location is only captured at clock in & out

***Please note!**

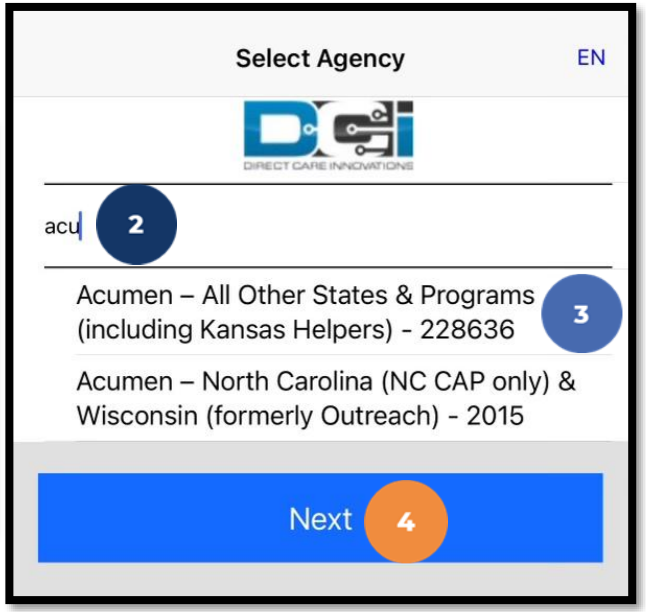
- There is more than one DCI app available. Please be sure to select the one labeled **DCI Mobile EVV.**
- Users may need to set app permissions. Media access is not necessary.

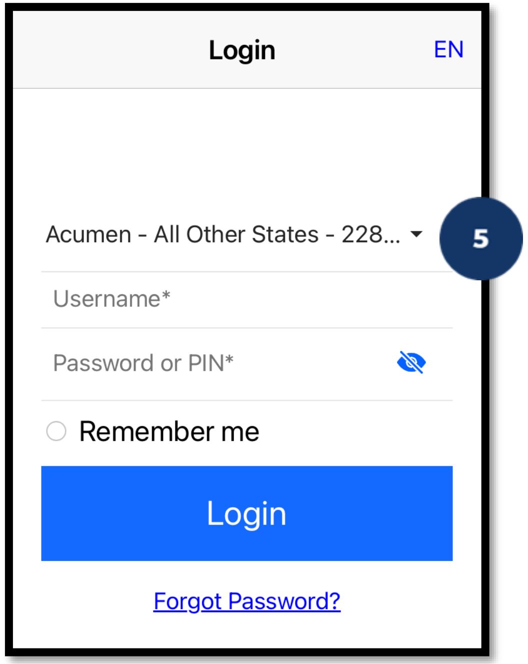




Initial Agency Selection

1. After downloading the app, the Select Agency screen appears with a Search Agency field.
2. **Type at least three consecutive characters of the agency name OR the system identifier** in the Search Agency field
   - ❖ The Acumen system identifier for North Carolina (NC CAP only) & Wisconsin (formerly Outreach) is **2015**
   - ❖ The Acumen system identifier for All Other States & Programs (including Kansas Helpers) is **228636**
   - ❖ The consecutive characters can be located anywhere in the agency name or system identifier
3. **Select the agency** from the list
4. Click the blue **Next** button
5. The agency is now selected and appears on the login screen





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Add More Agencies

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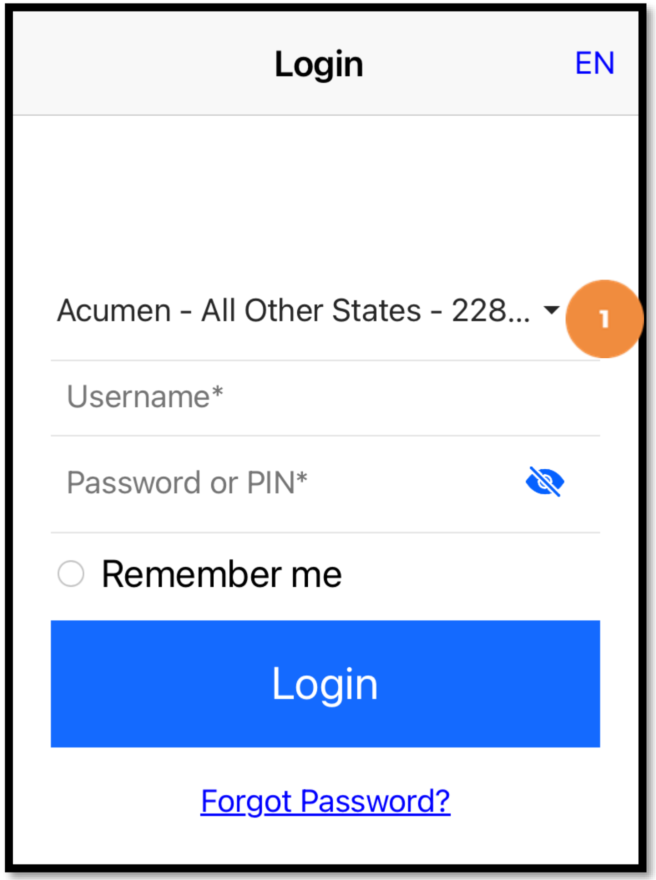
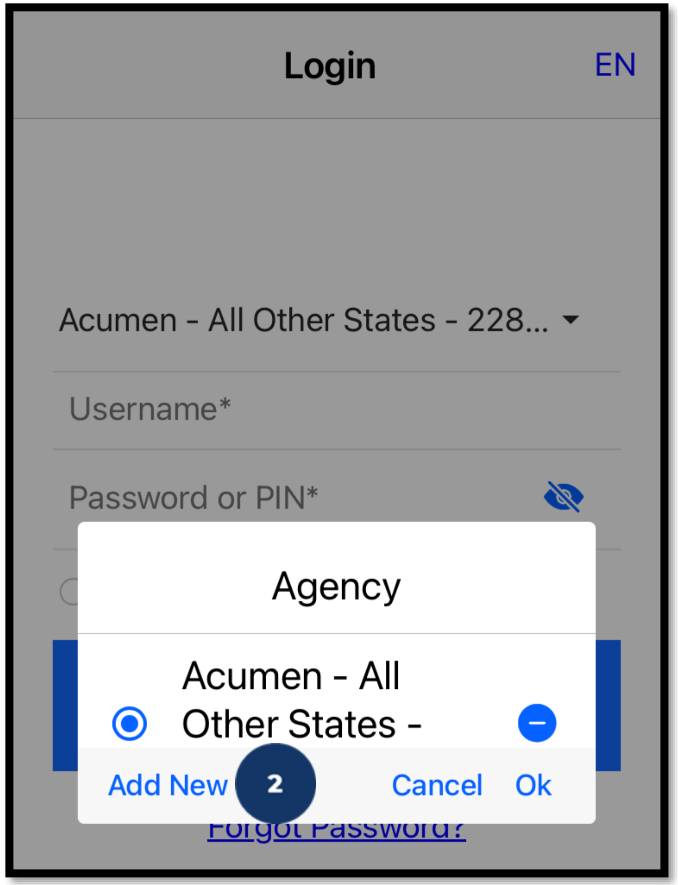
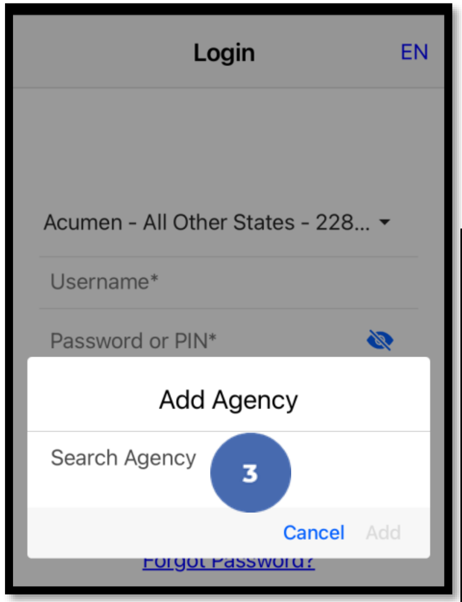
1. To add more agencies, click the **drop-down** on the agency field.
2. If the desired agency is not listed, click **Add New** on the Agency results list.

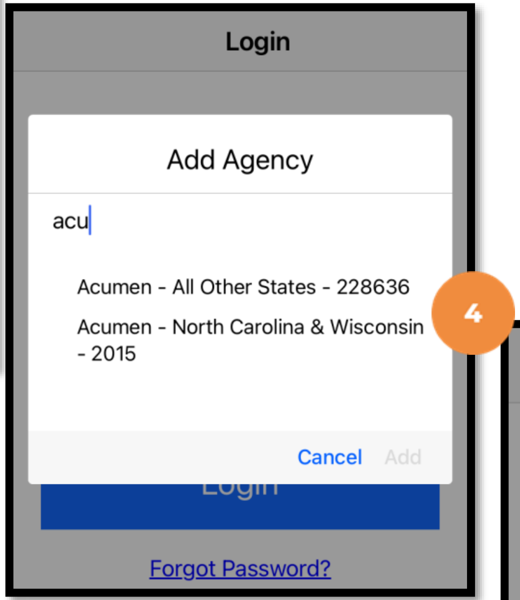


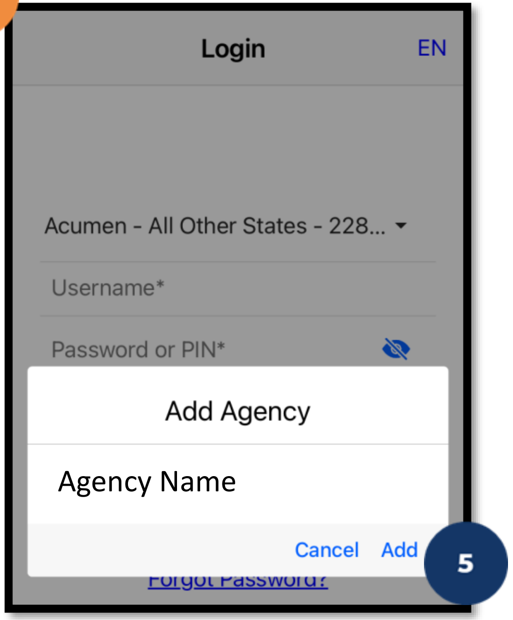


Add More Agencies

3. On the Add Agency window, **type at least three consecutive characters of the agency name OR the system identifier** in the Search Agency field.
   - ❖ The consecutive characters can be located anywhere in the agency name or system identifier
4. **Select the agency** from the list
5. Click **Add**







The agency is now added and displays on the agency drop-down menu.
At each log in, select the appropriate agency.

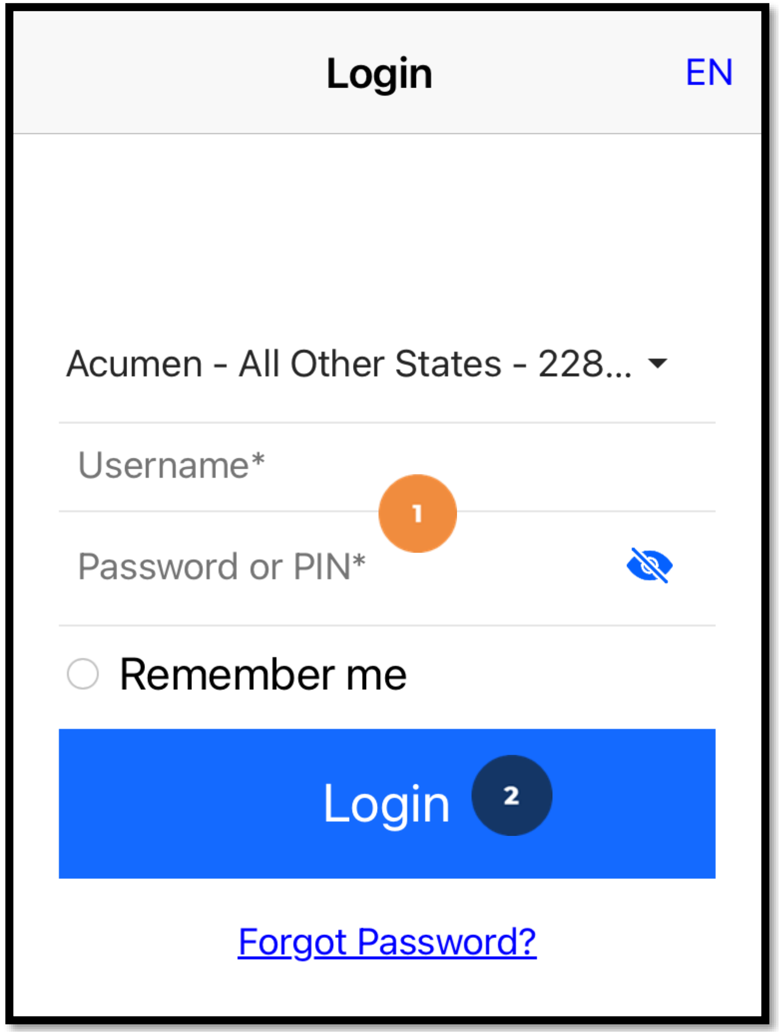
Log into the DCI Mobile App

1. Enter employer credentials
   - ✓ Acumen provided a **username** and **password** on the Good To Go/Welcome letter
   - ✓ Optionally, select "Remember Me" to save the username

     ***Please note:** Do not use on a shared device

2. Click the blue **Login** button to access the mobile app
   - ✓ The **Forgot Password** link is available if necessary but requires a valid email address to be on file

