New Jersey DDD - DCI Systems Training for Vendors

Welcome to Acumen!

Thank you for joining the Acumen Family!

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

DIRECT CARE INNOVATIONS

Acumen powered by DCI

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

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?

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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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

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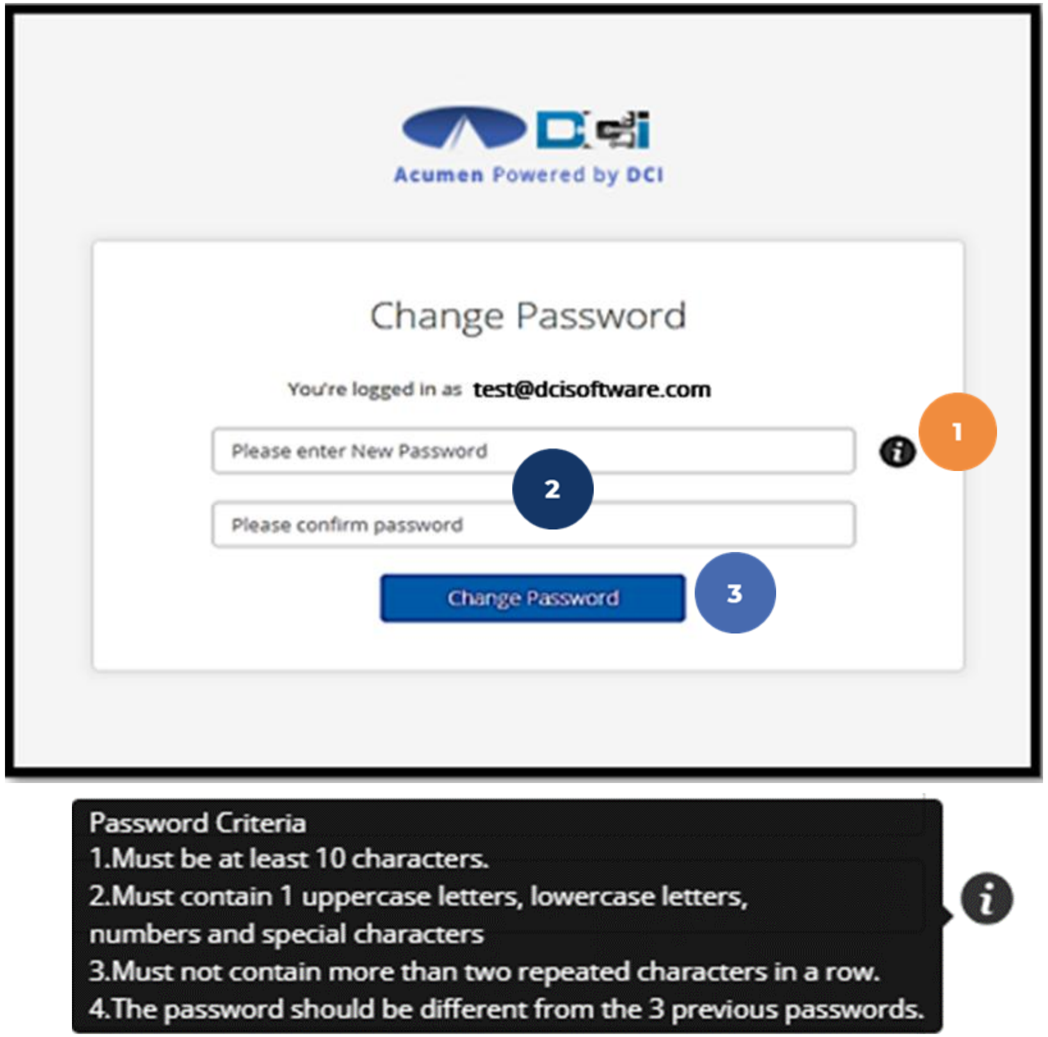
***Please note:** You must verify via the link in your email to login in for the first time

