# New Jersey DDD - DCI Systems Training for Vendors

## *Welcome to Acumen!*

Thank you for joining the Acumen Family!

Acumen Fiscal Agent

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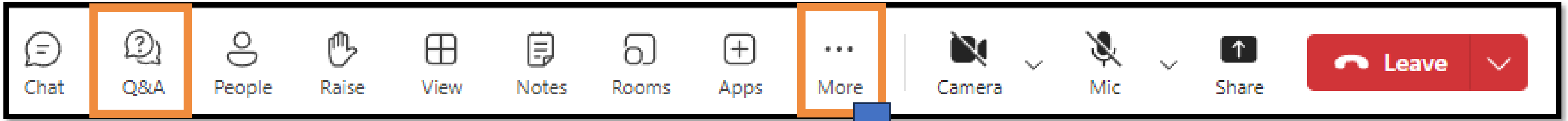
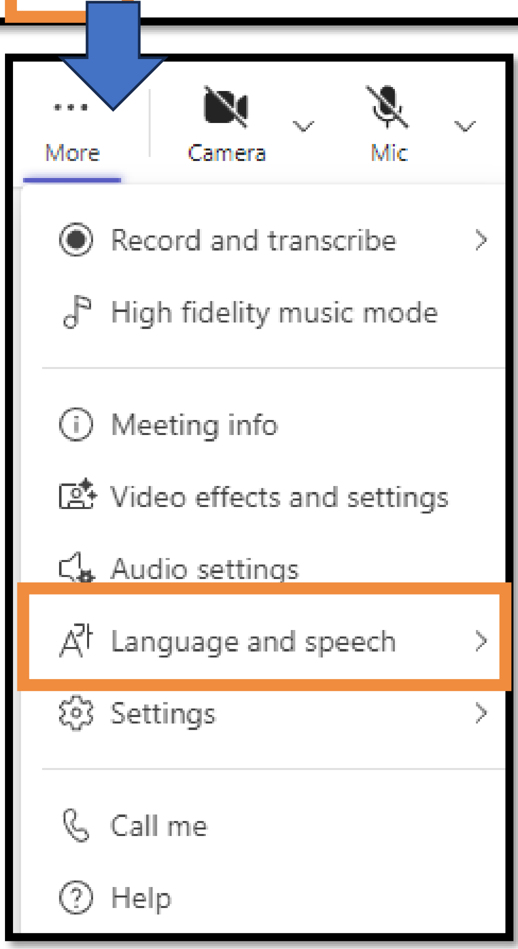
DIRECT CARE INNOVATIONS

**Acumen powered by DCI**

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

# Using Microsoft Teams



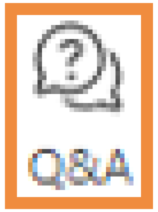




- Ensure both the Camera & the Mic are disabled (as pictured above with a line through them)
- Today we will not be using the Chat (disabled) or Raise hand features
- Click the **Q&A** button to type & send your question during the meeting

- 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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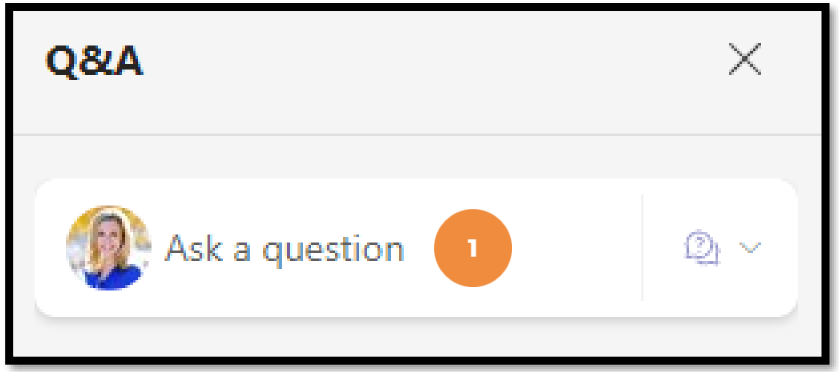
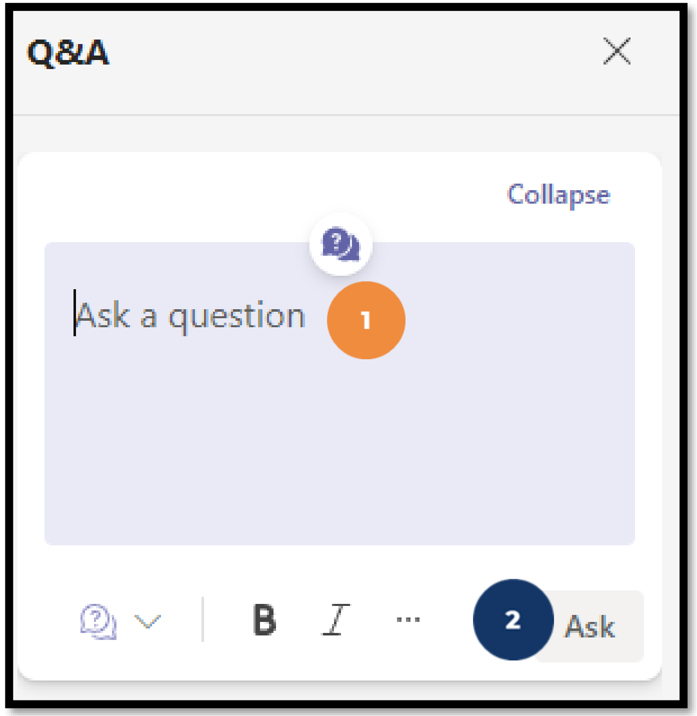
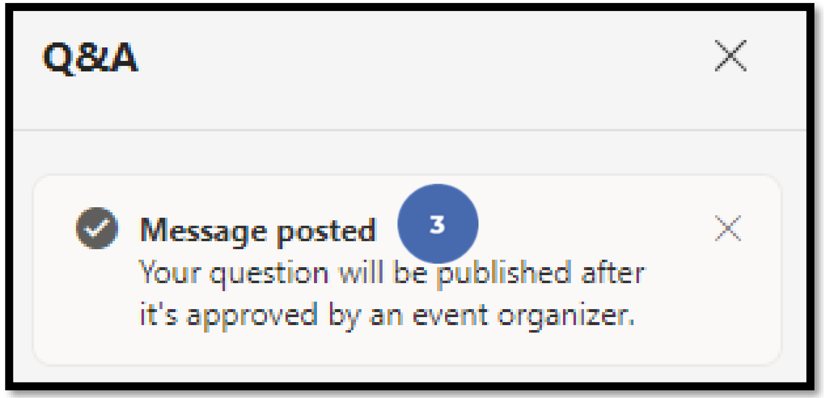
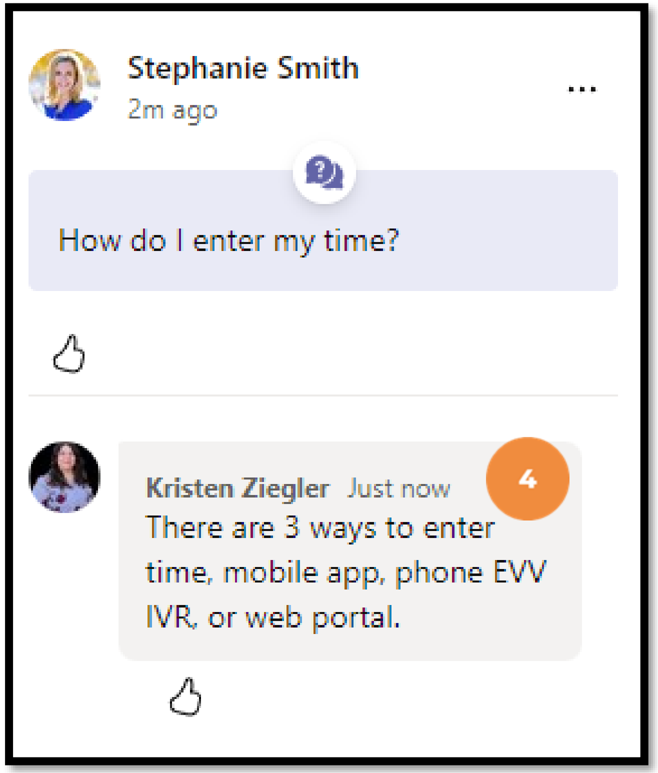



1. After clicking the Q&A button, **type your question** in the Ask a question field
   - ❖ <u>Please do not include any confidential information</u> or the question cannot be published & answered
2. Click the **Ask** button
3. Message posted displays




4. Moderators review, approve & post your question.



# Agenda

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- Who are Acumen and DCI
- DCI Web Portal & Profile Settings
- Adding a New Vendor Payment Entry Request
- Viewing Vendor Payment Entries
- FAQ's & Resources

# 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.

# 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. The session will include a live demonstration, and you'll have the chance to ask questions along the way. By the end of the training, you'll feel confident navigating the system and completing the enrollment process smoothly. **Note**: Individuals/Authorized Representatives complete the Enrollment.