***Please note:** Contact Acumen with any login issues



Manage & View Entries

Review & Approve Entries

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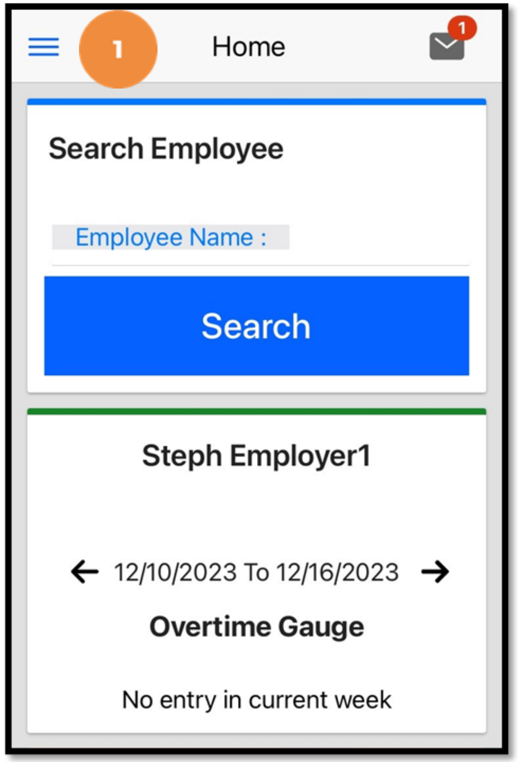
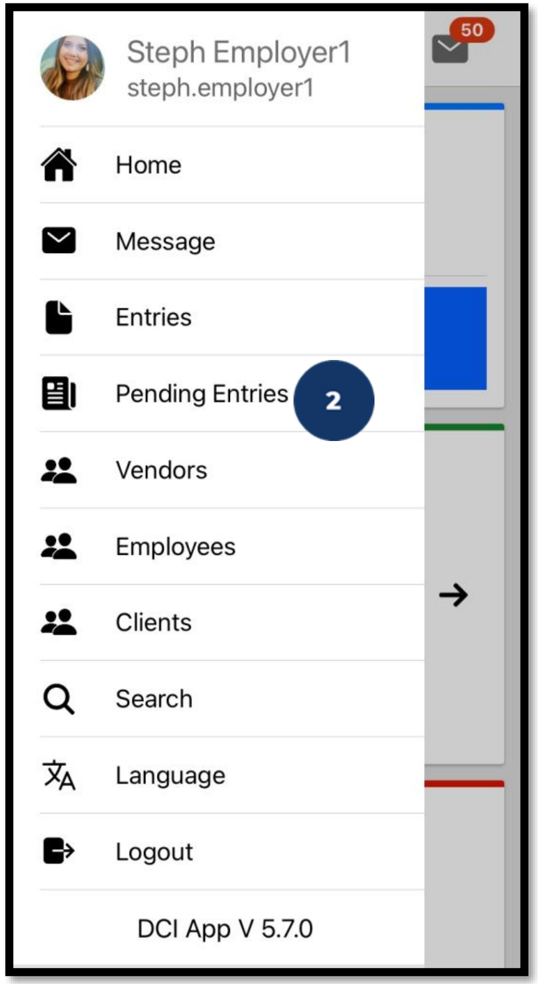
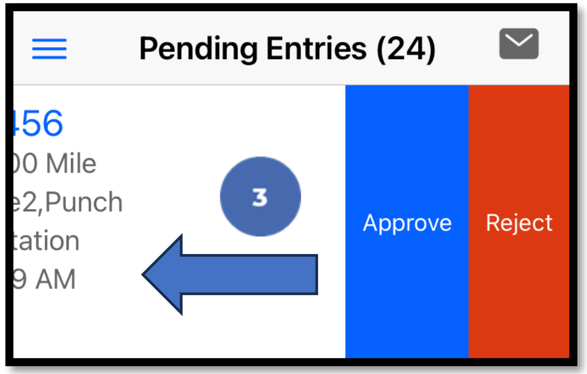
1. Click the **Menu** in the top left corner of the screen
2. Select **Pending Entries** on the submenu
3. **Swipe left** on the punch to select either the blue Approve button or the red Reject button







Review & Approve Entries (cont.)

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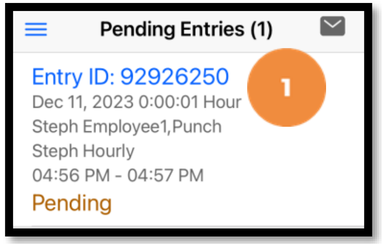
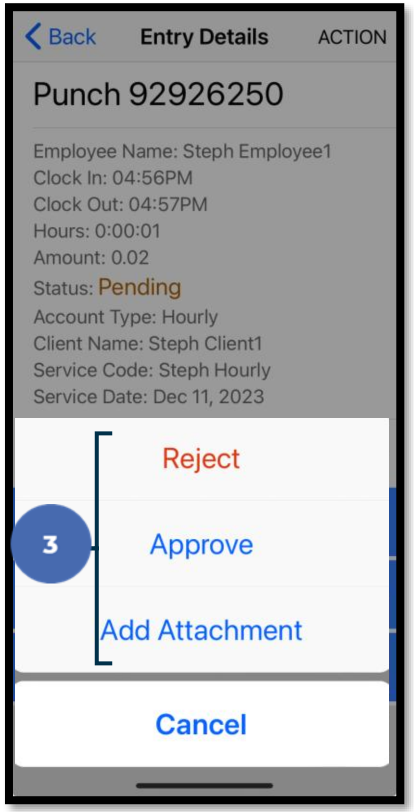
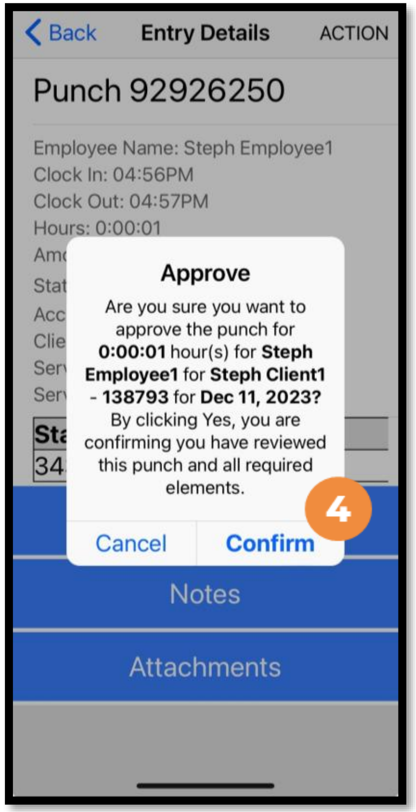
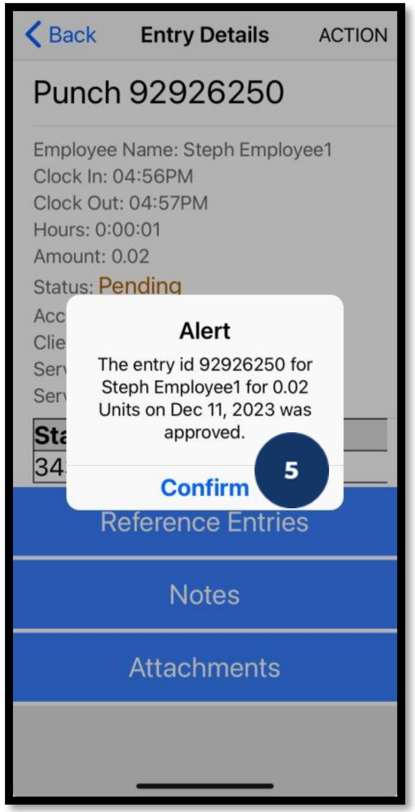
1. Alternatively, click the blue **entry ID** hyperlink to open the entry details
2. Click **ACTION** in the top right corner
3. Select **Reject**, **Approve**, or **Add Attachment.**
4. On the pop-up alert window, view the punch details and Click **Confirm** to initiate the confirmation process.
5. On the pop-up alert window, click **Confirm** again to complete the confirmation process.









***Please note:**
If the action taken was to approve the entry, the status changes to Approved and the entry will be processed for payment.

***The program may have a timely filing rule meaning that entries must be approved within a certain number of days from the date of service.**

Entry Status

- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an employee. The employee must resolve the unverified entries so the employer can review.
- **Unvalidated:** Temporary status. Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour. Moves to pending or rejected status after processes run.
- **Pending:** Entries that are awaiting review and approval by the Employer. Display on the Pending Entries page.
- **Rejected:** Entries that have been rejected by the Employer or a system process
- **Approved:** Entries that have been approved by the Employer and are ready to be processed
- **Batched:** An approved entry that has been included in a pending payroll batch
- **Processed:** Entries that have been processed and are ready for payroll

Web Portal - Navigation, Profile Settings, Messaging & Dashboard

Full Site – Most compatible when accessed via desktop or laptop

- The employer reviews and manages time
- Employees correct punches and/or enter historical time
- All users may update profile settings

Accessing the DCI Web Portal

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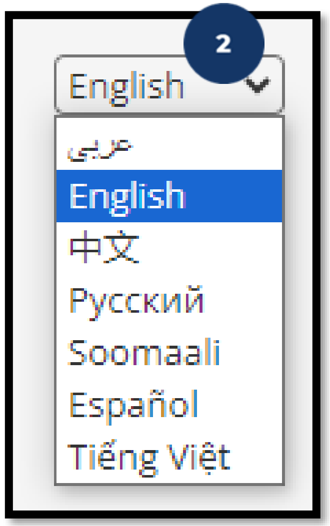
1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the DCI Web Portal
2. Use the language drop-down in the top right corner to select the preferred language
    - The page will now display in the new language each time you log in
3. Enter **username** and **password**
    - Credentials provided by Acumen
4. Utilize the **"Forgot your password?"** link if needed
5. Click the blue **Sign In** button

***Please note:** Contact Acumen with login issues

1 acumen.dcisoftware.com



Initial Log In

*Please note: You must verify via the link in your email to login in for the first time

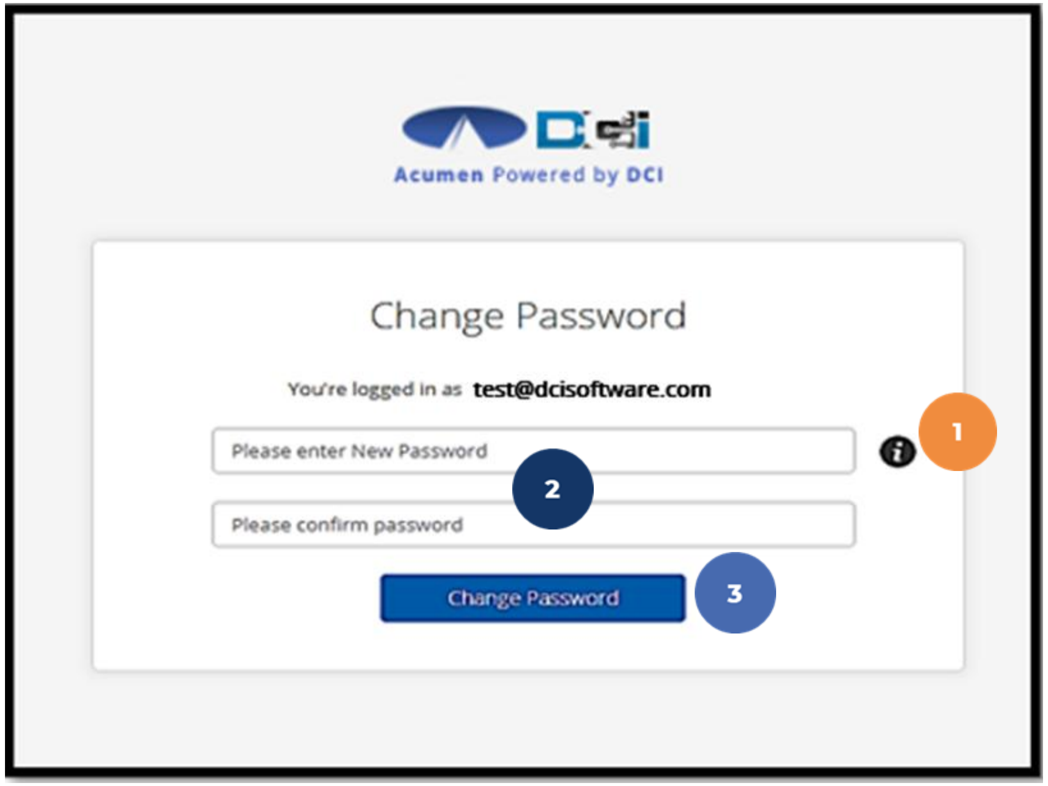
When logging in for the first time, you will be asked to change your password.

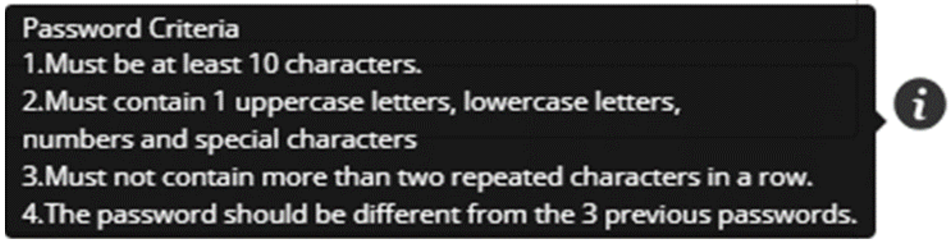
1. Hover over the circular "i" icon on the right to see the password requirements

2. Enter the same password in both password fields

3. Click the blue **Change Password** button

*Please note: After changing the password, an email will be sent to you stating that you have changed your password.





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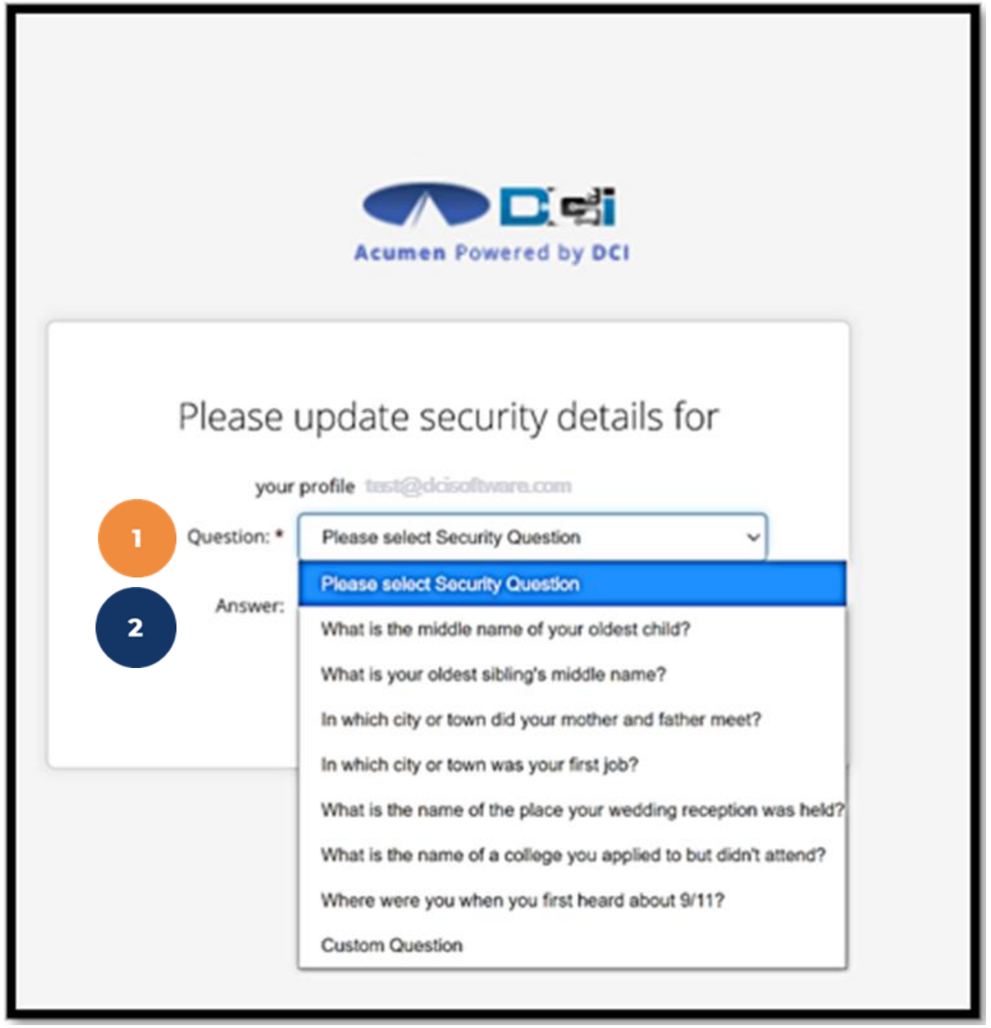
Security Question

To keep your profile safe, you will need to choose a security question the first time you log in.