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

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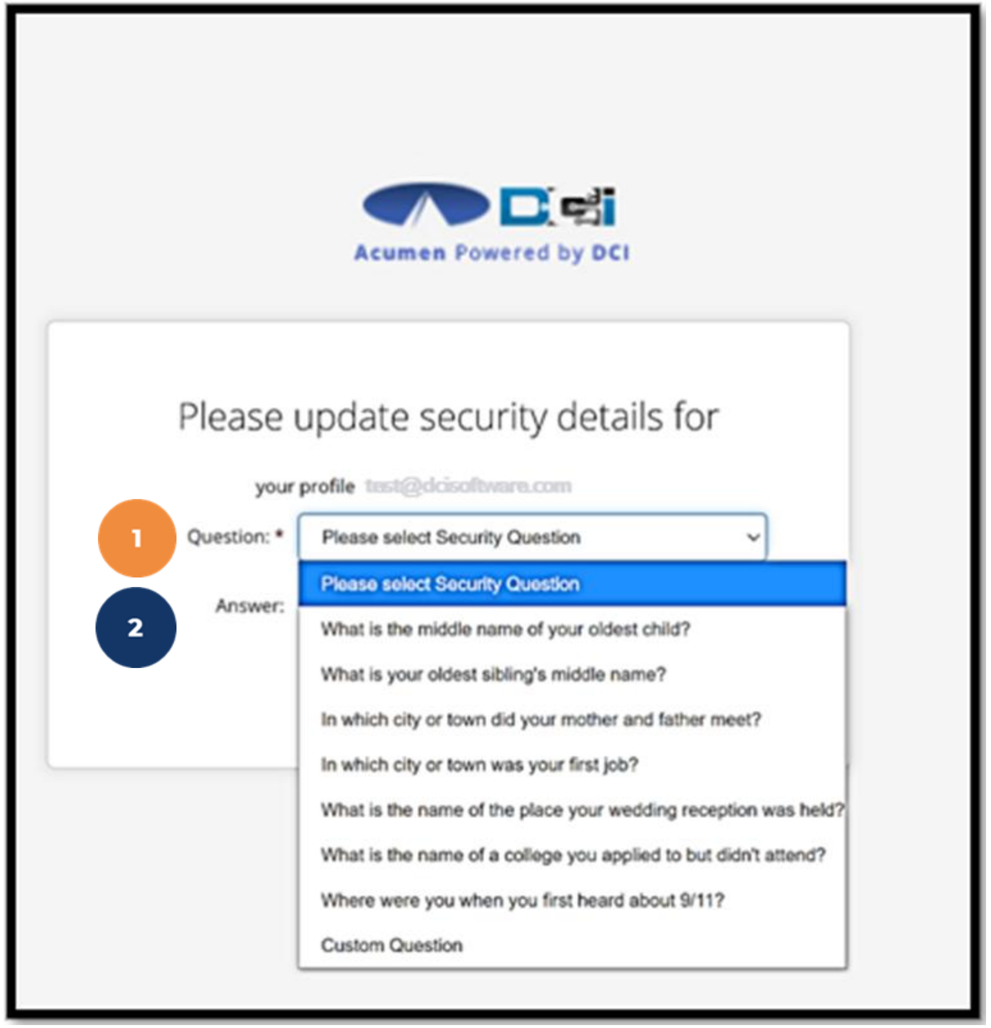
To keep your profile safe, you will need to choose a security question the first time you log in.

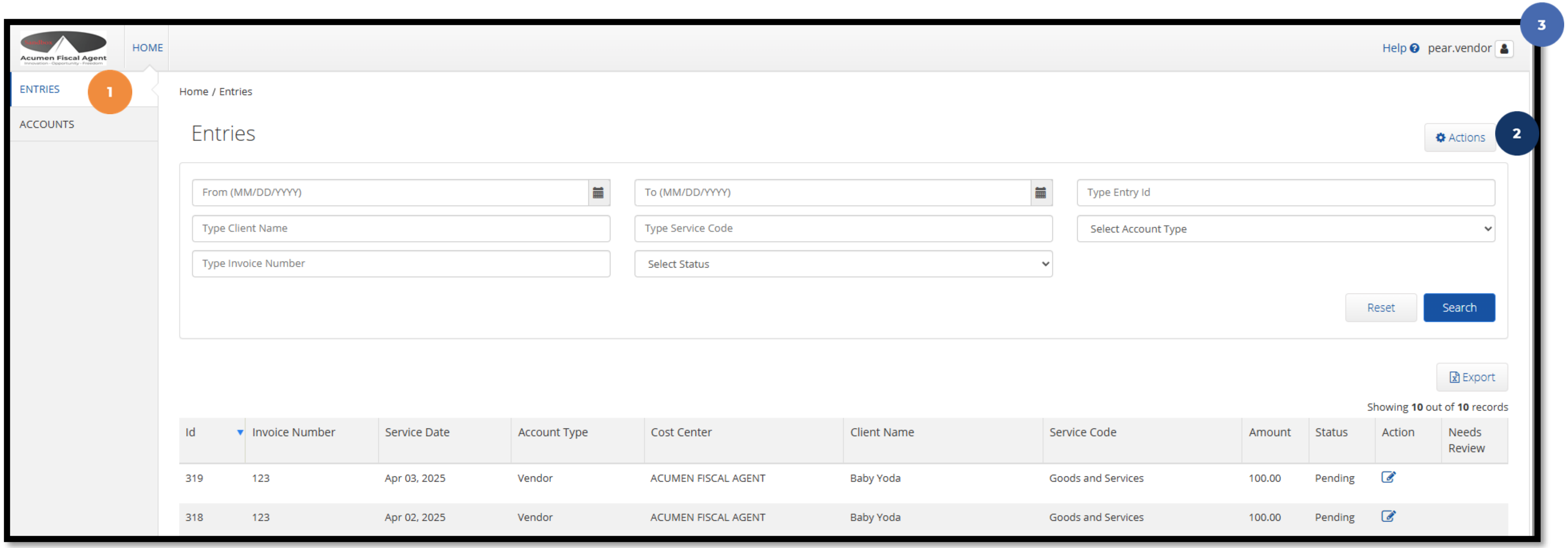
1. Select a question from the drop-down menu
2. The answer must be at least five characters which cannot be repeated in a row