## 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

Vendors will submit all payment entries in accordance with the payment schedule*

Payments will be made bi-weekly

**Note:** *Submit and approve vendor payment entry 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

# 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?

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DCI is the electronic invoicing system that allows community vendors to securely submit documentation for payment approval by the individual or their authorized representative.


**<u>Web Browsers</u>**

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

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# DCI Web Portal

Accessed on a laptop or desktop computer

# Accessing the DCI Web Portal

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1. Open an internet browser on a computer (Google Chrome is preferred) and navigate to the DCI Web Portal
2. Enter the **Vendor username**
3. Enter the **Vendor password**
   - Credentials provided by Acumen on your Good to Go Letter
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

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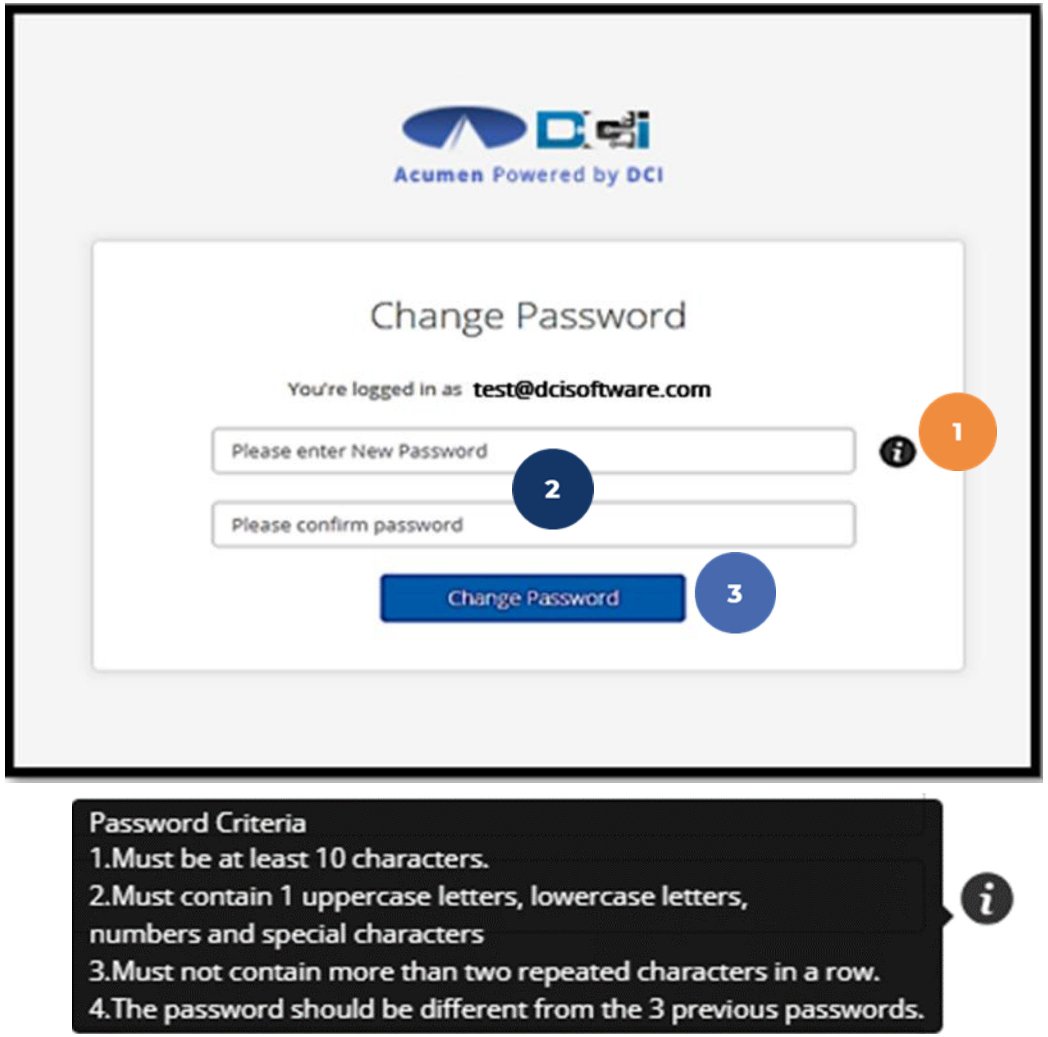
*Please note: You must verify via the link in your email to login in for the first time