1. Select a question from the drop-down menu

2. The answer must be at least five characters which cannot be repeated in a row

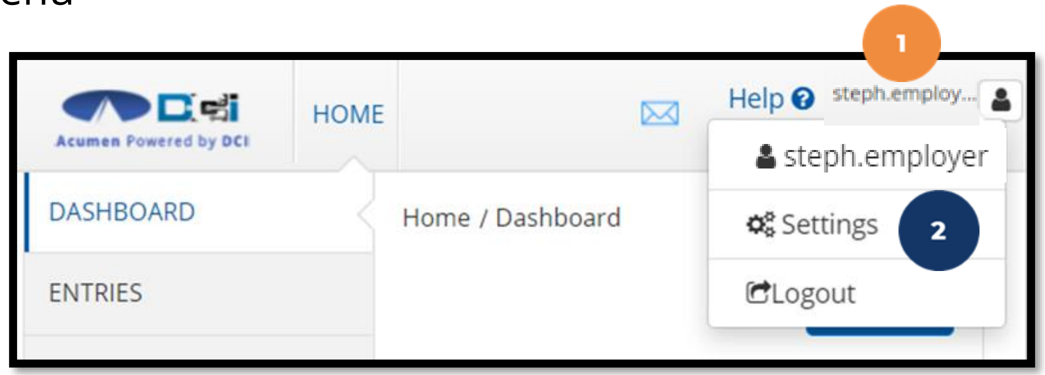
*Please note: Remember the answer to the security question you chose, to reset your password in the future.

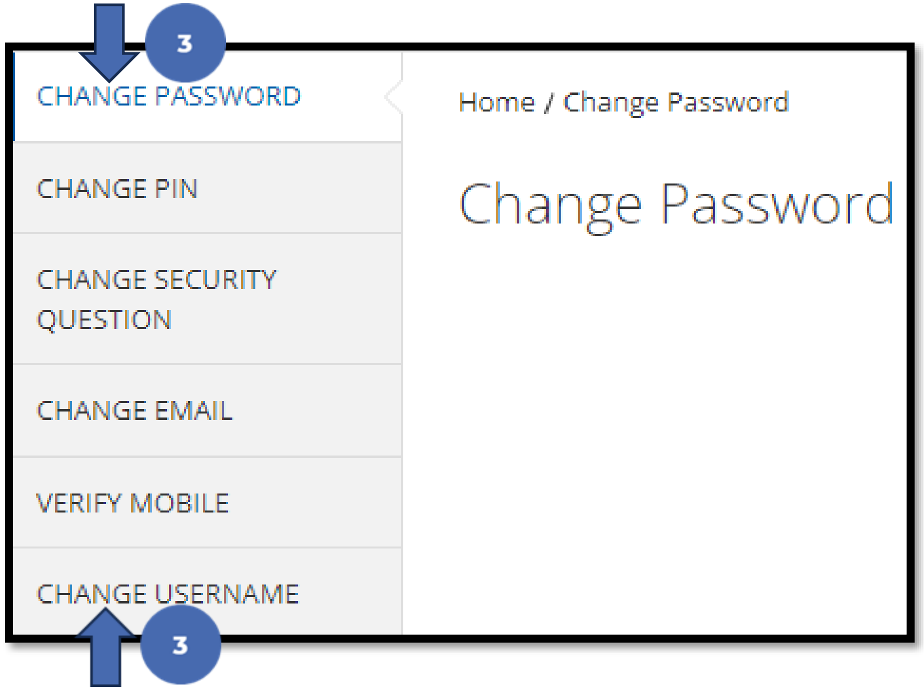


Profile Settings

***Please note!** Profile settings are only available on the full site

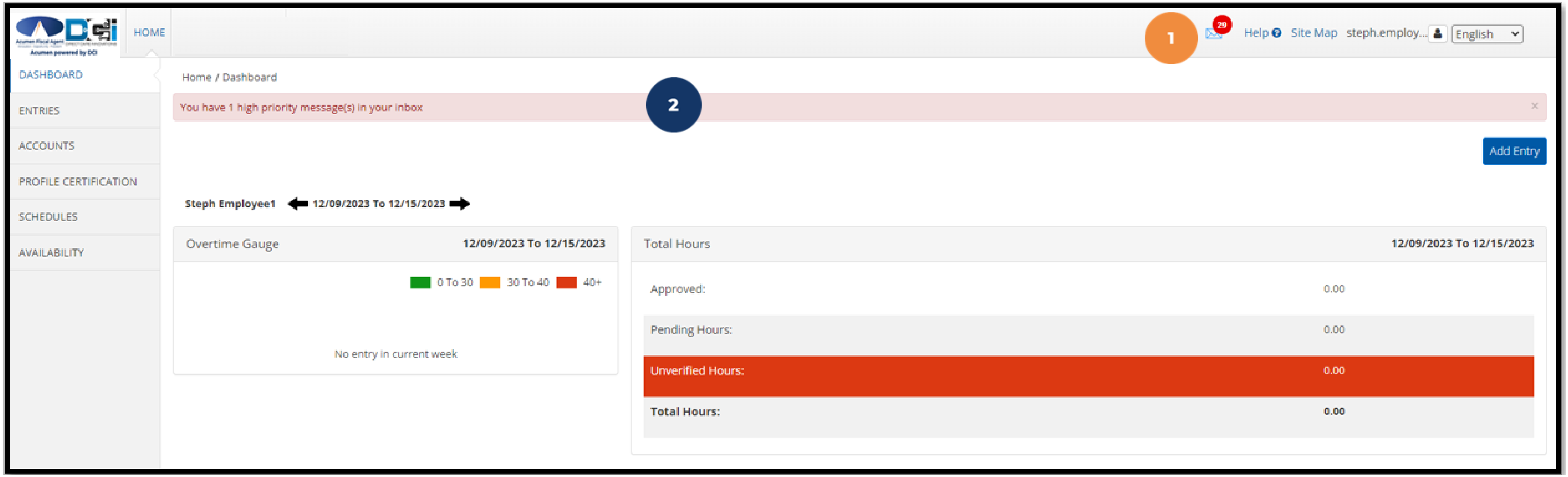
1. Click the **username** in the top right corner of the main menu
2. Click **Settings**
3. Select a submenu tab to update:
   - Change Password – Used for login
   - Change PIN – A number that can be used instead of a password when logging into the mobile app. ***Required for employees if using Phone EVV.***
   - Change Security Question
   - Change Email – A valid and correct email address is required for password recovery
   - Verify Mobile
   - Change Username – Used for login





Web Portal Messaging Module

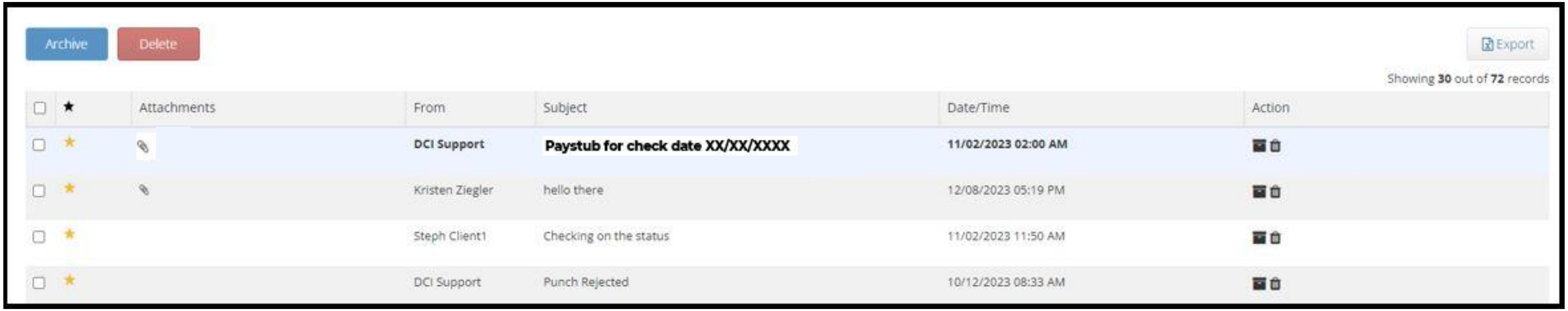
1. Click the **Mail** icon (envelope) in the top right corner of the main menu to access the inbox
2. Alternatively, if the red **high priority message banner** displays, click it to access the inbox.



Web Portal Messaging Module

Select a message to view by clicking anywhere on the line

- ✓ Bold text indicates the message has not been read
- ✓ Light text indicates the message has been read
- ✓ A yellow star indicates a high priority message
- ✓ A paperclip indicates an attachment



	★	Attachments	From	Subject	Date/Time	Action
	★	📎	**DCI Support**	**Paystub for check date XX/XX/XXXX**	**11/02/2023 02:00 AM**	
	★	📎	Kristen Ziegler	hello there	12/08/2023 05:19 PM	
	★		Steph Client1	Checking on the status	11/02/2023 11:50 AM	
	★		DCI Support	Punch Rejected	10/12/2023 08:33 AM	

View Paystubs/Statements via Messaging Module

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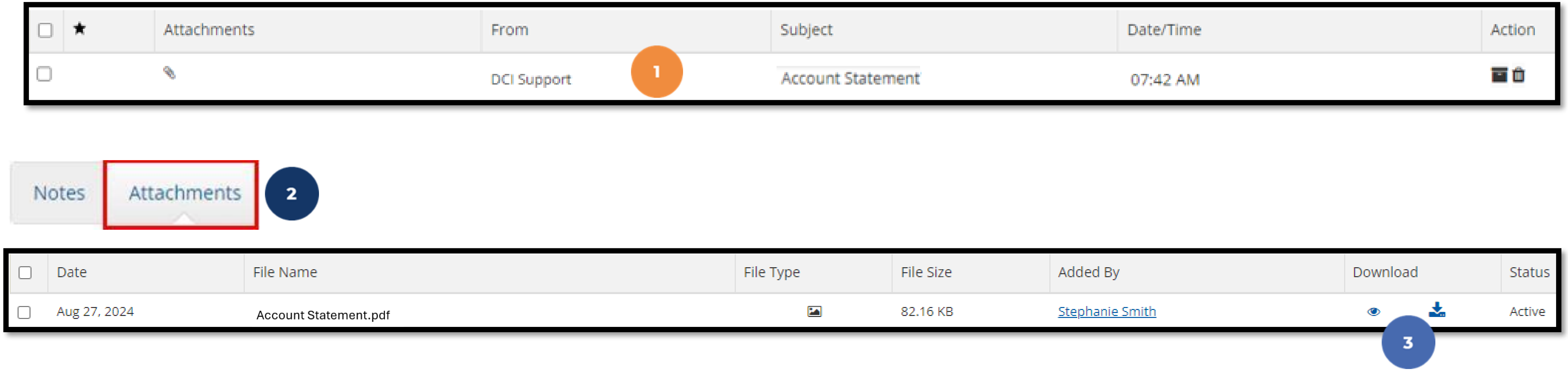
1. Locate the Paystub/Statement message in the inbox and click anywhere on the line to view it
2. Click the **Attachments** tab
3. Click the **eye** icon in the download column to view the paystub/statement or the **download** icon to download it



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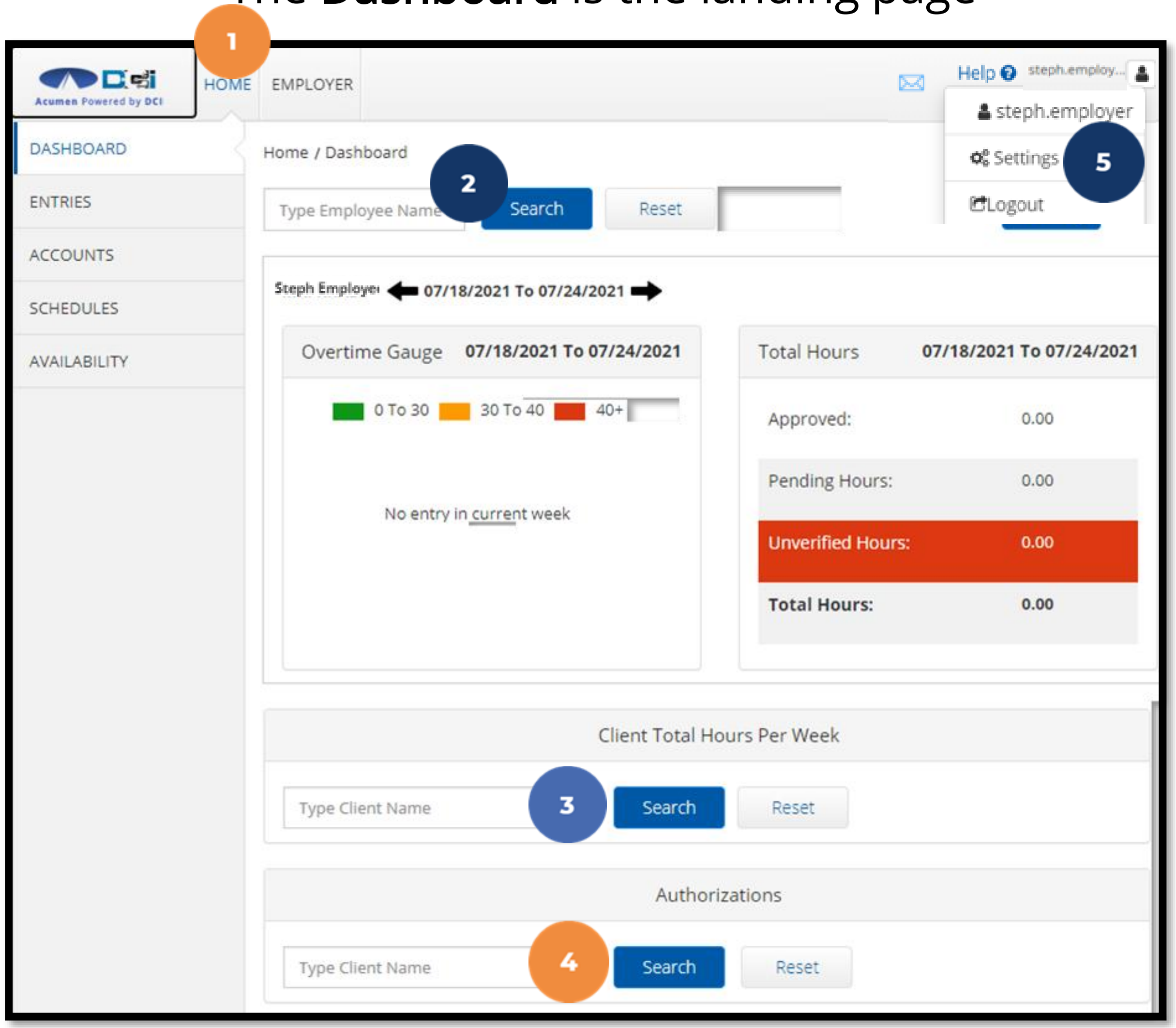
Dashboard