*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**

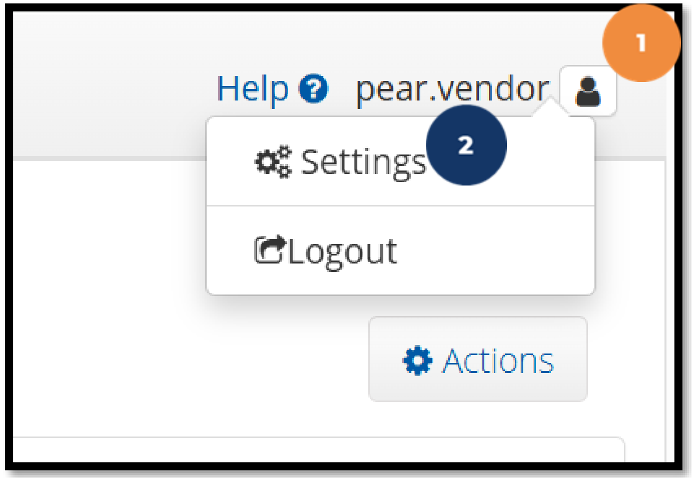


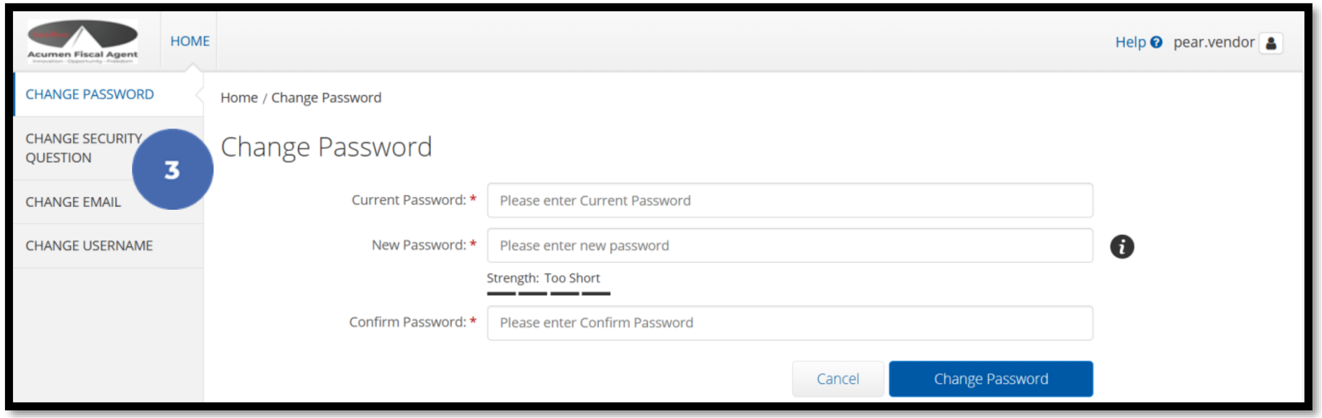
The **Entries Page** is the landing page