**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.

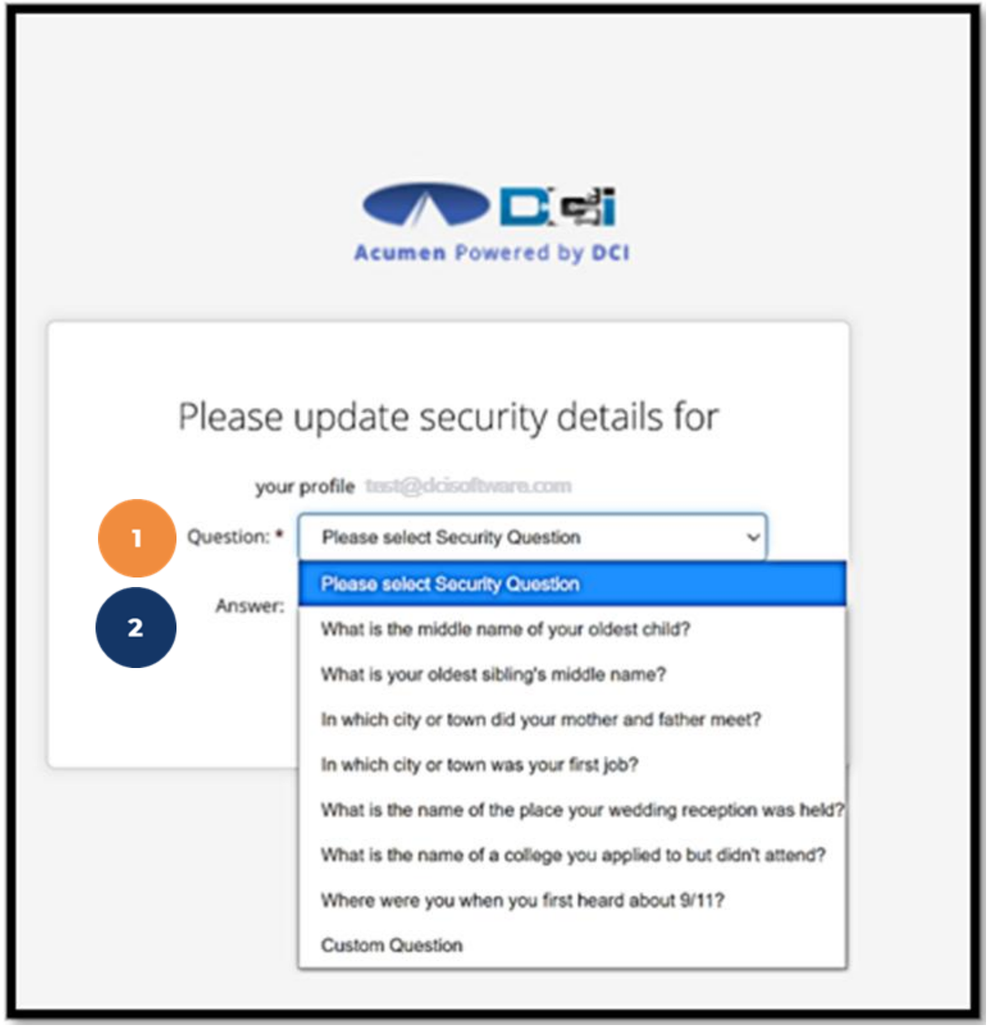


# Security Question

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

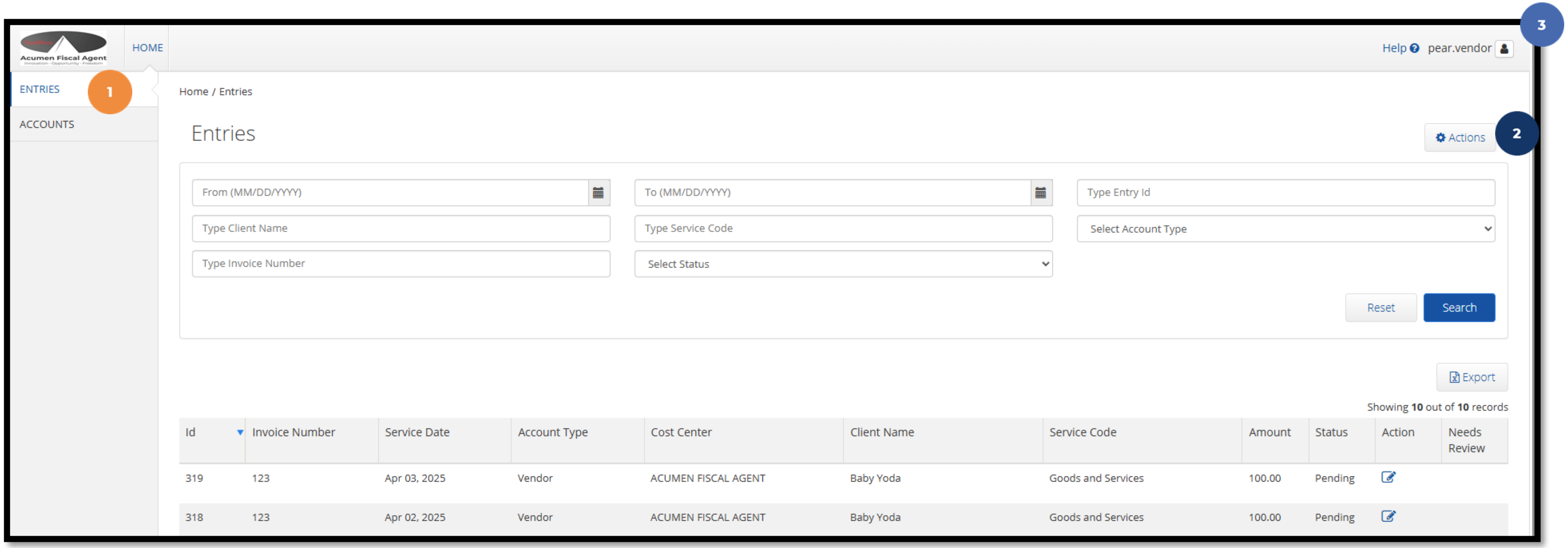
1. Select a question from the drop-down menu
2. The answer must be at least five characters which cannot be repeated in a row

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



# Home Tab Details

1. Select the **Entries** tab to view a complete list of submitted time entries
2. Click Actions, then Add New Vendor Payment Entry to enter a new entry
3. Select your username in the top right corner to find Profile Settings

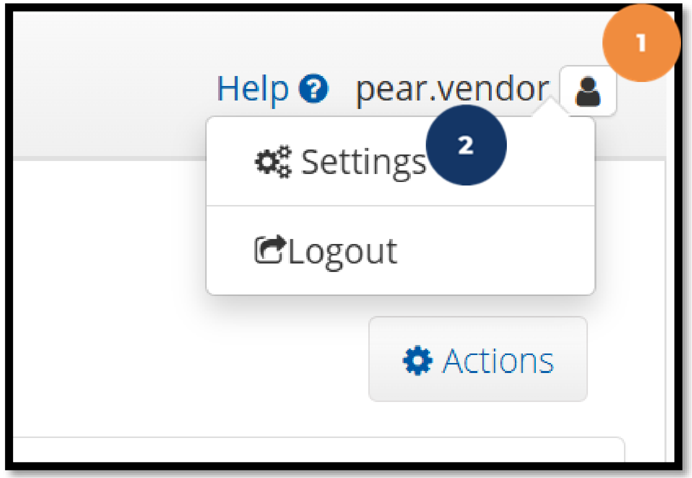


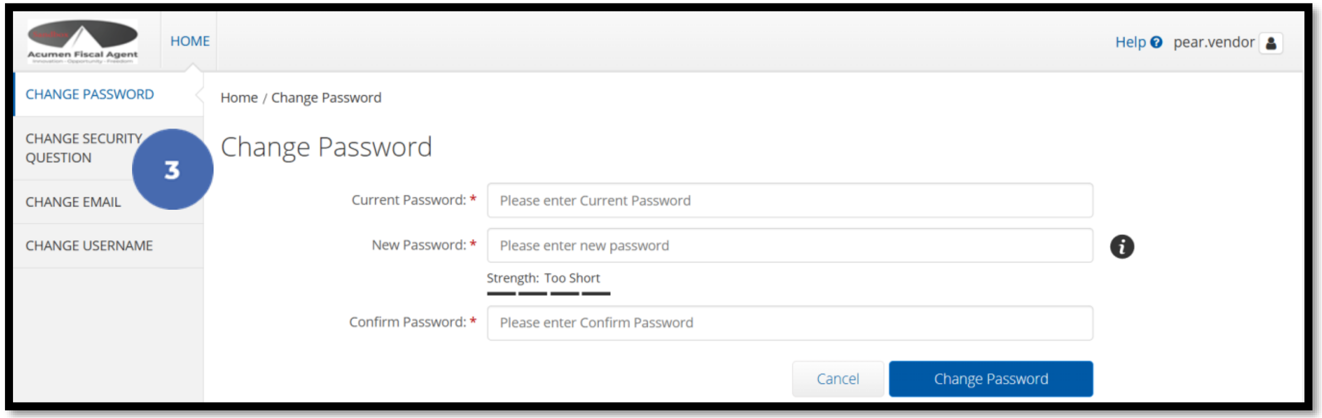

The **Entries Page** is the landing page

# 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 Security Question**
    - **Change Email** – A valid and correct email address is required for password recovery
    - **Change Username** – Used for login