1. Select **Home** on the main menu
2. Enter an **employee name** and click the blue **Search** button to view the information below by week. Use the black arrows to toggle between weeks:
   - ✓ Overtime Gauge
   - ✓ Total Hours breakdown
3. Client Total Hours Per Week Widget
   - ✓ Enter the **client name** and click the blue **Search** button to view the total hours worked for the client by week
4. Authorizations (Budget) Widget
   - ✓ Enter the **client name** and click the blue **Search** button to view details of all active authorizations (budgets) detailed on next slide
5. Profile Settings

The **Dashboard** is the landing page



Authorizations (Budget) Widget

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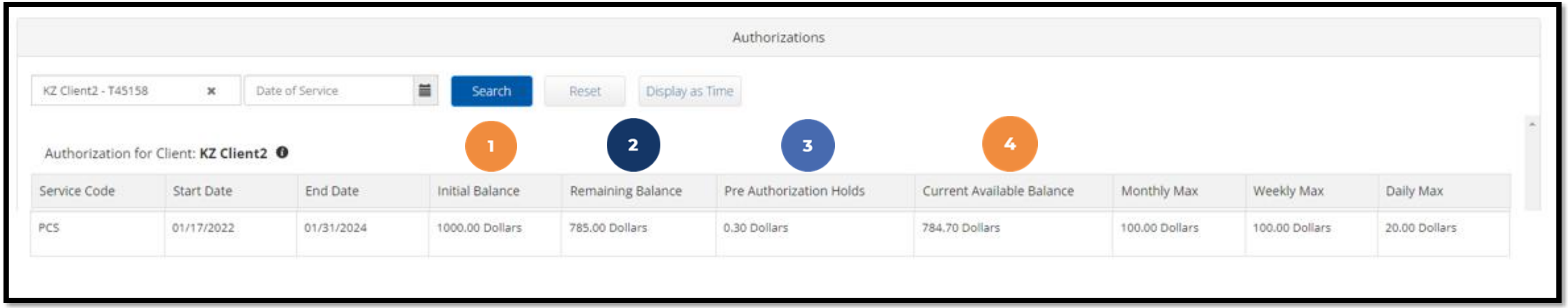
- The authorizations (budget) widget allows the user to search by client and optionally by date to view approved authorizations (budgets) in the past, present, or future.
- For units-based authorizations, optionally click the Display as Time button to view the data in time instead of units.
- As employees clock in and clock out, their time is deducted from the authorization and placed into a pre-authorization hold.
- Units or dollars in a pre-authorization hold remain in that status until billing and payroll have been processed, then are deducted from the remaining balance and an updated remaining balance will be displayed.



1. Initial Balance - Total amount of authorization
2. Remaining Balance - Amount remaining after pre-authorization holds have been processed for billing and payment
3. Pre-Authorization Holds - Amount deducted from the authorization that has not yet been processed for billing and payment
4. Current Available Balance - The total of the remaining balance minus any pre-authorization holds

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Facial Recognition Setup

What is Facial Recognition?

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- Facial recognition is the process of identifying or verifying a person's identity by comparing their face to a collection of pictures of them
- It "learns" over time and becomes more accurate with each submission
- Acumen collects but does not share photos
  - Photos are stored in a secure business cloud and are only used by our facial recognition technology to verify that the client was present for the employee's visit
  - Photos are not stored on the employee's device

Facial Recognition Setup

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Take a picture of the client (participant). Photos must comply with the requirements below:

- ✓ Participant is the only individual in the photo
- ✓ Participant is facing the camera directly with a full face in view
- ✓ Participant is not wearing sunglasses, hat, or any other accessory that alters the Participant's appearance.
- ✓ Photos are taken with a solid color background
- ✓ Photo size is 2MB or less
- ✓ JPG format

Facial Recognition Setup

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Email the picture to Acumen Customer Service at customerservice@acumen2.net

***Please note!** A valid email must be on file for the employer/client (participant) to set up facial recognition. The photo must be sent from the email on file.

- Type "Photo - Facial Recognition Setup" in the email subject line
- Enter the client's name, state, and program in the body of the email.
- Acumen will send notification when setup is complete
  - ✓ Your employee will now be able to use Picture as an EVV option at clock out when using the mobile app

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Manage Entries

Navigate to Pending Entries

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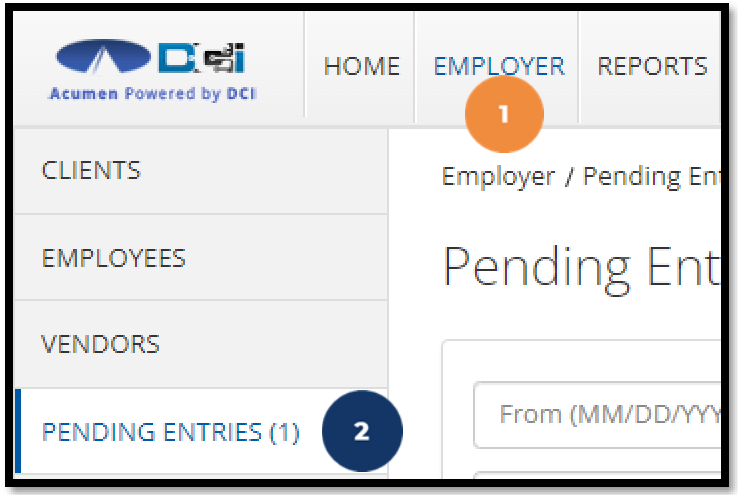
1. Click **Employer** on the main menu

2. Select **Pending Entries** on the submenu
   - ✓ The number of pending entries displays in parenthesis on the submenu
   - ✓ All entries requiring review/action appear in the table



3. Hover over the icon in the Needs Review column to see what specifically requires review
   - ✓ Gray Question Mark indicates Portal Signoff Pending. The entry can be approved.
   - ✓ Red Eye indicates that action must be taken to resolve the issue before the punch can be approved

Approve	Service Date	Start Time	End Time	Pay Rate	Amount	Cost To You (Estimate)	Client Name	Employee Name	Service Code	Account Type	Needs Review
A R	Sep 04, 2024	10:56 AM	10:59 AM	12.00	0:00:03		Steph Client1	Steph Employee1	RESPITE (Hourly)	Hourly	?
A R	Jun 05, 2024	10:52 AM	10:53 AM	26.00	0.02	0.52	Steph Client1	Steph Employee4	RESPITE (Dollars)	Hourly	?
A R	Sep 25, 2024	01:11 PM	01:13 PM	12.00	0:00:02		Steph Client2	Steph Employee1	RESPITE (Hourly)	Hourly	
A R	Sep 25, 2024	01:09 PM	01:10 PM	12.00	0:00:01		Steph Client2	Steph Employee1	RESPITE (Hourly)	Hourly	

Verify Signature, Picture, or Voice

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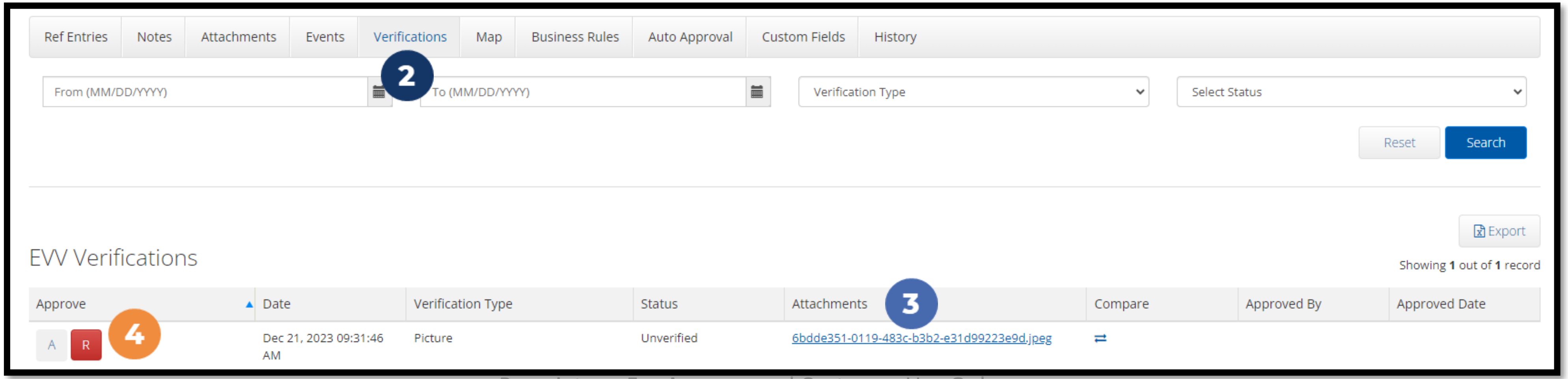
1. If an entry has a red eye icon in the Needs Review column, hover over it to see why it needs review. If it states, “Signature Unverified”, “Picture Unverified”, or “Voice Unverified”, **click anywhere on the entry row** to open the punch details page.
2. Scroll down to select the **Verifications** tab
3. Click the **attachment** to review the signature or picture. Click the **download** icon to download, open, and listen to the voice recording.
4. Click the **A** to approve the attachment or the red **R** to reject it. The punch may now be approved or rejected.



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Manage Pending Entries

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***Important!** Entries must be both entered **AND** approved within 60 days from the date of service

Approve	Service Date	Start Time	End Time	Pay Rate	Amount	Cost To You (Estimate)	Client Name	Employee Name	Service Code	Account Type	Needs Review
A R	Sep 05, 2024	01:49 PM	01:51 PM	20.00	0:00:02	0.60	Steph Client3	Steph Employee3	SDFSS	Hourly	
A R	Sep 05, 2024	01:41 PM	01:43 PM	20.00	0:00:02	0.60	Steph Client3	Steph Employee3	SDFSS	Hourly	
A R	Sep 04, 2024	10:56 AM	10:59 AM	12.00	0:00:03		Steph Client1	Steph Employee1	RESPITE (Hourly)	Hourly	

- View high-level punch information on the entry row
- After needed verifications have been performed, click the **A** to approve the entry or the red **R** to reject it.
- Optionally, click anywhere on the entry row to view the details.

Sign Off or Reject Vendor Payment Entries – Web Portal

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Sign Off or Reject Payment Entries

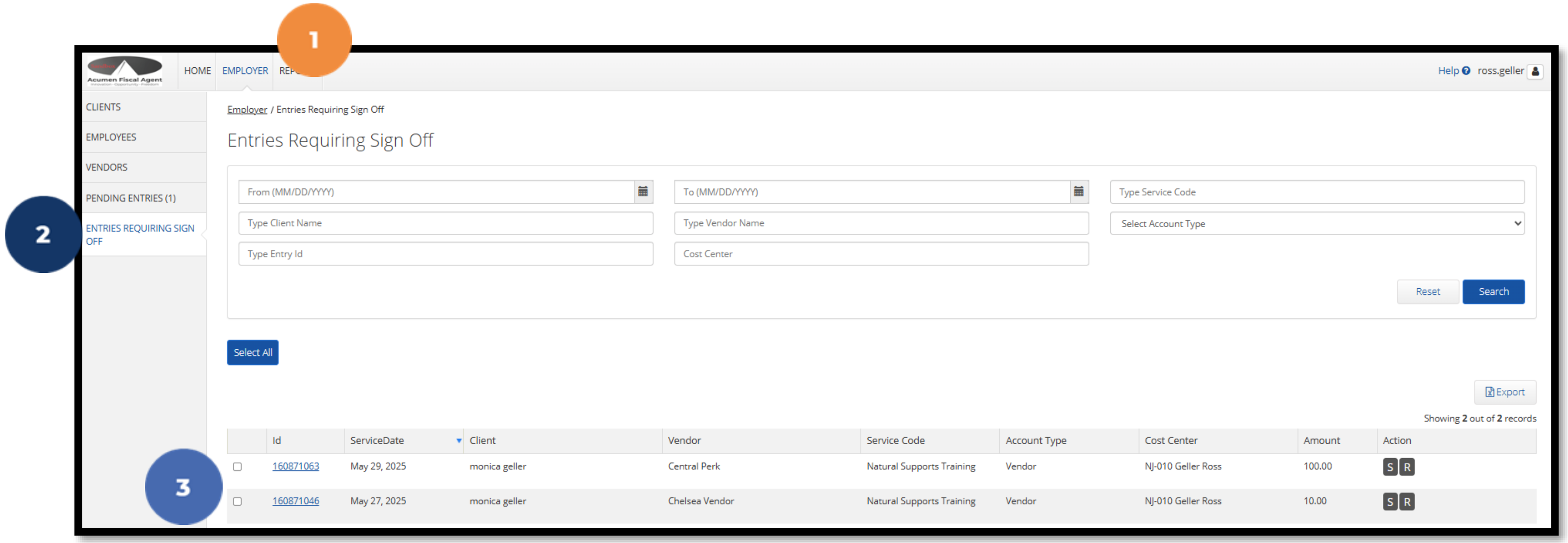
1. Click **Employer** on the main menu

2. Select **Entries Requiring Sign Off** on the submenu

   ✓ All entries/invoices requiring review/action appear in the table

3. All vendor payments requiring sign off will be listed at the bottom of the page

Important: To prevent any disruption in vendor payments, all vendor payment entries must be signed off by the timesheet due date listed on the payroll schedule.