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

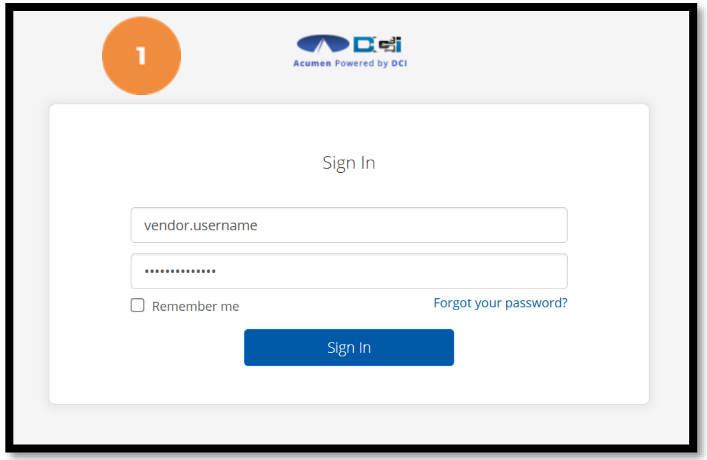




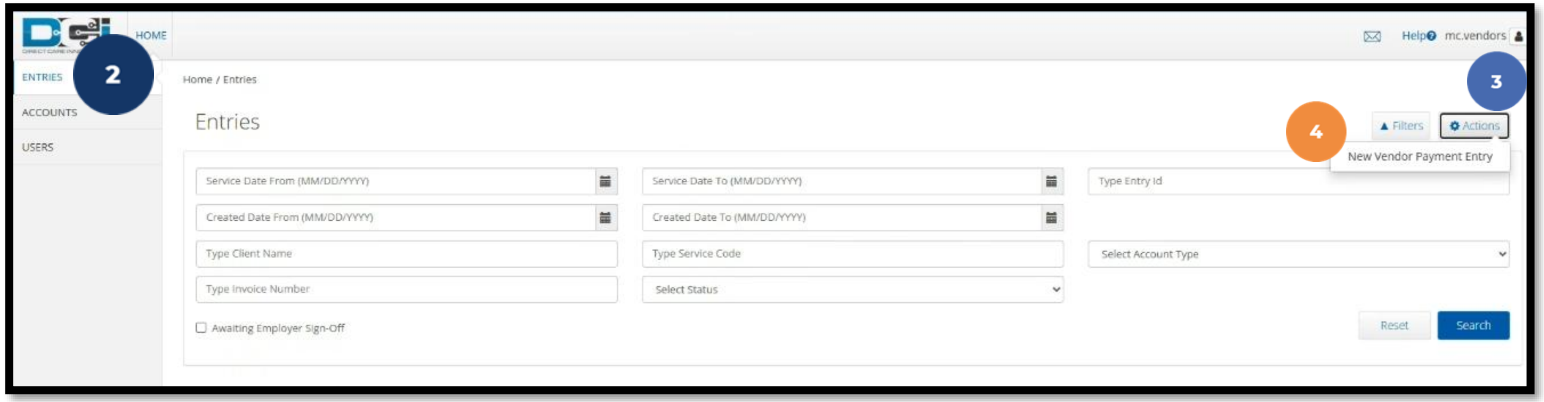
Adding a New Vendor Payment Entry

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

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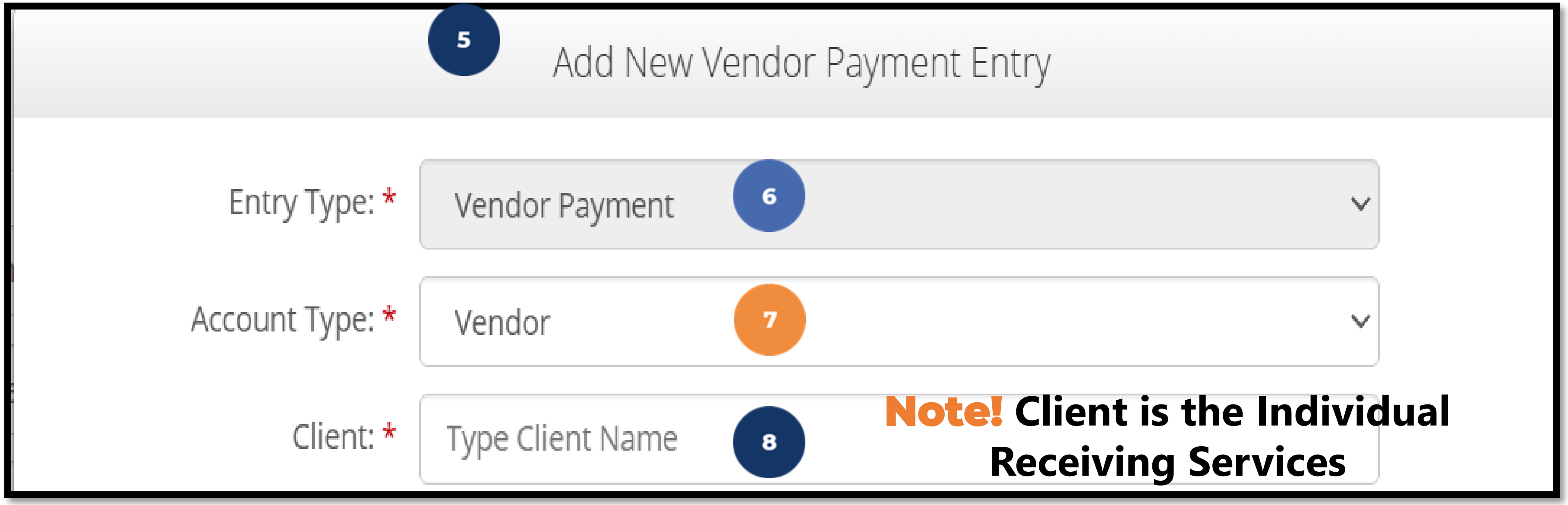
5. Complete the Add New Vendor Payment Entry form wizard
6. Entry Type **(required):** Vendor Payment
7. Account Type **(required): Vendor**
8. Client **(required):** Type the client's name and select it from the drop-down