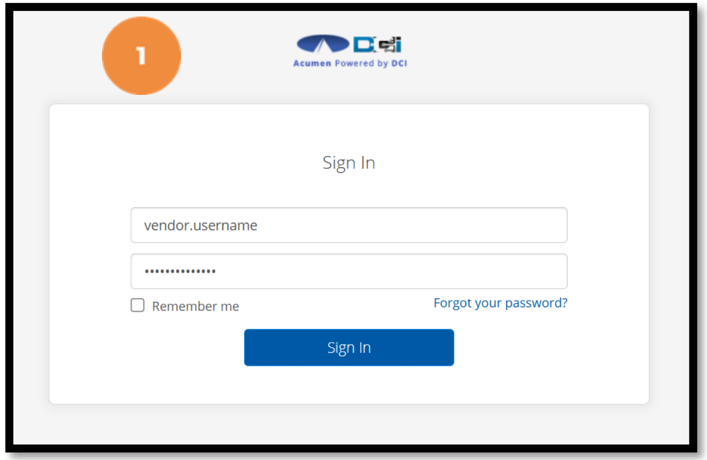


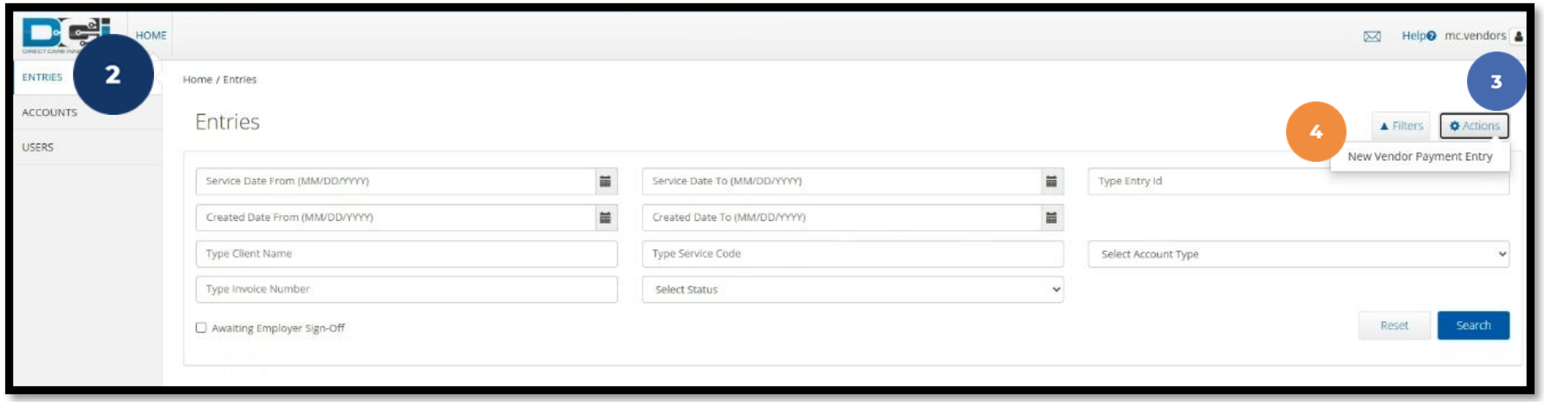
# Adding a New Vendor Payment Entry

# New Vendor Payment Entry

1. Navigate to acumen.dcisoftware.com and log into the **Vendor Profile**



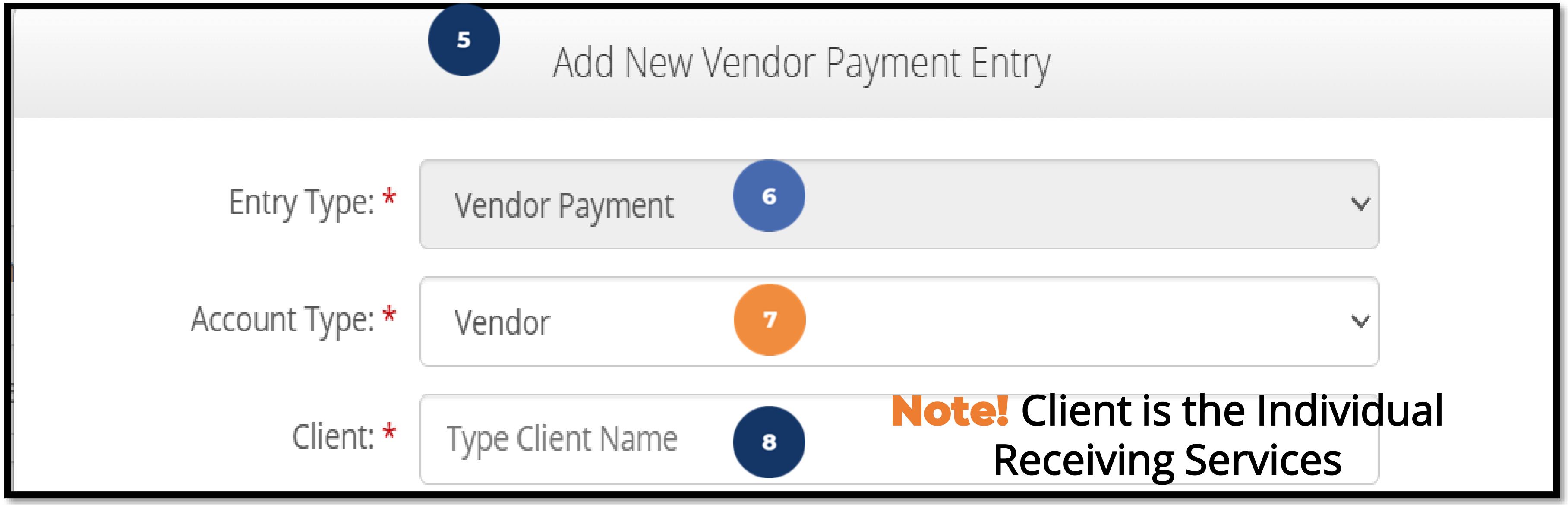

2. Select **Entries** on the submenu
3. Select **Actions**
4. Select **"Add New Vendor Payment Entry"** from the drop-down list




**Important!** It has been communicated to the Authorized Representatives that they must sign off on the vendor payment entries by the timesheet submission date to avoid disruption in payments to you.

# New Vendor Payment Entry

5. Complete the Add New Vendor Payment Entry form wizard
6. Entry Type **(required):** Vendor Payment
7. Account Type **(required): Vendor**
8. Client **(required):** Type the client's name and select it from the drop-down



# Note About Your Client!

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Only Clients who:

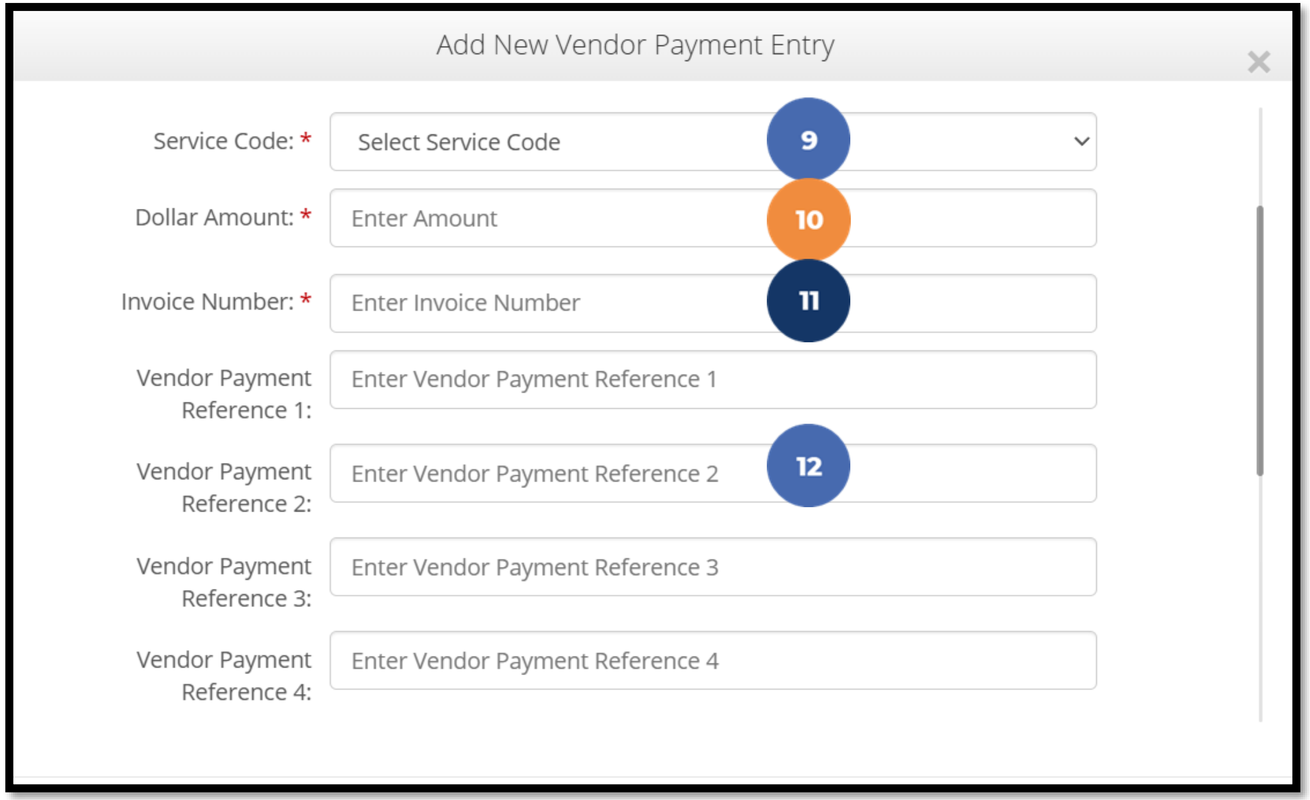
- Have an active service account with you listed as the *vendor*
- Have an SDR on file
- Have completed the enrollment process

**will appear from the Client dropdown list**


If you do not see your client's name appear in the drop down (they **do not** meet the above criteria), please reach out to **vendor-nj@acumen2.net**

# New Vendor Payment Entry

9. Service code (**required**): Select from the drop-down
10. Dollar Amount (**required**): Enter the total amount for the documentation for all dates of service
11. Invoice Number (**required**): Enter the documentation number
12. Vendor Payment Reference Fields 1-5 (*optional*): Optionally add any additional information regarding the vendor payment



# New Vendor Payment Entry

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13. Date(s) of Service **(required):** This may be one date or multiple dates. Enter the date and the amount for that date then click the blue **plus sign (+)** to add more as needed.