Sign Off or Reject Payment Entries

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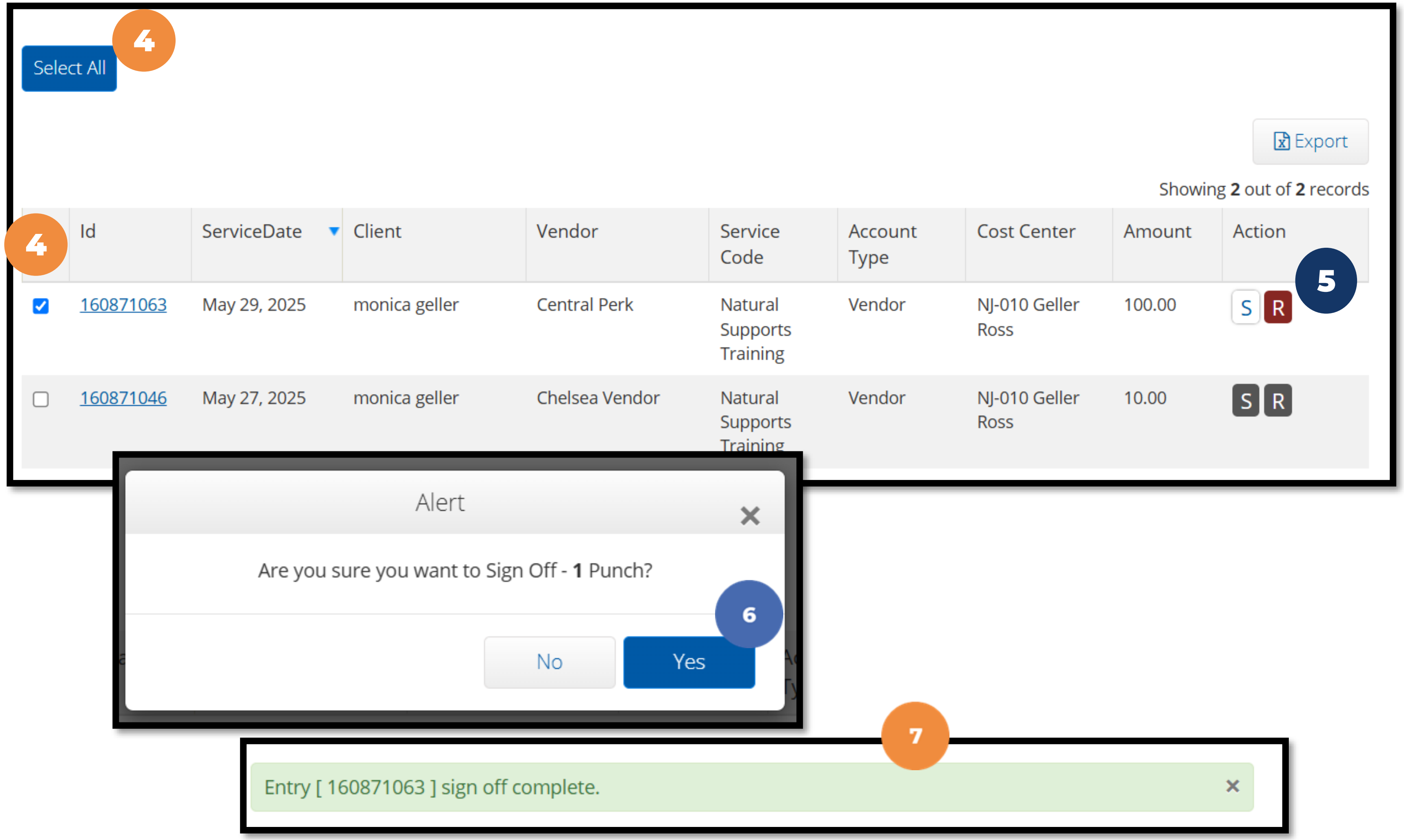
4. Check the box for the entry to sign off on (you can **select all** to sign off or reject on all entries)

5. Select "S" to Sign Off or "R" to Reject the Vendor Entry

- Select the "S" to SIGN OFF on the invoice (after you confirmed everything is correct)
- Select the "R" to reject the entry. **Note**: If you reject an entry, please reach out to the vendor so they can resubmit the payment entry correctly.

6. An alert will ask to confirm you would like to Sign off on or Reject the entry. Select Yes to Confirm.

7. A green bar will appear confirming the sign off.



Sign Off or Reject Vendor Payment Entries – Mobile App

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Sign Off or Reject Payment Entries (App)

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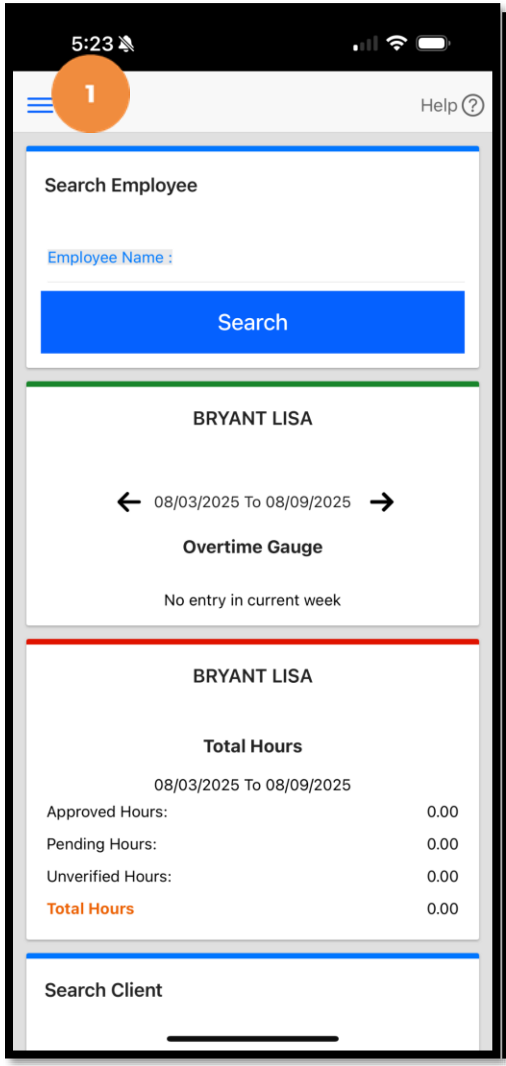
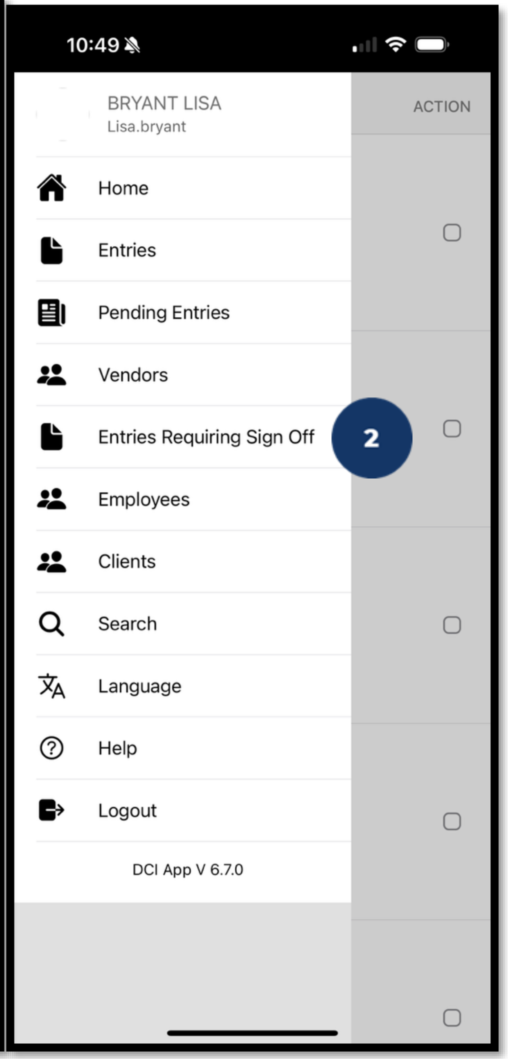
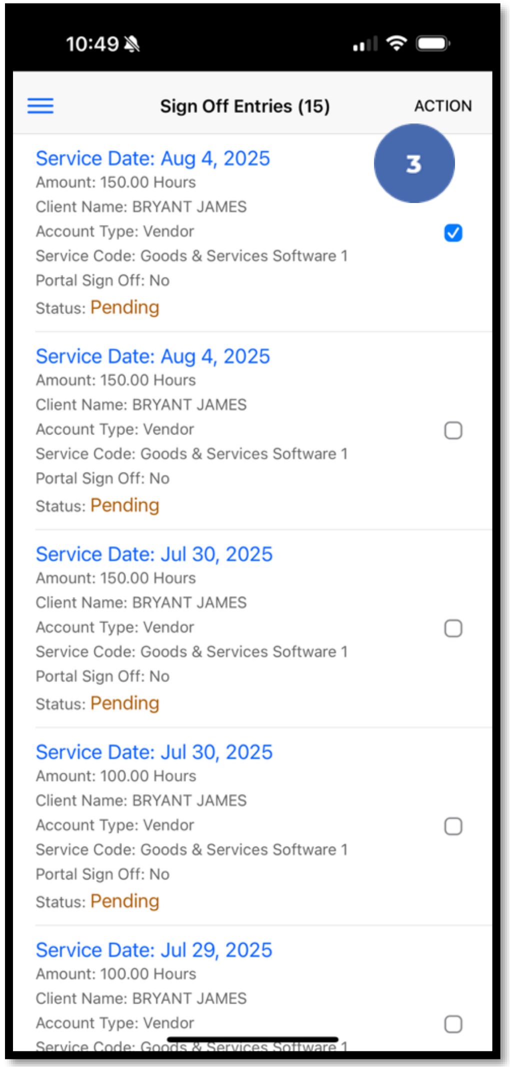
<u>Once you are logged into the Mobile App:</u>

1. Select the menu in the upper left corner
2. Select **Entries Requiring Sign Off**
3. Find the vendor entry to sign off on and **select** the entry







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Sign Off or Reject Payment Entries (Mobile App)

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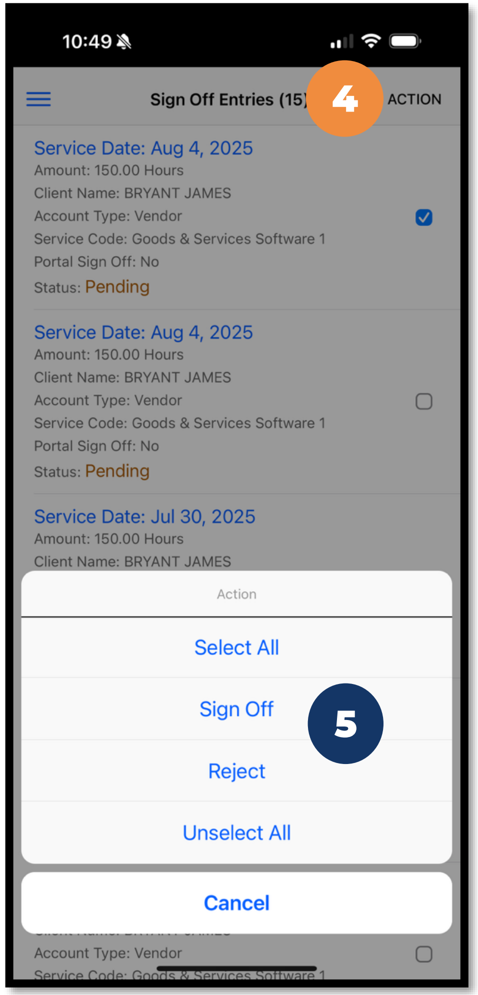
4. Select **Action** in the top right

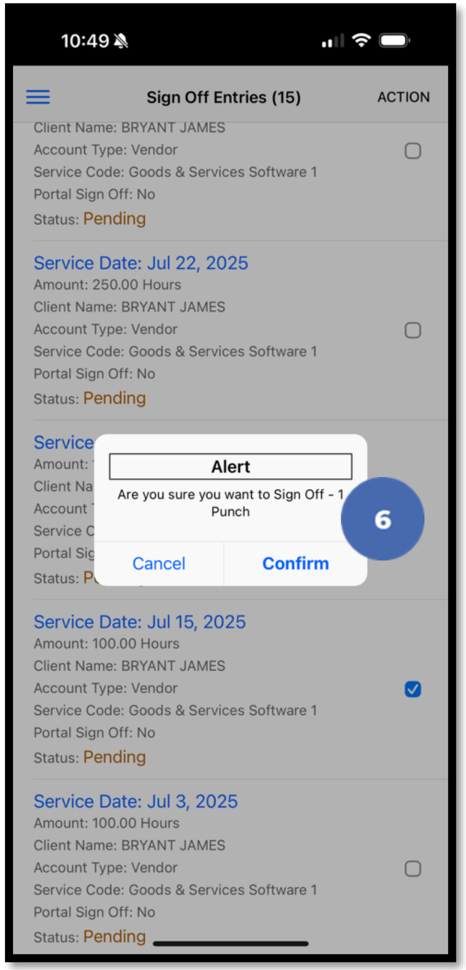
5. Select **Sign Off** or **Reject**

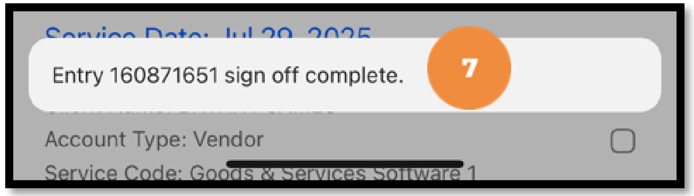
Note: You can also select all or unselect all from here!

6. An Alert box appears to confirm. Press **Confirm** on the alert

7. Now the entry has been **signed off** on and you will see a confirmation!







Update or Reinstall The App!

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Mobile App Note:

The DCI EVV mobile app was updated on August 5th, 2025. To see “Entries Requiring Sign Off”, ensure you are using the most up to date version of the app!

Important Reminder!

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***Important!**

Vendor Payment Entries must be both entered AND approved within **60** days from the date of service!

Vendor’s can *NOW* utilize the send sign off reminder button to remind Employers/Auth Reps to sign off on entries in a pending status!