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

Client: * Type Client Name

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

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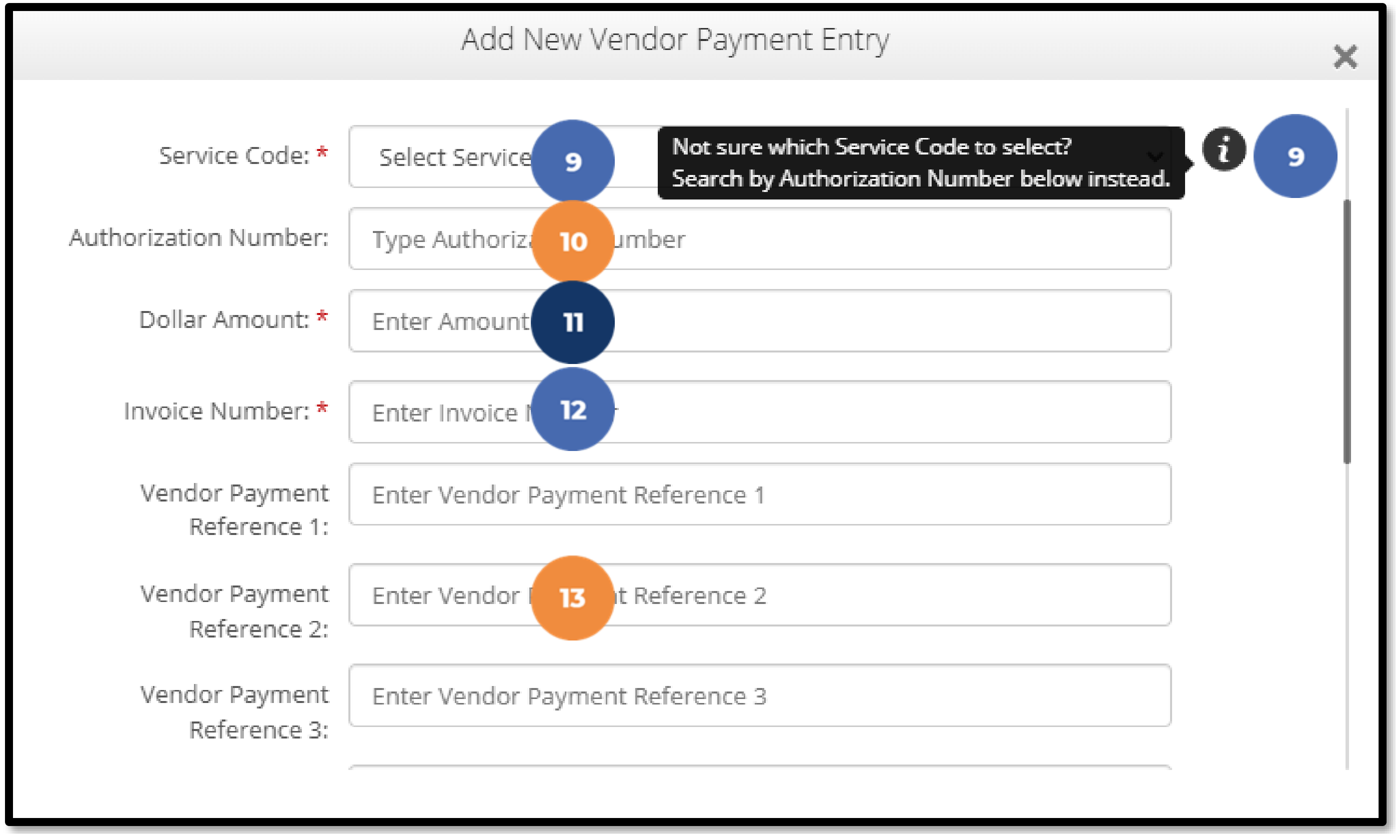
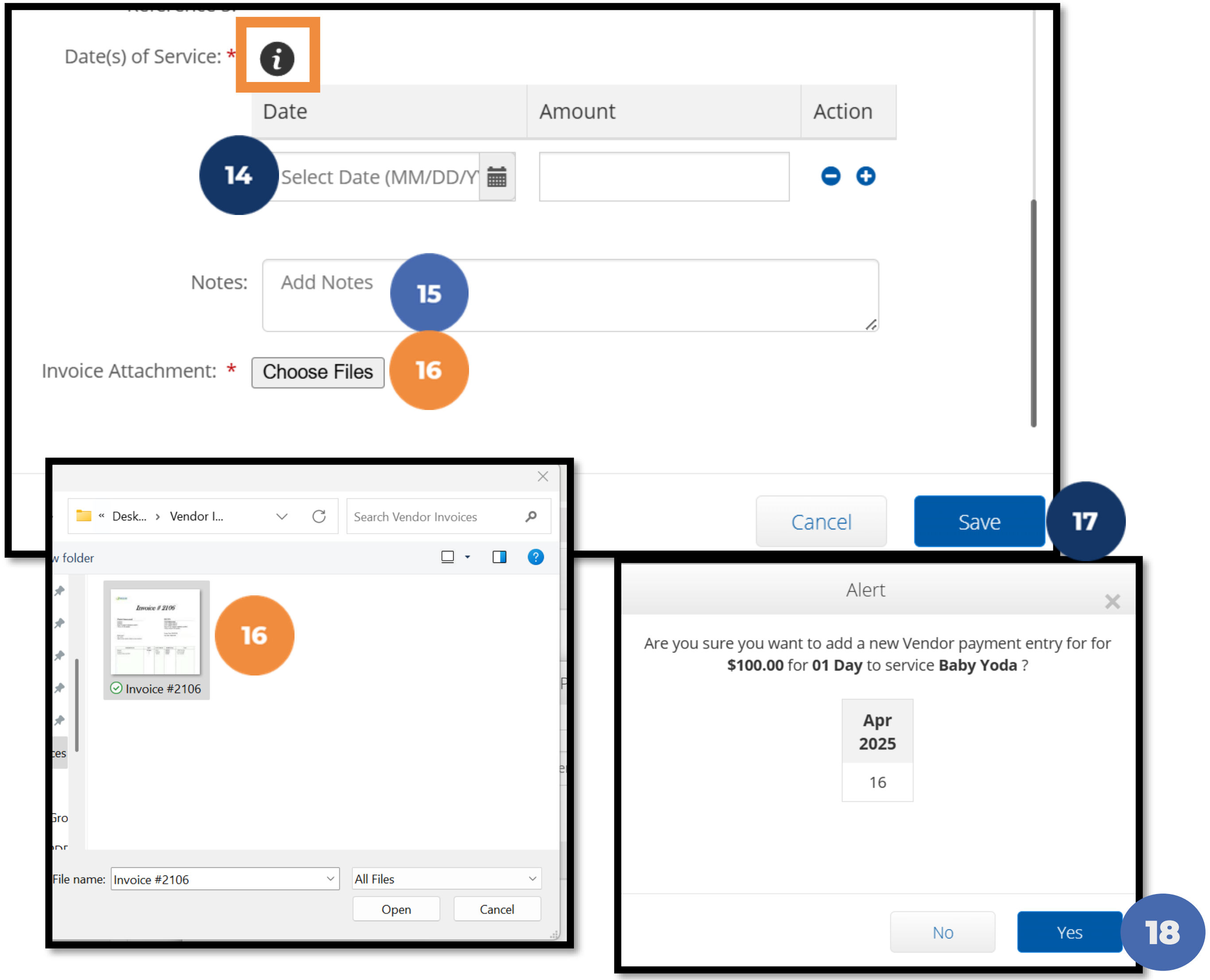
9. Service code (**required**): Select from the drop-down
   - ❖ if you are usure which Service Code to select, there is a *new feature* to search by Authorization Number instead
10. Authorization Number: This number can be found in the ISP
11. Dollar Amount (**required**): Enter the *total* amount for the documentation for all dates of service
12. Invoice Number (**required**): Enter the documentation number
13. Vendor Payment Reference Fields 1-5 (*optional*): Optionally add any additional information regarding the vendor payment