- **Please note:** The sum of the dates of service must match the dollar amount entered in the Dollar Amount field

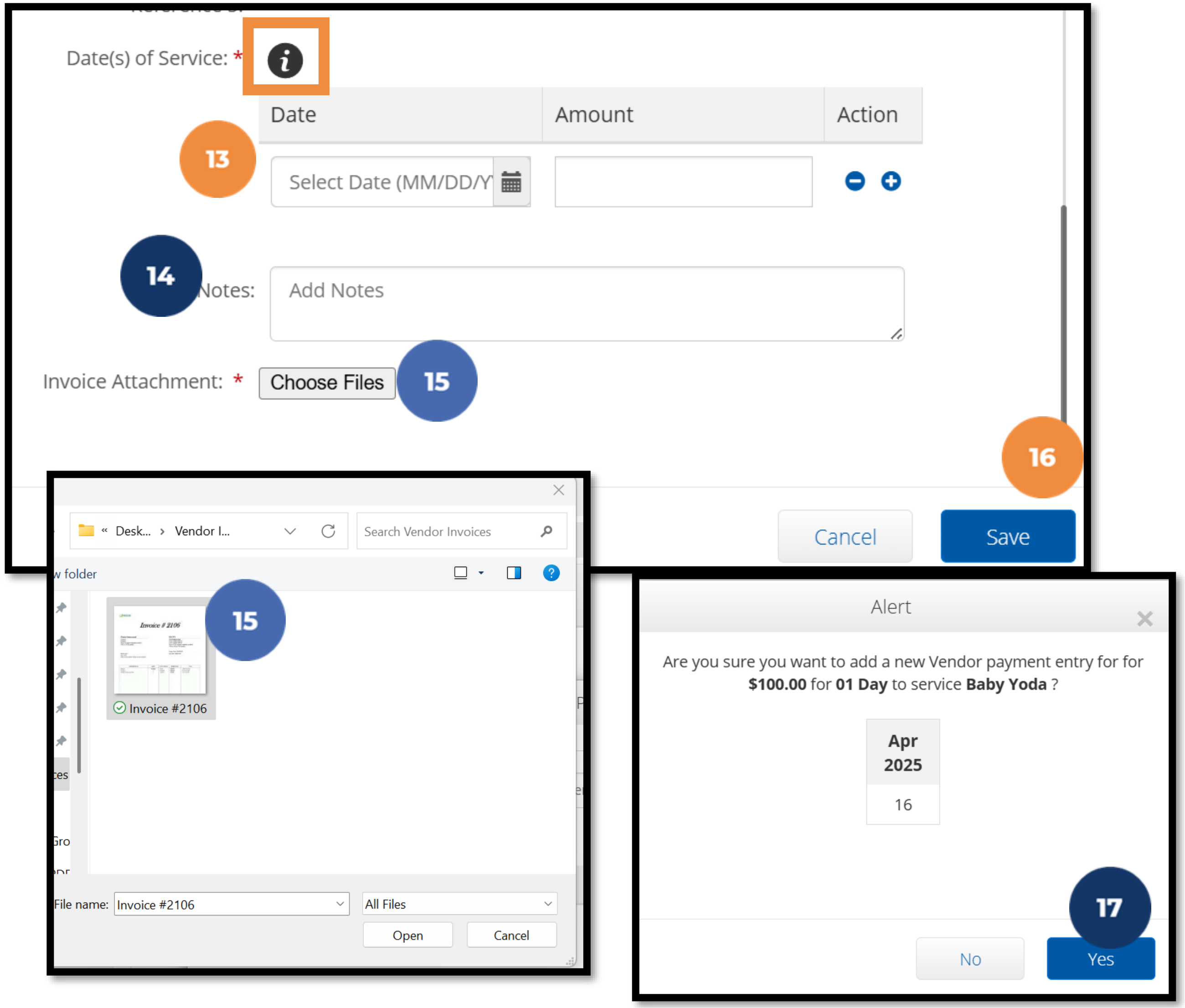
14. Notes (*optional*)

15. Invoice Attachment **(required):** Click the **Choose Files** button to select and upload the documentation. Attachment must be in PDF, JPG, or PNG format.

16. Click **Save**

17. Click **Yes** to confirm

*The entry is now submitted!*



# New Vendor Payment Entry

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Hover over the **“i” icon** to see the authorization details!

Outcome Number and Service Number are related to the specific service code!

Refer to the SDR for the details on which service code to use!

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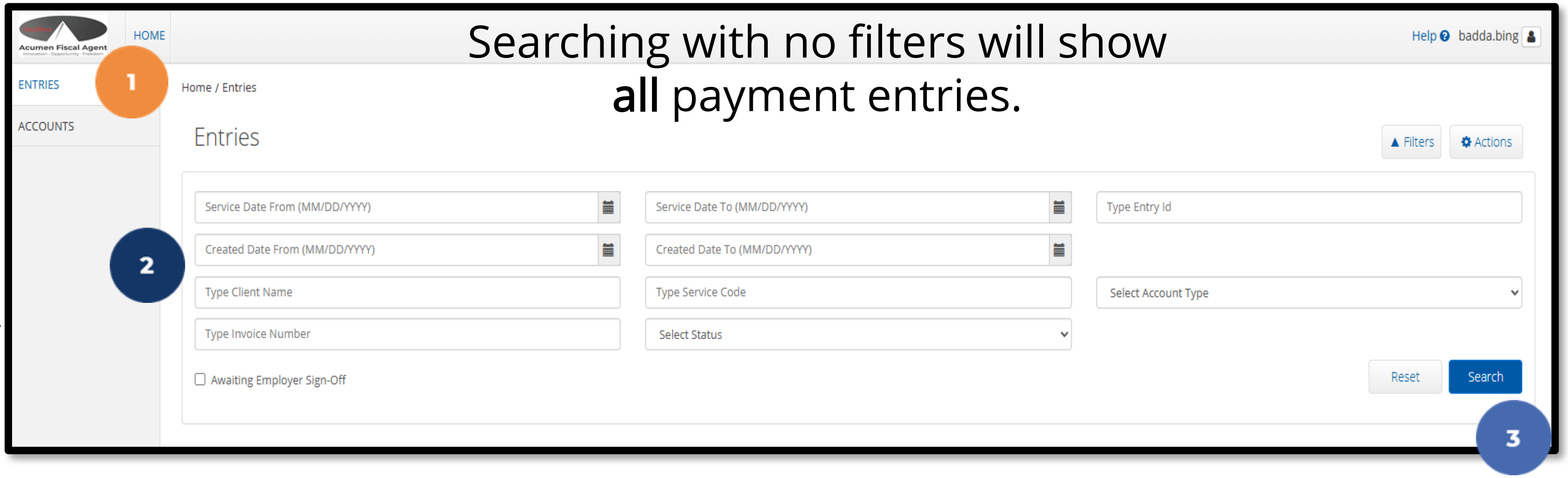
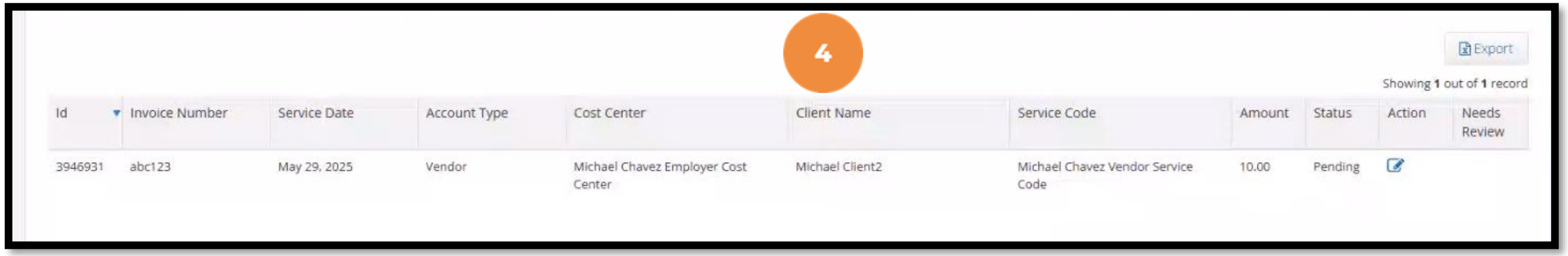
# Viewing Vendor Payment Entries

# View Vendor Payment Entries

1. From the Home tab, select Entries on the submenu
2. Add any search filters to search for a specific entry (Ex: Client Name, Service Dates, Entry Id)
3. Click the blue **Search** button
4. Results will show at the bottom



# View Vendor Payment Entries

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5. Find the entry by ID, Invoice Number or Service Date
6. The **status** column will show what status the entry is in.