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Employees, Clients & Reports

Employee Details Page

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1. Click **Employer** on the main menu
2. Select the **Employees** tab on the submenu
3. Click anywhere on the selected employee's row

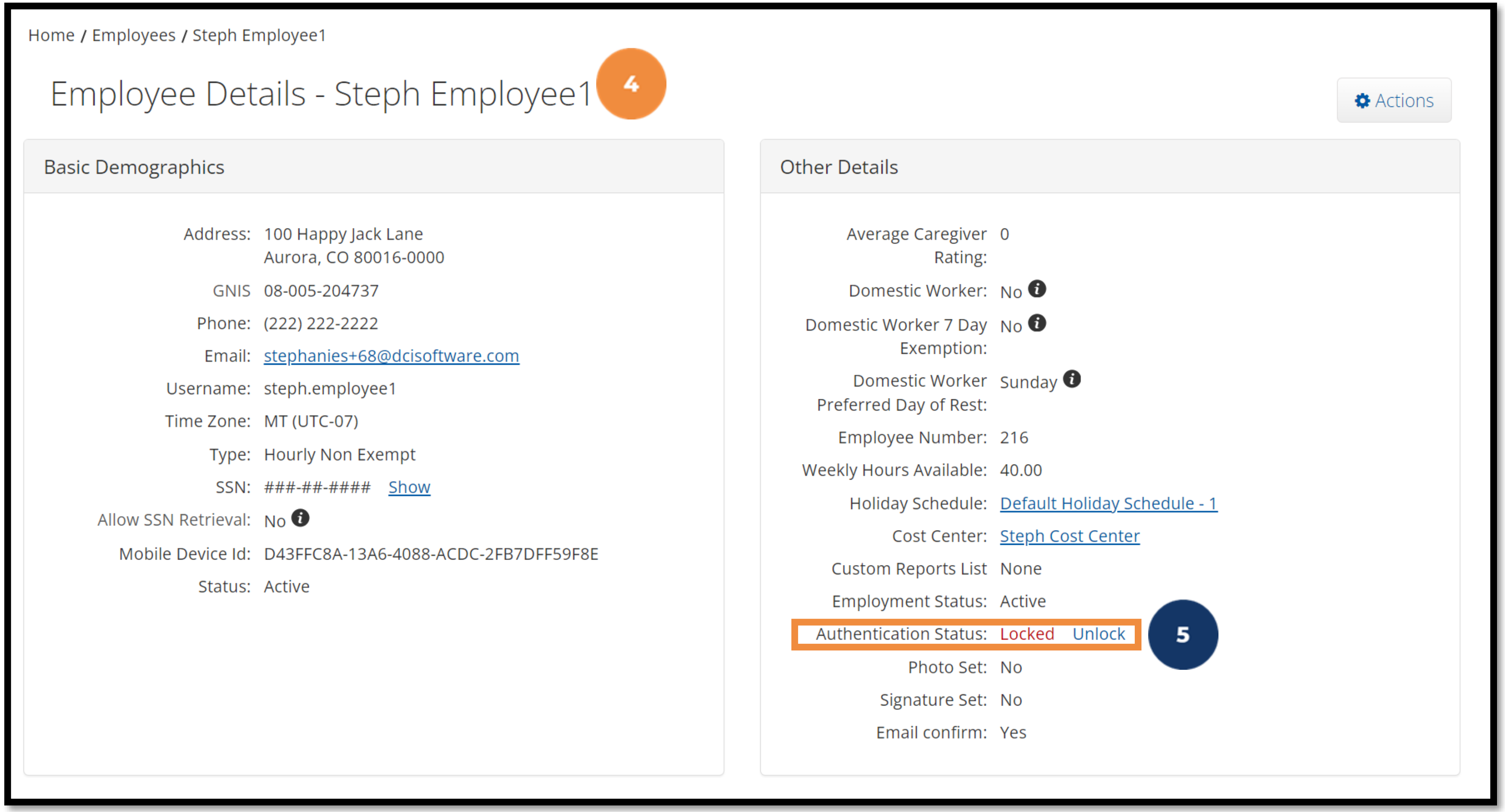
Name	Employee #	Phone #	Email	Time Zone	Type	Status
Steph Employee1	721	(222) 222-2222	stephanies+320@dcisoftware.com	MT (UTC-07)	Hourly Non Exempt	Active

3

Employee Details Page

4. View the employee details page including widget boxes (Basic Demographics, Other Details) containing important information

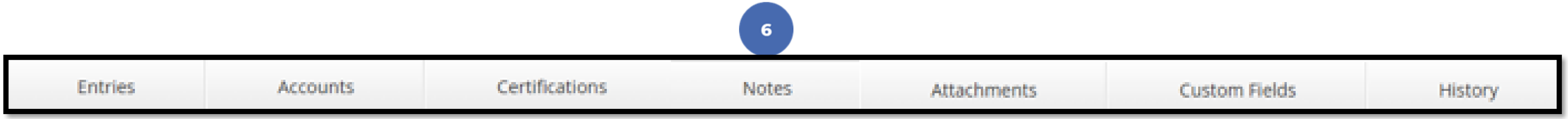
5. Unlock Employee Profile if needed



Employee Details Page

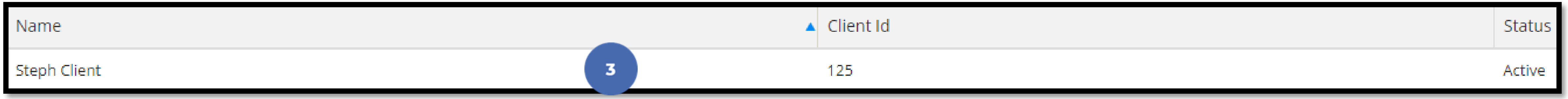
6. Scroll beneath the widgets to the tabs:

- **Entries** – All punch entries for the employee. Click the hyperlinked ID number to view entry details and use the Status column to ensure all time for the pay period is <u>entered</u> and <u>approved</u> before the payroll deadline.
- **Accounts** - All accounts (connections) for the employee and is useful for troubleshooting
- **Certifications** - All certifications the employee has on file
- **Notes** – View notes regarding the employee entered by the employer
- **Attachments** – View attachments pertaining to the employee
- **History** – View modifications made to the employee profile



Client Details Page

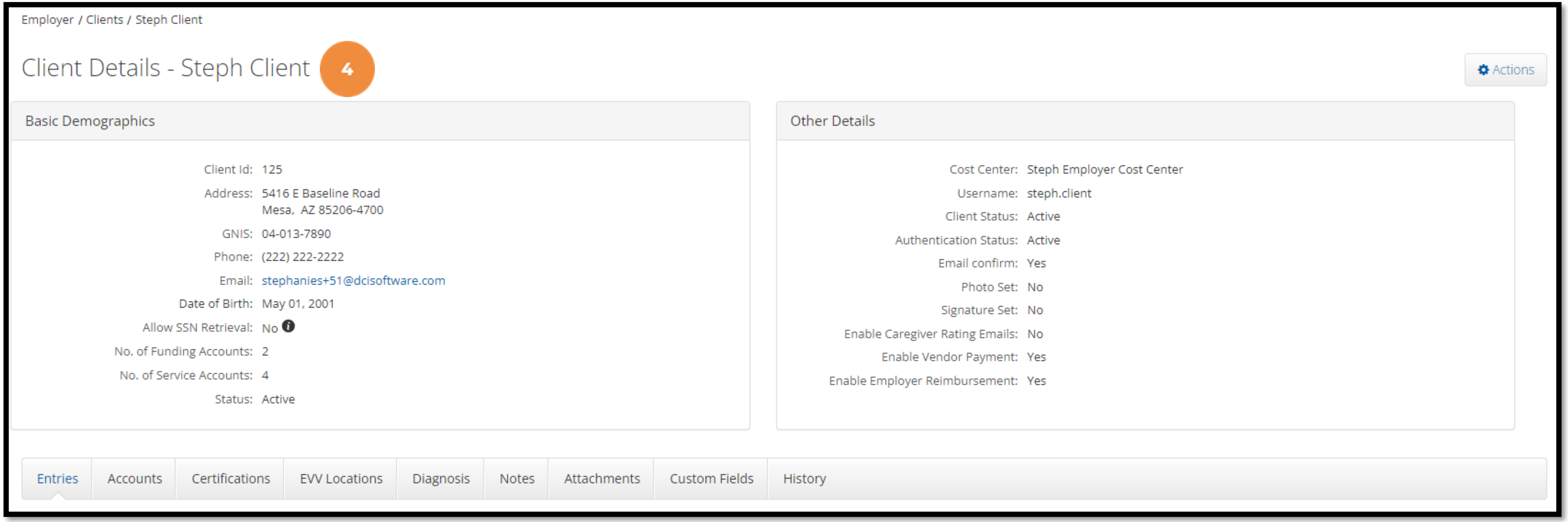
1. Click **Employer** on the main menu
2. Select the **Clients** tab from the submenu
3. Click anywhere on the selected client's row



Name	Client Id	Status
Steph Client	125	Active

Client Details Page

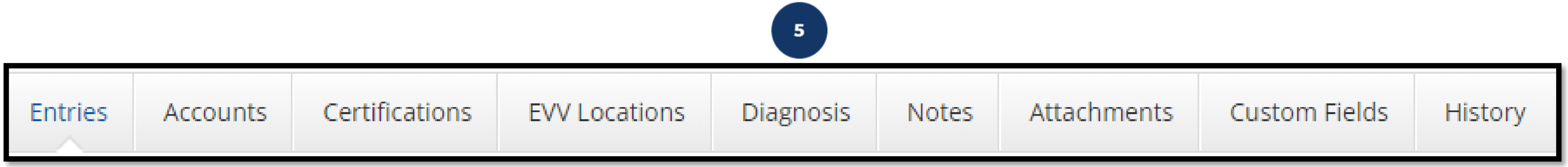
4. View the client details page including widget boxes (Basic Demographics, Other Details) containing important information



Client Details Page

5. Scroll beneath the widgets to the tabs:

- **Entries** – All entries associated with the client. Click the hyperlinked ID number to view entry details and use the Status column to ensure all time for the pay period is <u>entered</u> and <u>approved</u> before the payroll deadline.
- **Accounts** - All accounts (connections) for the client and is useful for troubleshooting
- **EVV Locations** - All locations for the client, and which is primary (if applicable).
- **Diagnosis** – View client diagnosis information
- **Notes** – View notes regarding the client entered by the employer
- **Attachments** – View attachments pertaining to the client
- **History** – View modifications made to the client profile



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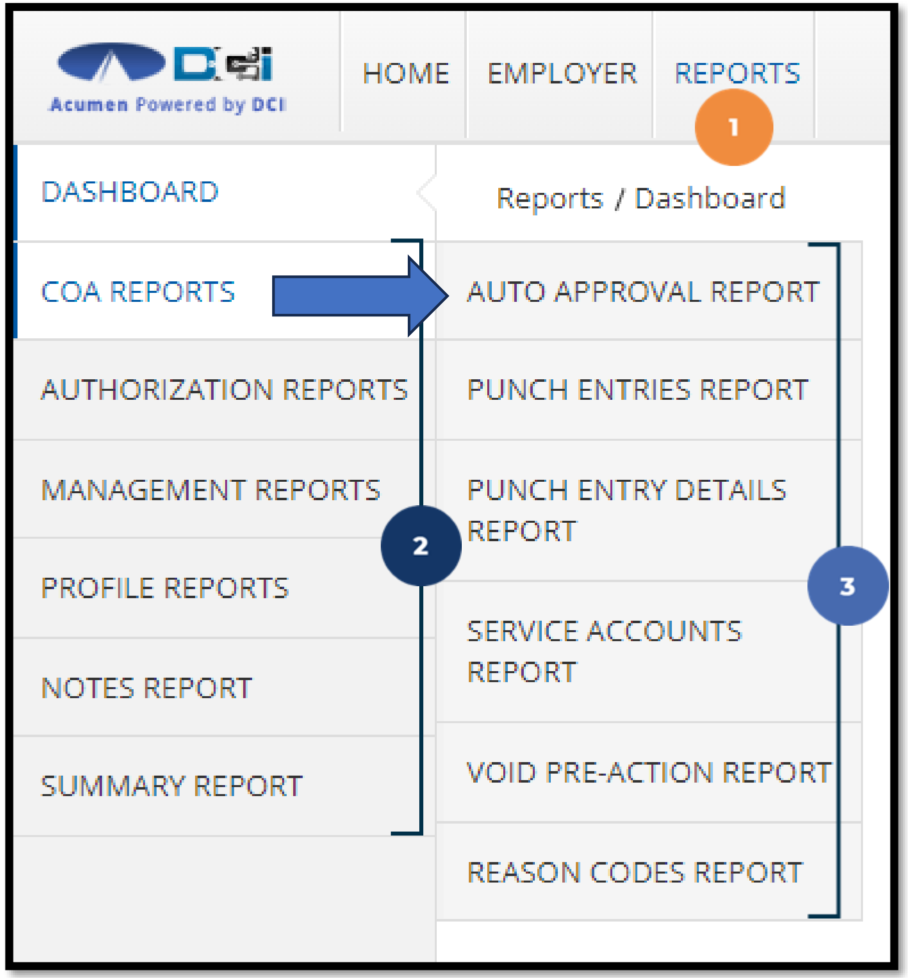
Using Reports

1. Select **Reports** on the main menu
2. Hover over a report category on the submenu
3. Select a report from the flyout menu

   *Popular reports include:

   - ✓ **COA Reports** (Chart of Account)
     - ➢ Punch Entries Report – Use the filters to locate specific entries
   - ✓ **Authorization (Budget) Reports**
     - ➢ Authorization Run Rate Report – View the budget usage breakdown by client, account type, or service code.
   - ✓ **Notes Reports**
     - ➢ Punch Entry Notes and Canned Statements (Tasks) Report - Pull service notes and canned statements (tasks) entered on punches
   - ✓ **Summary Report** - Breakdown of punches and percentages of budget remaining



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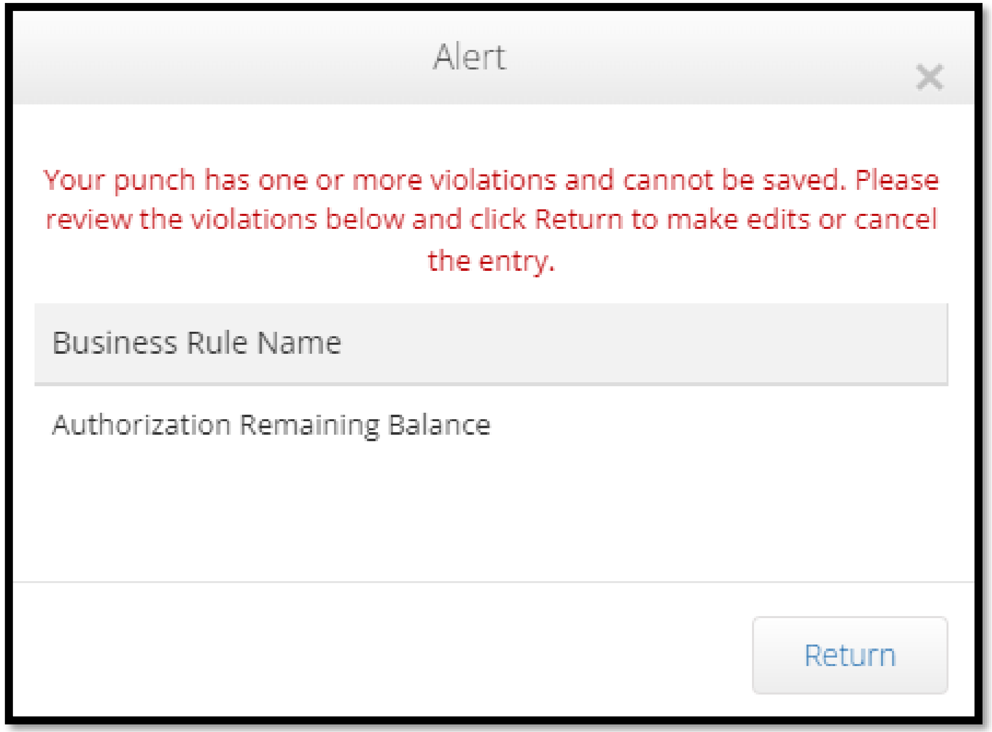
Troubleshooting

Alerts

Business rules are a tool used by your organization to validate, by service code, specific requirements mandated by that service. When a punch violates a business rule, the employee will receive an alert explaining the violation and what action needs to be taken.