New Vendor Payment Entry

14. 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
15. Notes (*optional*)
16. Invoice Attachment **(required):** Click the **Choose Files** button to select and upload the documentation. Attachment must be in PDF, JPG, or PNG format.
17. Click **Save**
18. Click **Yes** to confirm

The entry is now submitted!



New Vendor Payment Entry

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!

Vendor Enhancements

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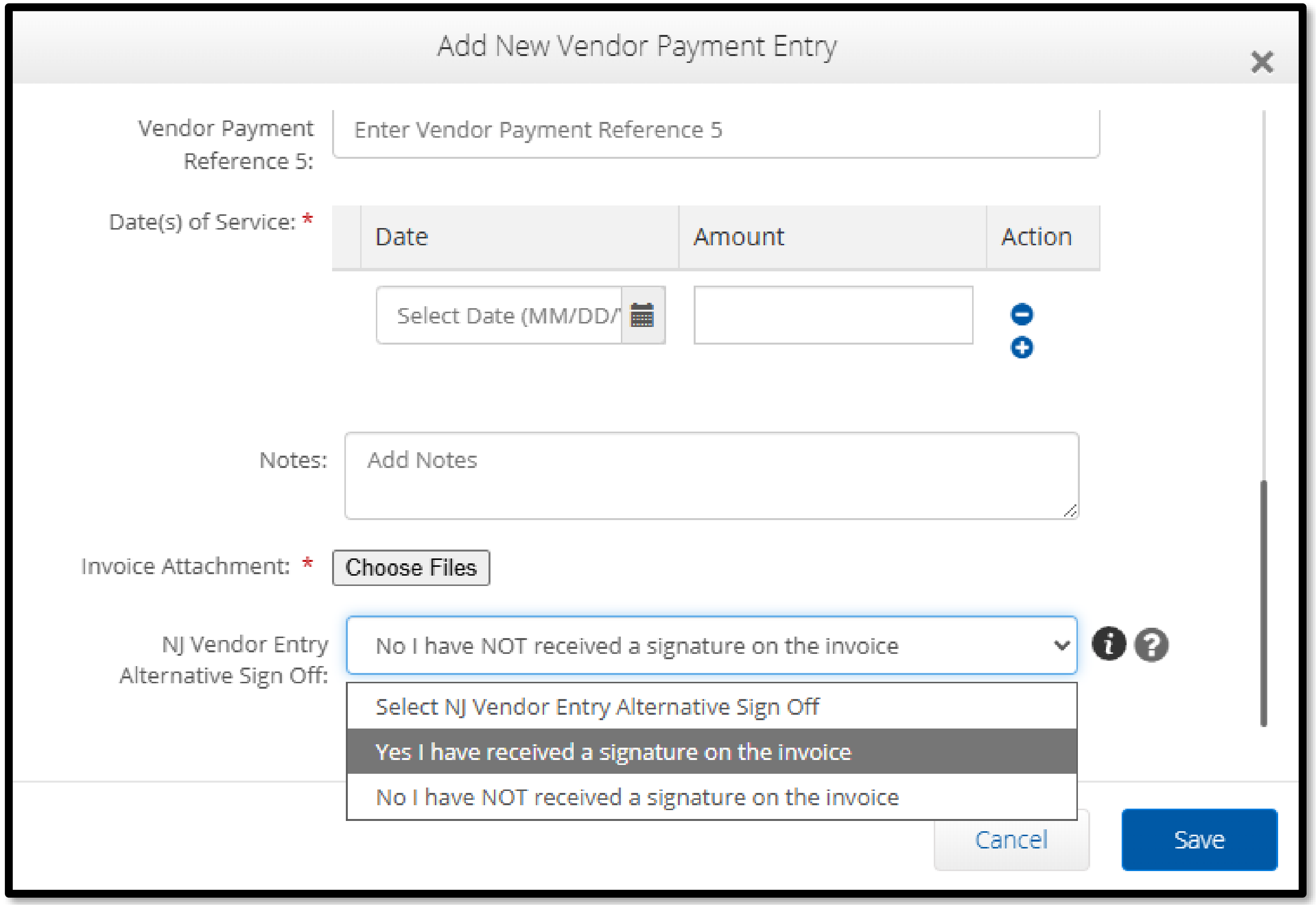
If the Individual/Employer/Authorized Representative is unable to sign off the Supporting Document electronically on the portal