- If your entry states **Rejected**, reach out to **your Individual or Authorized Representative** to confirm approval.

If issues persist, contact Acumen at [vendor-nj@acumen2.net](mailto:vendor-nj@acumen2.net)

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6

| Id | Invoice Number | Service Date | Account Type | Cost Center | Client Name | Service Code | Amount | Status | Action | Needs Review |
|---|---|---|---|---|---|---|---|---|---|---|
| 242 | 4 | Feb 18, 2025 | Vendor | ACUMEN FISCAL AGENT | String Cheese | Goods and Services | 100.00 | Approved | | |
| 241 | 4 | Jan 13, 2025 | Vendor | ACUMEN FISCAL AGENT | String Cheese | Goods and Services | 100.00 | Rejected | | |
| 240 | 4 | Mar 02, 2025 | Vendor | ACUMEN FISCAL AGENT | String Cheese | Goods and Services | 100.00 | Approved | | |
| 239 | 4 | Mar 05, 2025 | Vendor | ACUMEN FISCAL AGENT | String Cheese | Goods and Services | 100.00 | Approved | | |
| 238 | 4 | Jan 13, 2025 | Vendor | ACUMEN FISCAL AGENT | String Cheese | Goods and Services | 300.00 | Canceled | | |
| 237 | 3 | Mar 12, 2025 | Vendor | ACUMEN FISCAL AGENT | MICKEY MOUSE | Goods and Services | 300.00 | Approved | | |

# Multiple Dates of Service Entries

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If **more than one** Date of Service was entered for the vendor payment, an entry is created for each and the entry for the total amount is **canceled**. The new separated entries will immediately be in a "**unvalidated**" status. The system will move these out of "**unvalidated**" and into "**pending**" or "**rejected**" every 15-20 minutes. It is validating no business rules were violated.

Entries

| Id | Service Date | Start Time | End Time | Account Type | Ref. | Cost Center | Client Name | Service Code | Amount | Status |
|---|---|---|---|---|---|---|---|---|---|---|
| 75689 | Jul 29, 2024 | | | Vendor | | Steph Cost Center test - | Steph Client1 | Steph Vendor 2 | 16.00 | Pending |
| 75316 | Jul 20, 2024 | | | Vendor | 75314 | Steph Cost Center test - Steph Cost Center test | Steph Client1 | Steph Vendor 2 | 25.00 | Pending |
| 75315 | Jul 21, 2024 | | | Vendor | 75314 | Steph Cost Center test - | Steph Client1 | Steph Vendor 2 | 5.00 | Pending |
| 75314 | Jul 20, 2024 | | | Vendor | | Steph Cost Center test - | Steph Client1 | Steph Vendor 2 | 30.00 | Canceled |

If only **one** Date of Service was entered for the vendor payment, only one entry is created in a "**unvalidated**" status. . The system will move these out of "**unvalidated**" and into "**pending**" or "**rejected**"

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 75689 | Jul 29, 2024 | Vendor | Steph Cost Center test - Steph Cost Center test | Steph Client1 | Steph Vendor 2 | 16.00 | Pending |

# Multiple Dates on One Entry – PLEASE NOTE

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Please be aware, if multiple dates of service are included in one payment entry, they *may* fall into **different** pay periods.  Even if the dates are submitted as one entry, the dates of service will determine the pay date.

Please refer to the payroll schedule to know when to expect payment.

# Vendor Payment Entry – Statuses

# Vendor Payment Entry Statuses

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| | |
|---|---|
| Unvalidated | The vendor payment entry has been verified and is awaiting further system processing. This happens automatically at the top and bottom of every hour (i.e., 1pm and 1:30pm). |
| **Pending – Needs Review (Sign-Off)** | The vendor payment entry requires review and sign off by the Authorized Representative/Employer of the Client before it can move forward for approval. |
| Pending | The vendor payment entry is pending the system auto-approval. |
| Rejected | The vendor payment entry has been rejected, either automatically or manually by the Authorized Representative/Employer of the Client. |
| Approved | The vendor payment entry has been approved and is ready to be processed. |
| Batched | The vendor payment entry has been included in a portal batch. |
| Processed | The vendor payment entry has been processed in a portal batch and is included on a Raw Dump. |
| Paid | The vendor payment entry has been reconciled. |
| Canceled | The vendor payment entry included multiple dates of service. Those specific dates will appear on their own individual entry lines. Please note: Refer to the payment schedule to confirm the payment date for each date of service, as they may not be the same for each entry. |

# Send Sign-Off Reminder!

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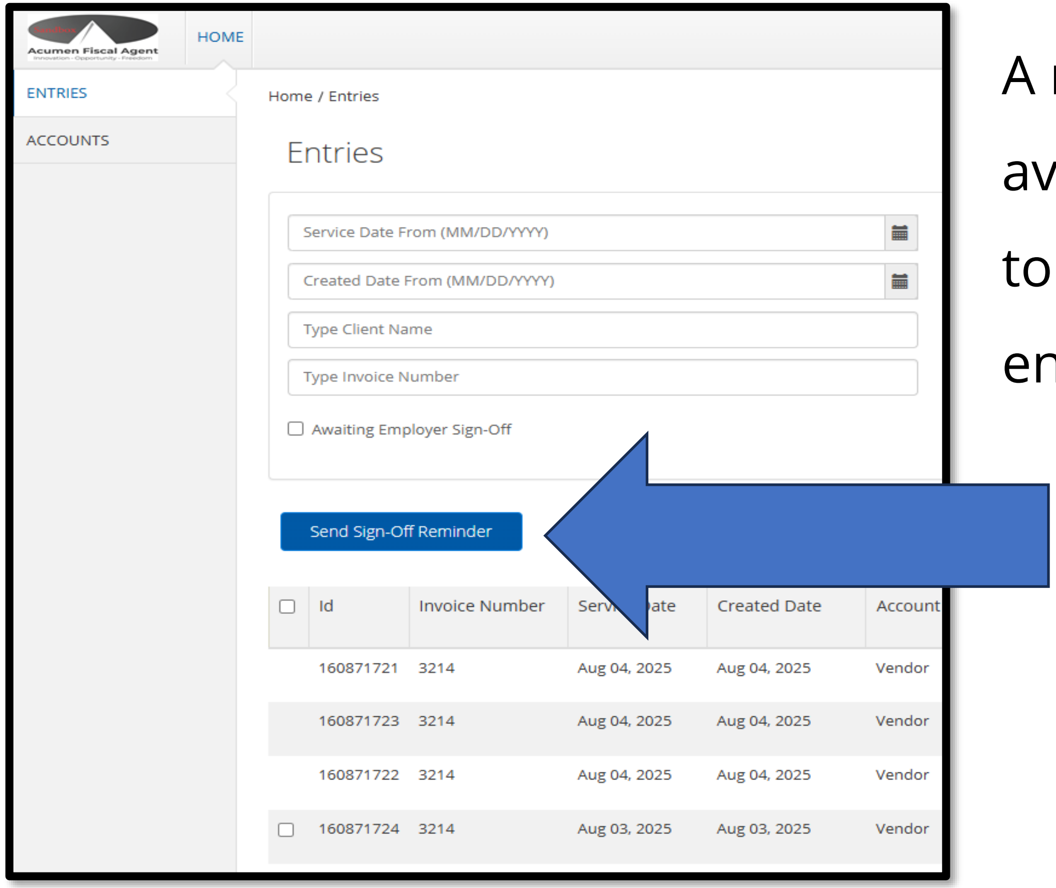
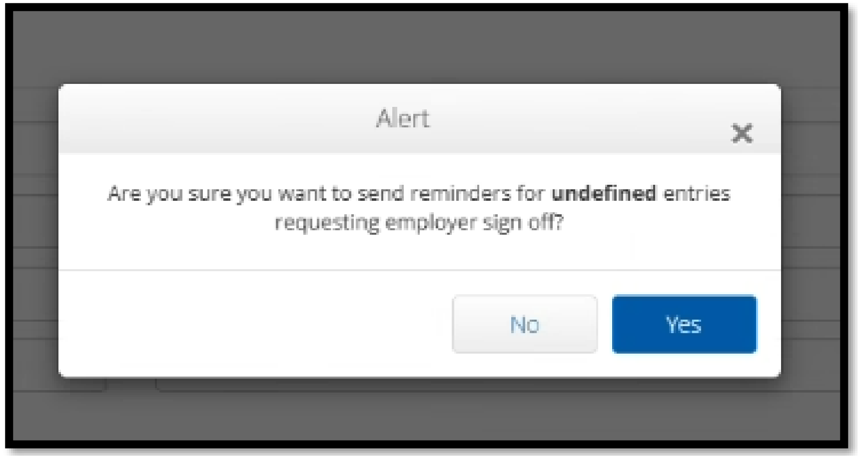
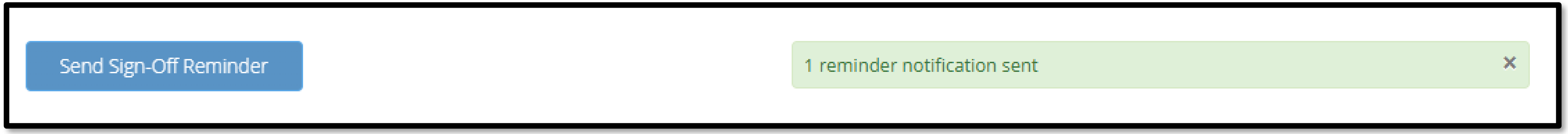