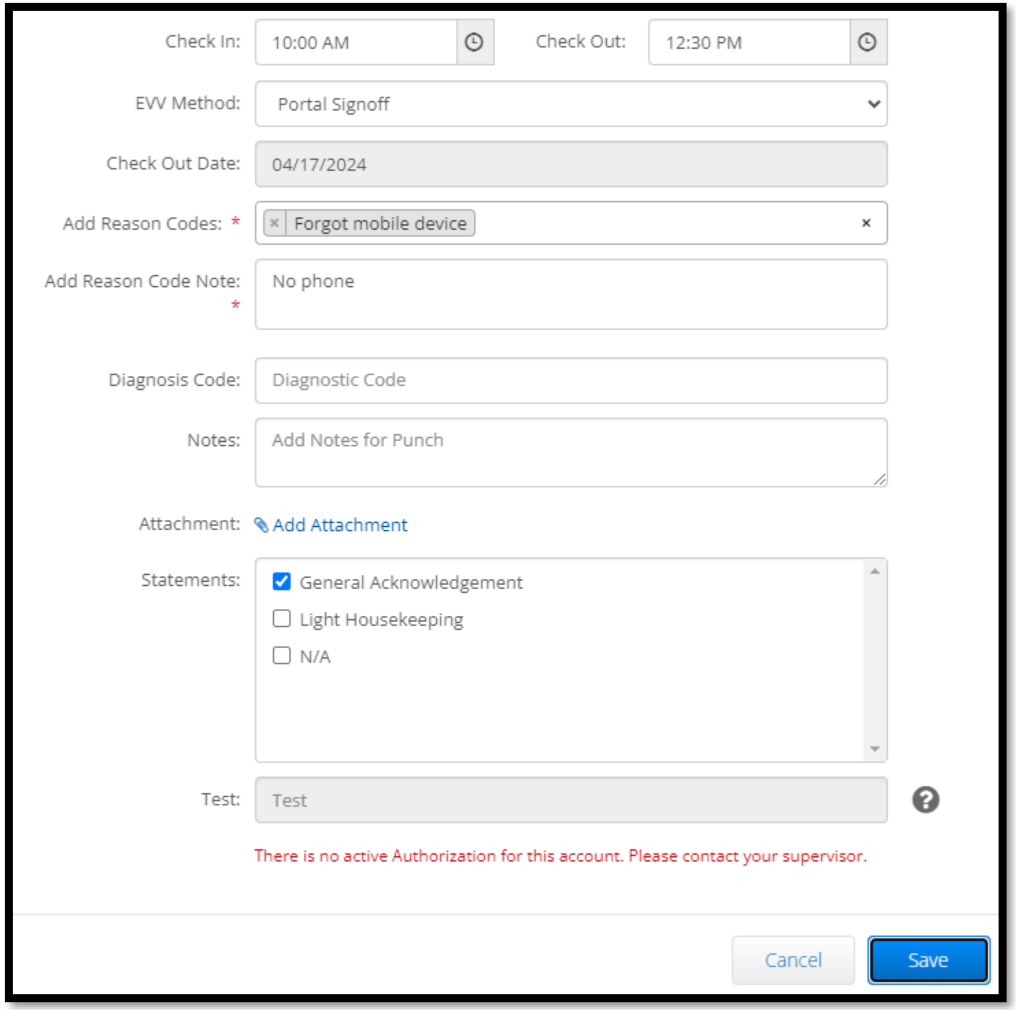
One of the most common business rules is the **Authorization Remaining Balance** rule. This rule checks to see that there are enough funds in the authorization/service plan to cover the punch.



- The employee will receive this alert and cannot save the punch
- They must edit the punch or cancel the entry
- The employer should review their unit utilization

Alerts

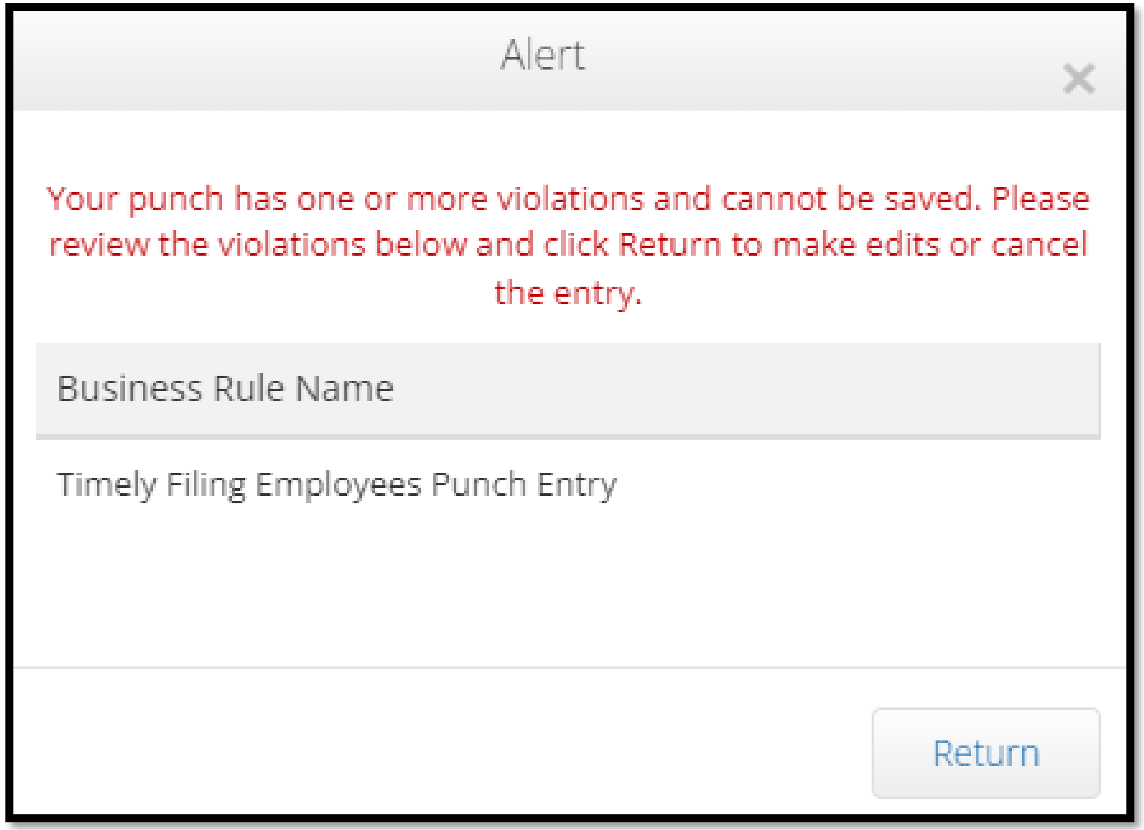
Many other business rules pertain to the authorization/service plan such as the **Authorization Expiration Date** rule.



- The employee will receive this alert when attempting to punch for a date after the authorization/service plan has expired
- They cannot save the punch
- The employee should contact the employer
- The employer should verify their authorization data in DCI

Alerts

Punches must be **entered AND approved** within a certain number of days of the date of service (program-determined). After that number of days has passed, the **Timely Filing Employees Punch Entry** or the **Timely Filing Employee Punch Approval** rules will prohibit the punch from being saved.



- The employee will receive this alert when attempting to punch for a date after the deadline
  - ➢ The Timely Filing Employee Punch Approval alert would show if the punch was created within the timeframe, but the employer was attempting to APPROVE the punch after the deadline.
- The employee cannot save the punch
  - ➢ Or, in the case of the Timely Filing Employee Punch Approval alert, the employer would be unable to approve the punch.
- No action can be taken

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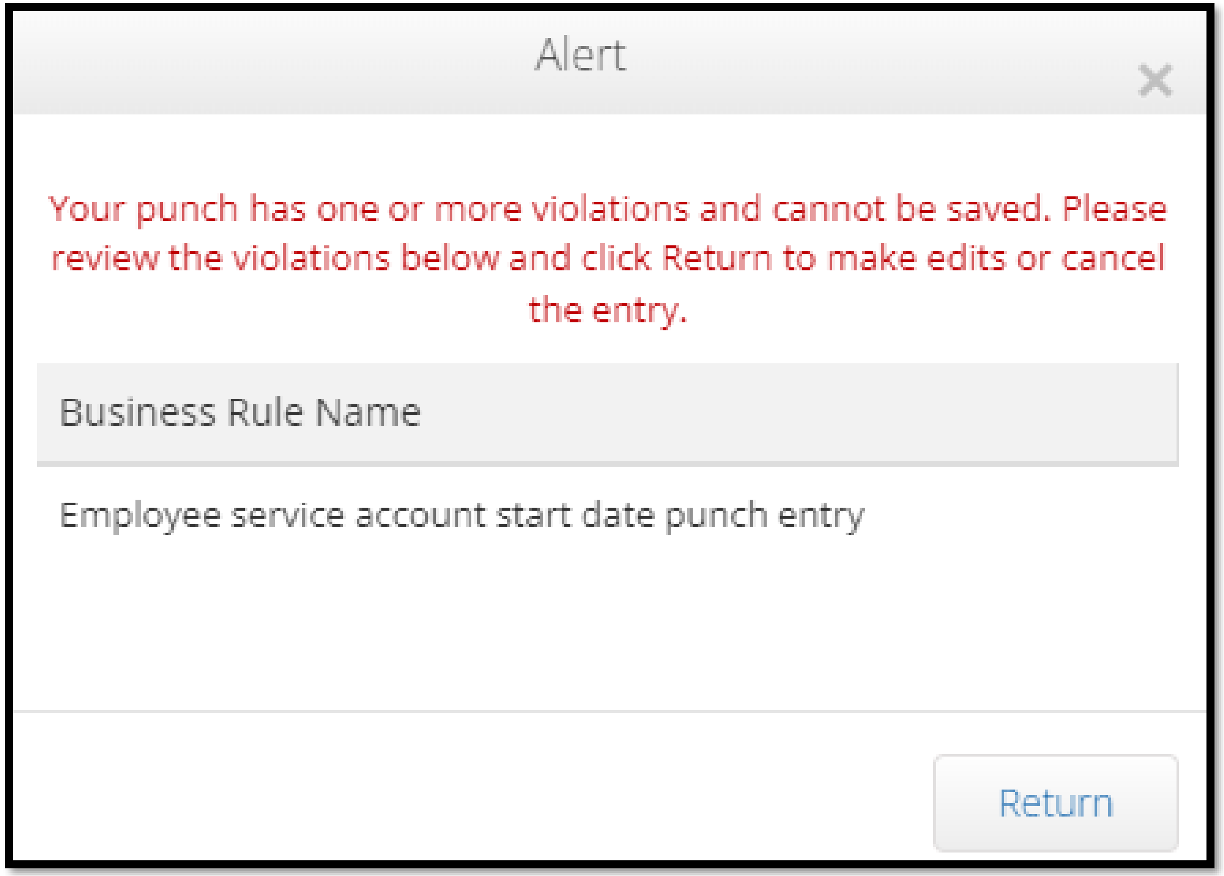
Alerts

Punches may only be entered for an active service account. If the employee attempts to enter a punch before the start date or after the end date of the service account, they cannot save the punch. This triggers either the **Employee Service Account Start Date Punch Entry** rule or the **Employee Service Account End Date Punch Entry** rule.



- The employee cannot save the punch
- Ensure the correct dates have been entered for the punch
- The employee should contact the employer

Alerts

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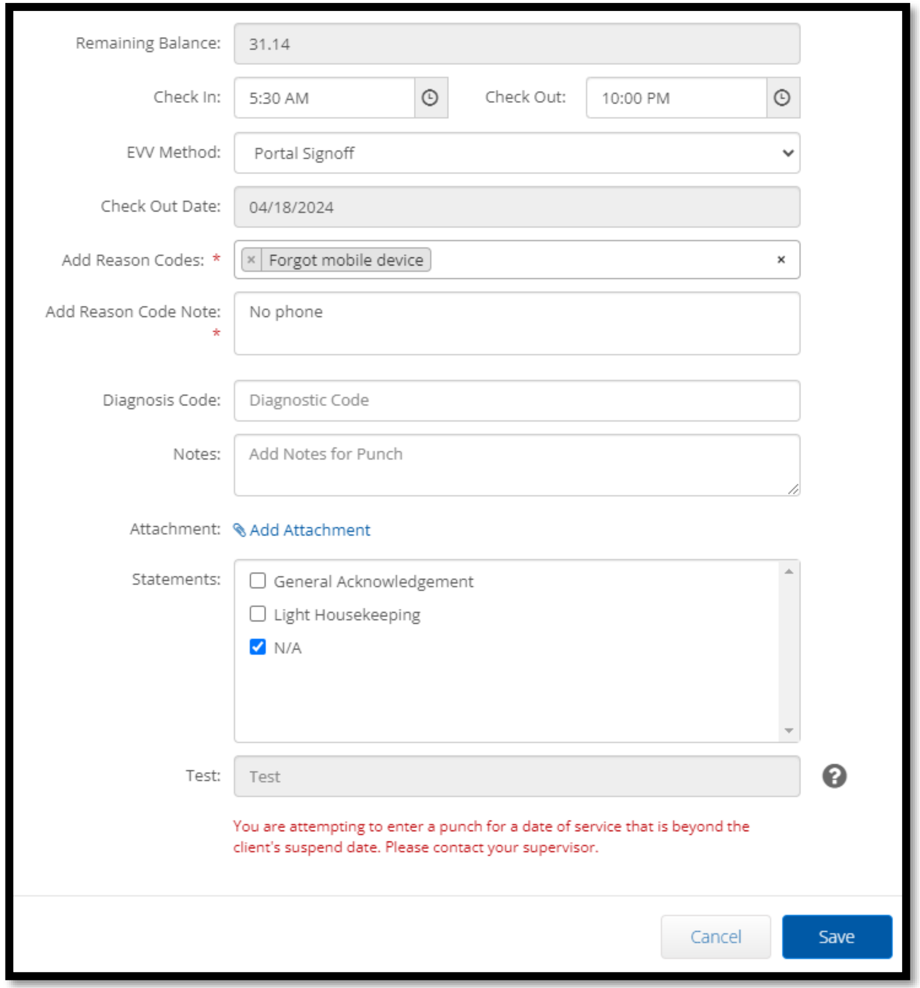
If enrollment is on hold, or the client cannot receive service, the client profile will be suspended. Punch entries cannot be added after the suspension date.