- ✓ The Vendor can collect a wet signature on the invoice at the time of the service
- ✓ The Vendor would add the entry as normal, however, under *NJ Vendor Entry Alternative Sign Off*, they would select **Yes, I have received a signature on the invoice**
- ✓ The Vendor would add the invoice that contains the wet signature
- ✓ Click on **Save**, then **Yes** to confirm



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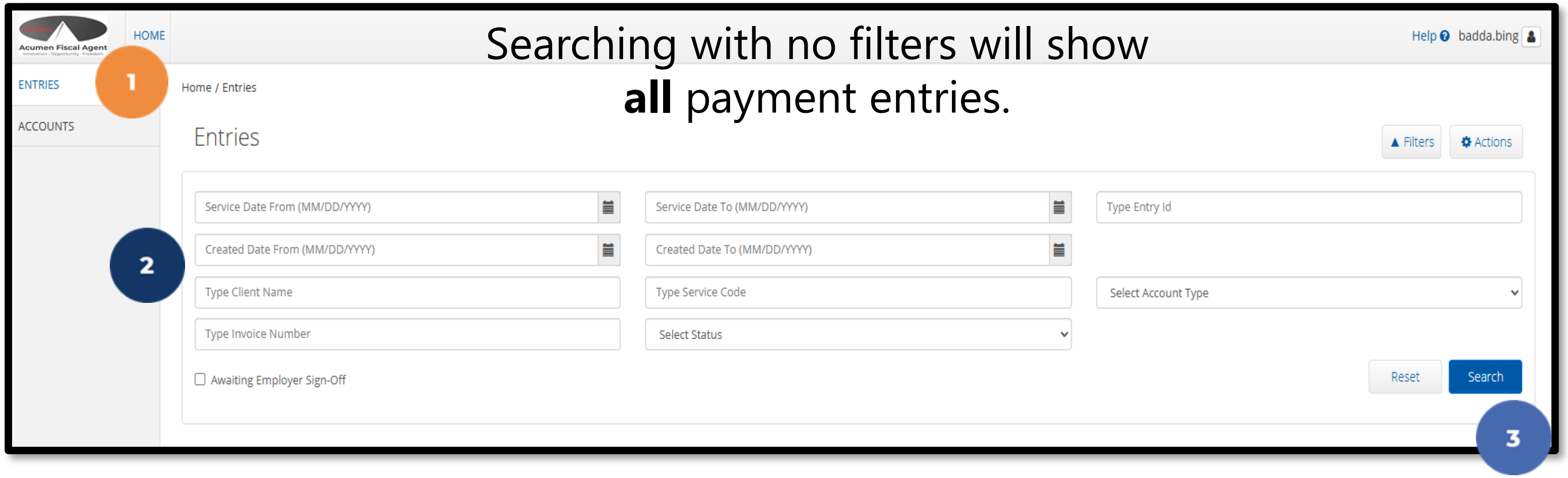
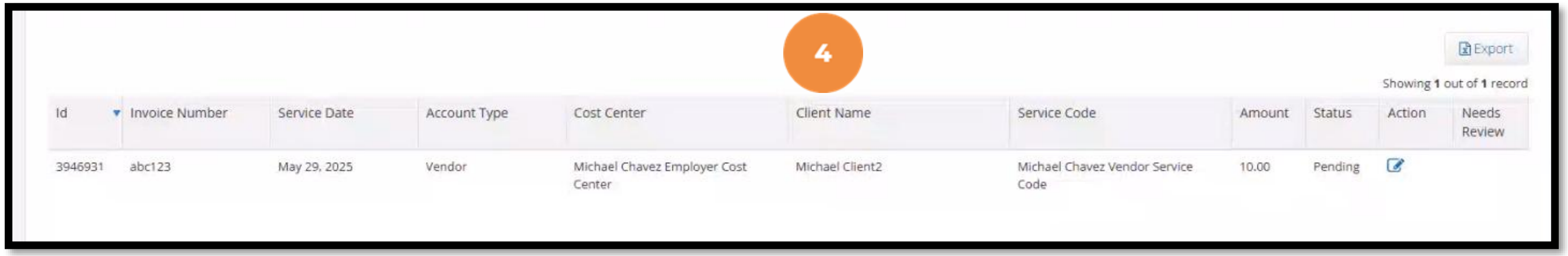
Viewing Vendor Payment Entries

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

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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

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.