A new ***Send Sign-Off Reminder*** button is now available on the Entries page allowing vendors to remind Employers/Auth Reps to sign-off on entries in a pending status!



# Editing Vendor Payment Entries

# Edit Vendor Payment Entries

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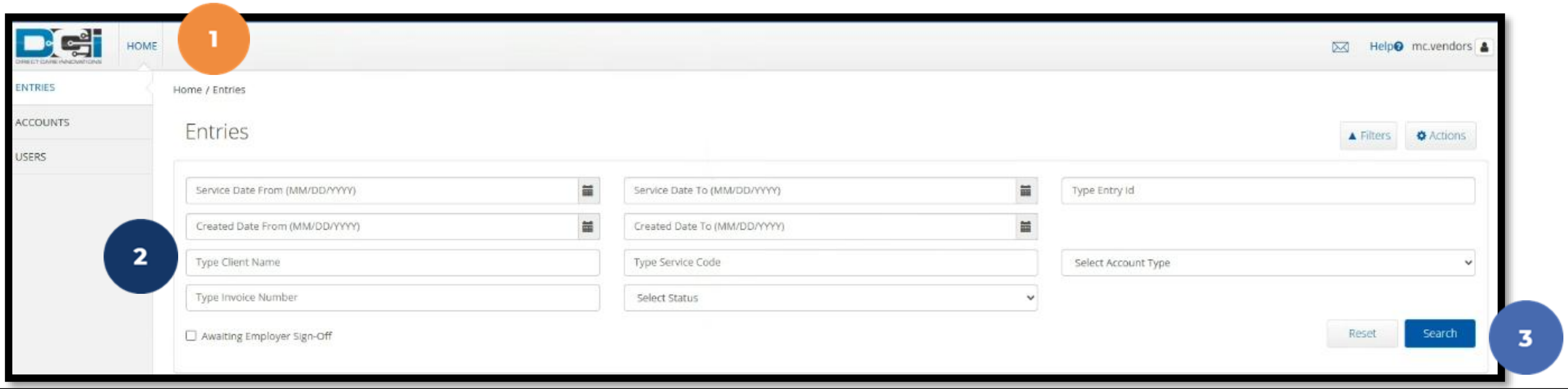
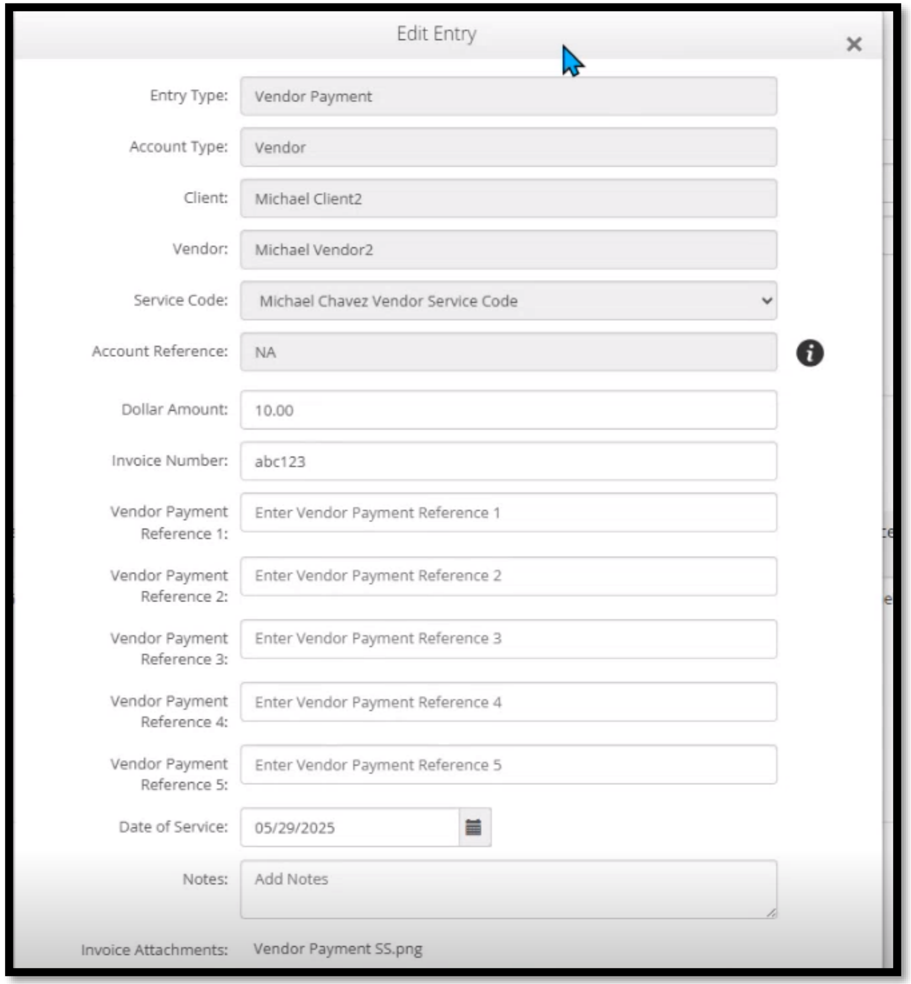
1. From the Home tab, select Entries on the submenu
2. Add any search filters to search for a specific entry (Ex: Client Name, Service Dates, Entry Id)
3. Click the blue **Search** button. Results will appear.
4. Find the vendor entry you need to edit and select the pencil icon

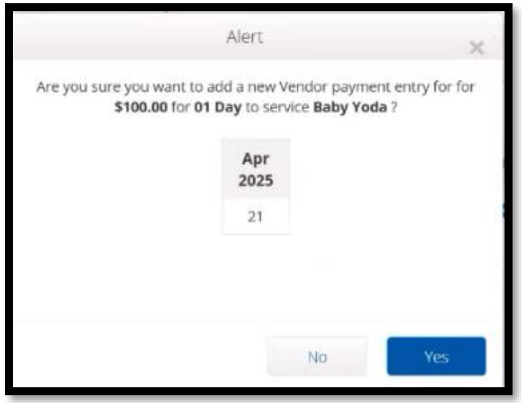



# Edit Vendor Payment Entries

5. Make any edits needed on the entry
6. Select **Save**.
7. Select **Yes** on the Alert
8. Entry will go into unvalidated status, then Pending (usual workflow)







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# Direct Deposit (EFT) Form

# Direct Deposit (EFT) Form

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Ensure this Direct Deposit (EFT) form has been returned to the Acumen Support Team at [Vendor-NJ@acumen2.net](mailto:Vendor-NJ@acumen2.net) to ensure efficient payments. This was found in your enrollment paperwork.

**ELECTRONIC FUNDS TRANSFER FORM**
**GOODS AND SERVICE PROVIDER PAYMENTS**

*Attach a **voided check** for verification of the checking account number. Any changes to the account must be submitted immediately! The initial request and any subsequent changes will **not** be direct deposited to your account until the account is authorized by your Financial Institution. Authorization will take effect not less than 10 days after acceptance by the Financial Institution. Paper checks will be mailed to your address of record until the account is authorized.