- The employee cannot save the punch
  - While the system allows the employee to log in on the mobile app, they cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- The employee should contact the employer

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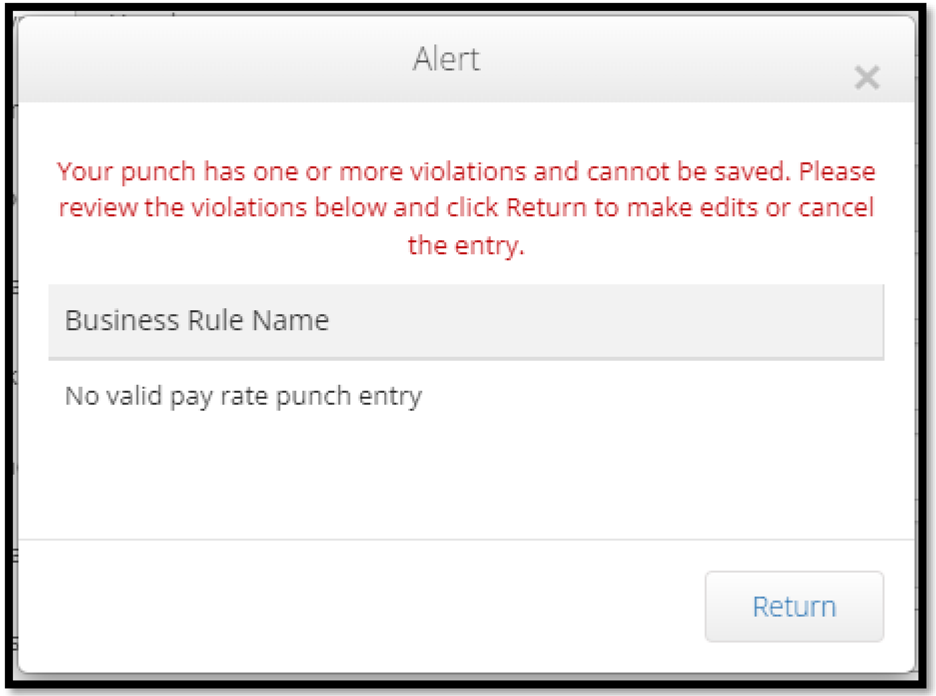
Alerts

If enrollment was on hold, or the client couldn't receive service for a period of time, the employee would have no valid pay rate for that date range. The date of service the employee is attempting to enter a punch entry for has no valid pay rate.



- The employee cannot save the punch
  - ➢ While the system allows the employee to clock in on the mobile app, they cannot clock out, so the punch is not saved.
- Ensure the correct dates have been entered for the punch
- The employee should contact the employer

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Alerts

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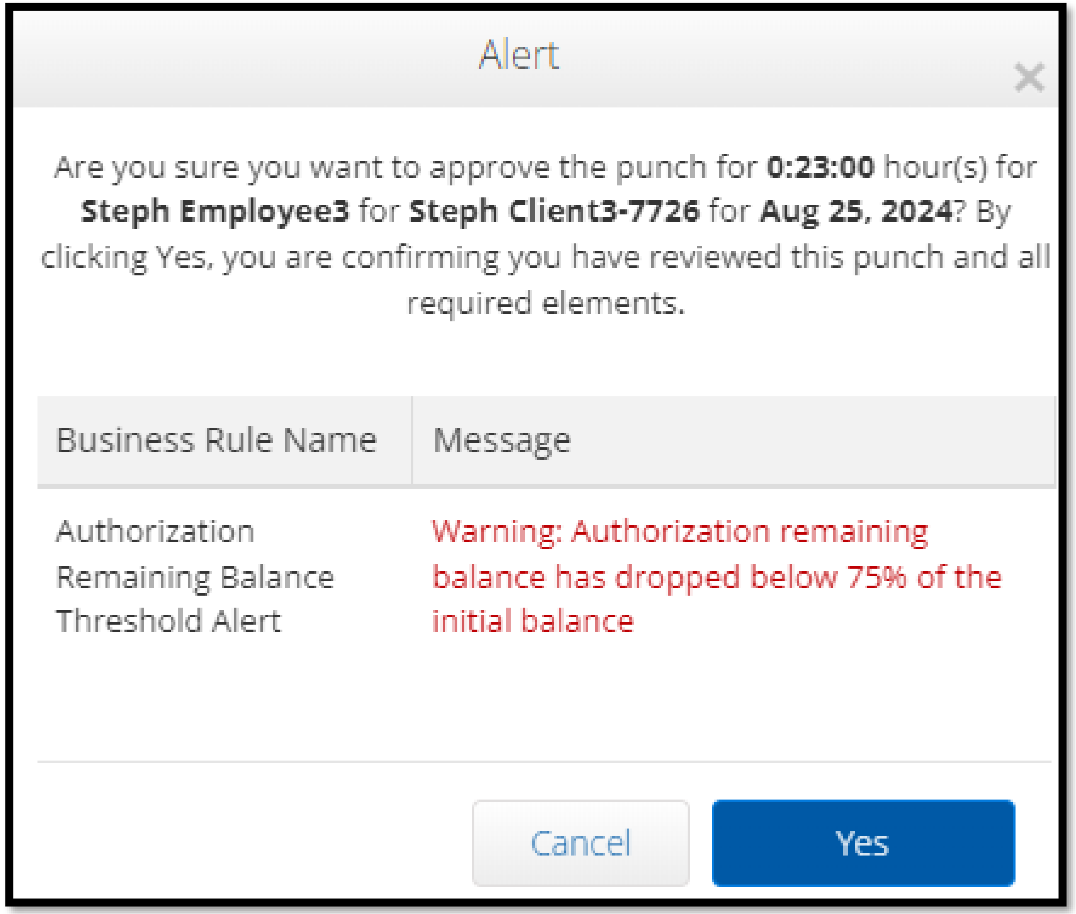
If the punch causes the authorization remaining balance to drop below 75% of the initial balance, an alert displays at the time of approval. It does not stop the punch from being approved.



Check Entries

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If a punch entry violates the **Authorization Weekly Max** business rule, it can be saved but is later rejected when the business rule runs. <u>The employee does not receive an alert</u> but can see that the punch was rejected and that the business rule failed.

Entries

Export

Showing **30** out of **380** records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
39492	Apr 14, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	Steph Client1	RESPITE (Hourly)	0:23:30	Rejected
39491	Apr 15, 2024	12:00 AM	11:30 PM	Hourly		Steph Cost Center test - Steph Cost Center test	Steph Client1	RESPITE (Hourly)	0:23:30	Rejected

Ref Entries | Notes | Attachments | Verifications | Map | Business Rules | Auto Approval | Custom Fields | History

Business Rules

Business Rule Name	Business Rule Result
Employee service account start date punch entry	Pass
Authorization Weekly Max	Fail
Max Hours Per Week Per Client Per Funding Source	Pass
Authorization Expiration Date	Pass

1. The employee should always review their entries and check the status
2. Click on the **punch row** to review the punch details
3. Click the **Business Rules tab** to view the result

The employee should contact the employer

Alerts in Review

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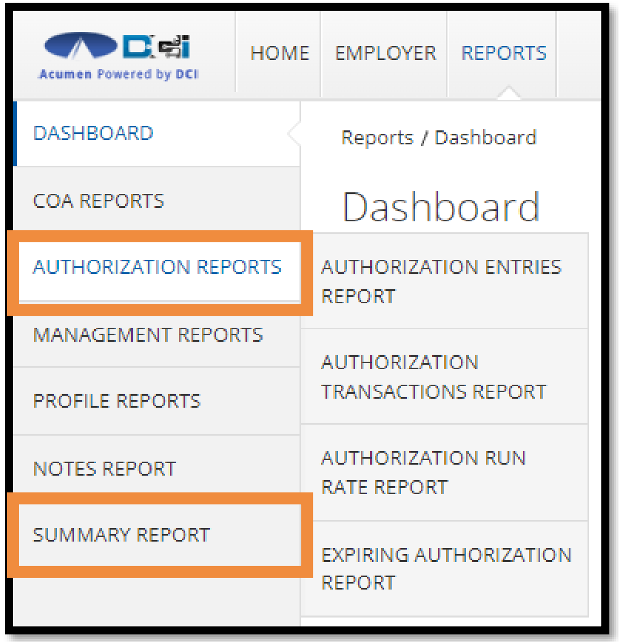
- Employees and employers should communicate as needed regarding alerts and the client's authorization/budget
- To review the authorization/budget for the client:
  - ✓ Run the Summary Report and/or Authorization Reports
  - ✓ Use the Authorizations widget on the Dashboard
- Use the tools in DCI to stay informed



Authorizations

Steph Client - 125 | Date of Service | Search | Reset | Display as Time

Authorization for Client: **Steph Client**

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance	Monthly Max	Weekly Max	Daily Max
SDFSS	09/01/2024	09/06/2025	1000.00 Dollars	1000.00 Dollars	706.21 Dollars	293.79 Dollars	1000.00 Dollars	1000.00 Dollars	1000.00 Dollars
PCS	02/01/2024	02/27/2029	1000.00 Units	1000.00 Units	60.00 Units	940.00 Units	1000.00 Units	40.00 Units	24.00 Units

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Employer Frequently Asked Questions

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Frequently Asked Questions for Employers of SDE’s and Vendors

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What is DCI and why do I need to use it?

DCI is a secure web-based platform used to manage time entries and payment requests for your self-directed employees. It replaces paper timesheets.

How do I approve hours in DCI?

Log in to the DCI Web Portal, review submitted hours, and either approve or reject each entry before the payroll deadline.

What if one of my employees is not showing in DCI?

Contact your assigned Client Service Agent. Their contact info is listed in your 'Good to Go' letter.

How do I use the Client PIN?

Use the Client PIN to verify time entries either through the DCI Mobile App or phone-based EVV system. It confirms that services were actually provided.

What if I approve hours beyond the participant’s budget?

You are responsible for ensuring hours submitted stay within the participant’s approved budget. Any hours worked outside the budget may become your financial responsibility.

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Frequently Asked Questions for Employers of SDE’s and Vendors

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Where can I find training materials?

Click the 'Help' link in the top-right corner of the DCI portal and select 'NJ' for walkthroughs.

What happens if I miss the payroll deadline?

Your employee’s hours will not be processed until the next payroll cycle. Be sure to review the payment schedule and approve hours on time.

Who do I contact for support?

Reach out to your assigned Agent or contact Acumen Customer Service 24/7 at (833) 892-0413 or email customerservice@acumen2.net.

Can I start approving hours before my worker’s Good-to-Go letter?

No. Your worker must be officially cleared and marked as active in the system before you approve or submit any hours.

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Frequently Asked Questions for Employers of SDE's and Vendors

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If a Self-Directed Employee is a live-in caregiver, will they be exempt from Electronic Visit Verification (EVV)?

A SDE can be eligible for an exemption from EVV due to live-in caregiver status, if they reside on the same premises as the Client to whom services are provided. They must live in the premises seven days per week and have no home of their own *or* live-in for extended periods of time of at least five days per week (120 hours).

How does a Self-Directed Employee apply for the live-in caregiver exemption to EVV?

The employee needs to provide documentation of live-in status to the individual's Support Coordinator. For employees eligible for the live-in exemption, completion of the EVV Live-In Caregiver Attestation is required at plan development and annually thereafter, as well as any time there is a change in live-in caregiver status.

How does an Employee enter their time if they are EVV exempt?

The employee does not need to use the mobile app to clock-in or clock-out during their shift, however, they need to enter their time within 24 hours of the service provided in the DCI web portal for approval. They will need to enter their service code (the service provided during the shift).

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Frequently Asked Questions for Employers of SDE's and Vendors

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Would unused accrued units from the original PPL service automatically transfer to Acumen due to the transition?
No. For participants whose plans were revised due to the transition, the unused accrued units from the original PPL service line do not automatically transfer to the new Acumen service line.

How can I request to rollover units that should be restored?
Please submit a request to the individual's Support Coordinator. The support Coordinator will then follow the formal process to request restoration.

Where can my Support Coordinator find the request form and instructions?
The request form and instructions are available on the Division's Fiscal Intermediary Transition website under the section titled "**Restoration of Rollover Units Request**."

Division of Developmental Disabilities | 2025 Fiscal Intermediary Transition (PPL to Acumen)

Who should I contact if I have a question or issue?
Reach out to your Acumen Agent or contact Customer Service at **(833) 892-0413** or **customerservice@acumen2.net**.

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Resources

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NJ DDD Payment Schedule

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- Ensure payment entries are received by the Due Date (even if it falls on a weekend or holiday)
- Requests submitted **after** the Due Date will be handled in the following pay period
- Pay day is every other Friday
- Time Entries/Vendor payments must be **<u>entered and approved</u>** within **<u>60 days of the date of service</u>**

Month	Payroll Start	Payroll End	Timesheets Due (9pm EST)	Paydate
JUN	06/08/25	06/21/25	Mon, 06/23/25	Thu, 07/03/25
	06/22/25	07/05/25	Mon, 07/07/25	Fri, 07/18/25
JUL	07/06/25	07/19/25	Mon, 07/21/25	Fri, 08/01/25
	07/20/25	08/02/25	Mon, 08/04/25	Fri, 08/15/25
	08/03/25	08/16/25	Mon, 08/18/25	Fri, 08/29/25
AUG	08/17/25	08/30/25	Mon, 09/01/25	Fri, 09/12/25
	08/31/25	09/13/25	Mon, 09/15/25	Fri, 09/26/25
SEPT	09/14/25	09/27/25	Mon, 09/29/25	Fri, 10/10/25
	09/28/25	10/11/25	Mon, 10/13/25	Fri, 10/24/25
OCT	10/12/25	10/25/25	Mon, 10/27/25	Fri, 11/07/25
	10/26/25	11/08/25	Mon, 11/10/25	Fri, 11/21/25
NOV	11/09/25	11/22/25	Mon, 11/24/25	Fri, 12/05/25
	11/23/25	12/06/25	Mon, 12/08/25	Fri, 12/19/25
DEC	12/07/25	12/20/25	Mon, 12/22/25	Fri, 01/02/26
	12/21/25	01/03/26	Mon, 01/05/26	Fri, 01/16/26
	01/04/26	01/17/26	Mon, 01/19/26	Fri, 01/30/26
JAN	01/18/26	01/31/26	Mon, 02/02/26	Fri, 02/13/26
	02/01/26	02/14/26	Mon, 02/16/26	Fri, 02/27/26
FEB	02/15/26	02/28/26	Mon, 03/02/26	Fri, 03/13/26
	03/01/26	03/14/26	Mon, 03/16/26	Fri, 03/27/26
MAR	03/15/26	03/28/26	Mon, 03/30/26	Fri, 04/10/26
	03/29/26	04/11/26	Mon, 04/13/26	Fri, 04/24/26
APR	04/12/26	04/25/26	Mon, 04/27/26	Fri, 05/08/26

Helpful Resources

Utilize our Websites

New Jersey - Training Materials for **more help**

- This will give you a full list of Training Materials for DCI

New Jersey State Page

- This will give you New Jersey specific details with Acumen Fiscal Agent

Contact the Acumen Support Team

For help with enrollment questions, DCI system questions, or payment issues

Contact Us form at www.acumenfiscalagent.com/contact

Email us at: customerservice@acumen2.net

By Phone: (833) 892-0413

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THANK YOU!

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