☐ **New Account** ☐ **Change of Account** ☐ **Cancellation**

Financial Institution Name ____ Branch Name and Phone Number ____

Address ____ City ____ State ____ Zip ____

Account Routing Number ____ Account Number ____

I hereby authorize Acumen Fiscal Agent, LLC, hereinafter called Company, to initiate credit entries and, if necessary, debit entries for the purpose of correcting an erroneous credit previously initiated to the business account indicated above. I further authorize the Financial Institution named above to accept such entries and to credit or debit the amount thereof to such account.

This authority is to remain in full force and effect until Company and Financial Institution have received written notification from me of its termination in such time and manner as to afford Company and Financial Institution a reasonable opportunity to act upon it.

Print Business Name ____ EIN ____

Print Name and Title of Individual Authorizing EFT ____

Phone Number ____ Email Address ____

Signature ____ Date ____

**Return this form along with a voided check and/or bank letter to Acumen:**

**Acumen Fiscal Agent, LLC**
**5416 E Baseline Rd., Suite 200**

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# Vendor Frequently Asked Questions

# Vendor FAQ's

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

DCI is an electronic invoicing system that allows community vendors to securely submit Supporting Documentations for payment approval by the individual, employer or their authorized representative.

### How do I submit an documentation?

Log into the DCI Web Portal, create a new Vendor Payment Entry, select the participant and service, attach your documentation and receipts, and submit it for approval.

### What happens if I submit documentation before my start date?

Documentation submitted before your designated start date will not be processed. Only submit documentations dated on or after your official start date.

### Who needs to approve my invoices?

The individual, employer or authorized representative must approve your submitted invoice in DCI before Acumen can process payment.

### Can I submit invoices through the mobile app?

No. Documentations submitted by Vendors will be submitted via the DCI portal.

# Vendor FAQ's

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### How can I ensure I get paid on time?
Submit your Vendor Payment Entry with complete documentation by the deadline listed on the NJ DDD Payment Schedule. Incomplete or late submissions will be delayed until the next cycle.

### Where do I find the EFT form for direct deposit?
Download the Electronic Funds Transfer form from **the Acumen website** or request it from **customer service**. Submitting this will allow faster, direct deposits.

### What should I do if my invoice was rejected, or payment is delayed?
Check with the individual/authorized representative to confirm approval. If issues persist, contact Acumen's Vendor Payroll Team at **vendor-nj@acumen2.net**.

### How do I access training on how to use DCI?
Training materials are available on the DCI Web Portal under the **Help** section. Acumen will also invite you to virtual training sessions.

### What if I have multiple participants that I support?
When the participant has completed their transition documents, has a plan revision and receives their Good to Go letter then the participant will appear on the community vendors dropdown to select and submit an invoice for them. All participants with active authorizations with the community vendor will show up on the list.

# Vendor FAQ's

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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)

If you have questions or need further assistance, please contact our Client Services Agents by emailing us at **vendor-nj@acumen2.net** or by phone at **848-400-5738**.

# Resources

# Vendor Payment Schedule

- 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
- First paycheck from Acumen will be **Thursday, July 3, 2025.**
- Pay day is every other Friday
- Vendor payments must be **entered and approved** within **60 days of the date of service**
- Use the payment schedule to know when each date of service will be paid out!

## Pay Schedule

**NJ DDD Vendor Fiscal/Employer Agent (VF/EA) Self-Directed Services Model**

**Employees/Vendors:** Submit all time entries and reimbursement requests **by 9 p.m. EST on Submissions Due Date**. Submissions received after 9 p.m. EST on the due date will be processed in the next pay period.

**Employers/Authorized Representatives:** Log in to DCI. Review employee time entries and vendor reimbursement requests for accuracy, then sign-off/approve **by 9 p.m. EST on Approval Due Date**.

Contact your Acumen Agent at (848) 400-5903 or enrollment-nj@acumen2.net if you have any questions or concerns.

| Month | Payroll Start | Payroll End | Submissions Due Date | Approval Due Date | Pay Date |
|---|---|---|---|---|---|
| JUN | 06/08/25 | 06/21/25 | Mon, 06/23/25 | Wed, 06/25/25 | Thu, 07/03/25 |
| | 06/22/25 | 07/05/25 | Mon, 07/07/25 | Wed, 07/09/25 | Thu, 07/17/25 |
| JUL | 07/06/25 | 07/19/25 | Mon, 07/21/25 | Wed, 07/21/25 | Fri, 08/01/25 |
| | 07/20/25 | 08/02/25 | Mon, 08/04/25 | Wed, 08/04/25 | Fri, 08/15/25 |
| | 08/03/25 | 08/16/25 | Mon, 08/18/25 | Wed, 08/20/25 | Fri, 08/29/25 |
| AUG | 08/17/25 | 08/30/25 | Mon, 09/01/25 | Wed, 09/03/25 | Fri, 09/12/25 |
| | 08/31/25 | 09/13/25 | Mon, 09/15/25 | Wed, 09/17/25 | Fri, 09/26/25 |
| SEPT | 09/14/25 | 09/27/25 | Mon, 09/29/25 | Wed, 10/01/25 | Fri, 10/10/25 |
| | 09/28/25 | 10/11/25 | Mon, 10/13/25 | Wed, 10/15/25 | Fri, 10/24/25 |
| OCT | 10/12/25 | 10/25/25 | Mon, 10/27/25 | Wed, 10/29/25 | Fri, 11/07/25 |
| | 10/26/25 | 11/08/25 | Mon, 11/10/25 | Wed, 11/12/25 | Fri, 11/21/25 |
| NOV | 11/09/25 | 11/22/25 | Mon, 11/24/25 | Wed, 11/26/25 | Fri, 12/05/25 |
| | 11/23/25 | 12/06/25 | Mon, 12/08/25 | Wed, 10/10/25 | Fri, 12/19/25 |
| DEC | 12/07/25 | 12/20/25 | Mon, 12/22/25 | Wed, 12/24/25 | Fri, 01/02/26 |
| | 12/21/25 | 01/03/26 | Mon, 01/05/26 | Wed, 01/07/26 | Fri, 01/16/26 |
| | 01/04/26 | 01/17/26 | Mon, 01/19/26 | Wed, 01/21/26 | Fri, 01/30/26 |
| JAN | 01/18/26 | 01/31/26 | Mon, 02/02/26 | Wed, 04/04/26 | Fri, 02/13/26 |
| | 02/01/26 | 02/14/26 | Mon, 02/16/26 | Wed, 02/18/26 | Fri, 02/27/26 |
| FEB | 02/15/26 | 02/28/26 | Mon, 03/02/26 | Wed, 03/04/26 | Fri, 03/13/26 |
| | 03/01/26 | 03/14/26 | Mon, 03/16/26 | Wed, 03/18/26 | Fri, 03/27/26 |
| MAR | 03/15/26 | 03/28/26 | Mon, 03/30/26 | Wed, 04/01/26 | Fri, 04/10/26 |
| | 03/29/26 | 04/11/26 | Mon, 04/13/26 | Wed, 04/15/26 | Fri, 04/24/26 |
| APR | 04/12/26 | 04/25/26 | Mon, 04/27/26 | Wed, 04/29/26 | Fri, 05/08/26 |
| | 04/26/26 | 05/09/26 | Mon, 05/11/26 | Wed, 05/13/26 | Fri, 05/22/26 |
| MAY | 05/10/26 | 05/23/26 | Mon, 05/25/26 | Wed, 05/27/26 | Fri, 06/05/26 |
| | 05/24/26 | 06/06/26 | Mon, 06/08/26 | Wed, 06/10/26 | Fri, 06/15/26 |
| JUN | 06/07/26 | 06/20/26 | Mon, 06/22/26 | Wed, 06/24/26 | Thu, 06/18/26 |
| | 06/21/26 | 07/04/26 | Mon, 07/04/26 | Wed, 07/06/26 | Fri, 07/17/26 |

Effective June 8, 2025 – June 6, 2026


**Found at**:
https://www.acumenfiscalagent.com/state/new-jersey/

# Vendor Submission Grace Period

Acumen Fiscal Agent
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During transition, the vendor invoice submission and vendor entry sign-off grace period is **90 days only**.

Starting on *September 28th, 2025*, it will change to **60 days.**

# 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 vendor-nj@acumen2.net**

**By Phone:** (833) 892-0413

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DIRECT CARE INNOVATIONS

**Acumen powered by DCI**

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# THANK YOU!

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