Enhancements and Updates

Send Sign-Off Reminder!

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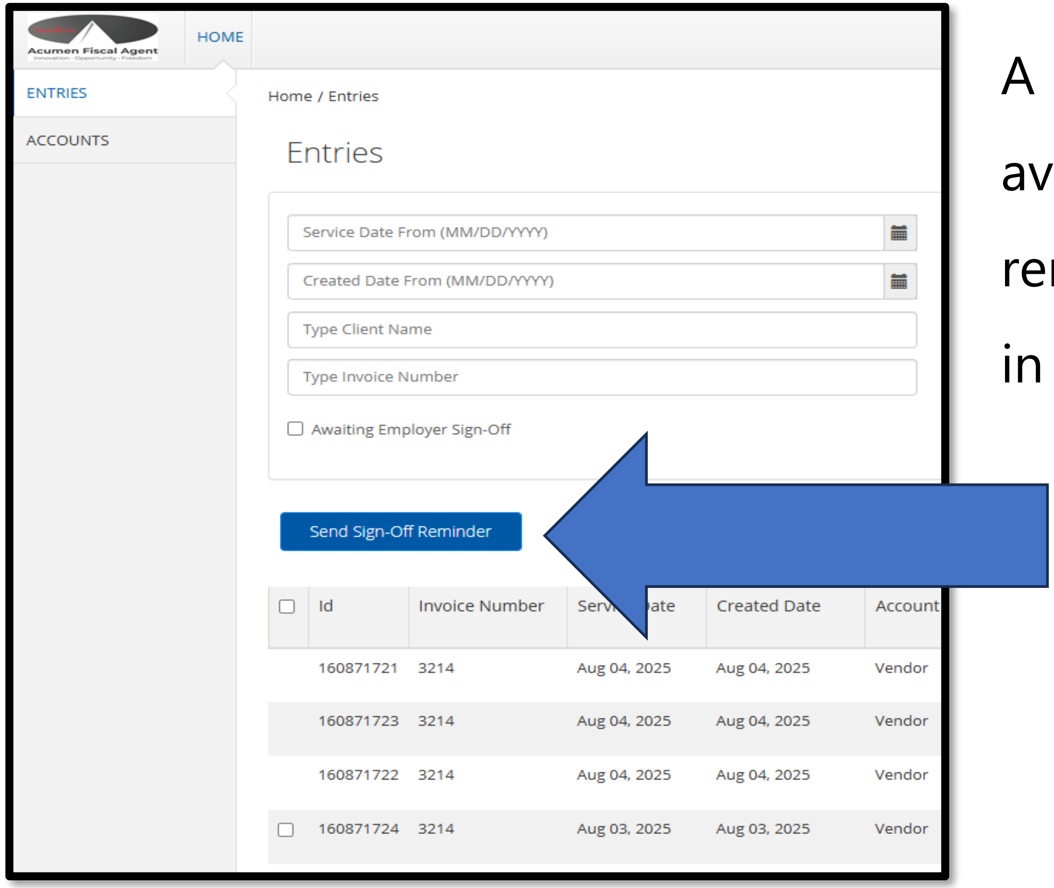
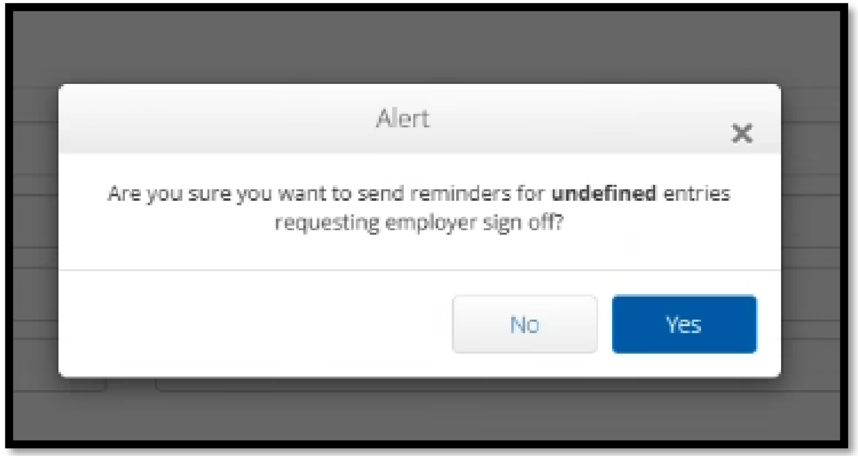
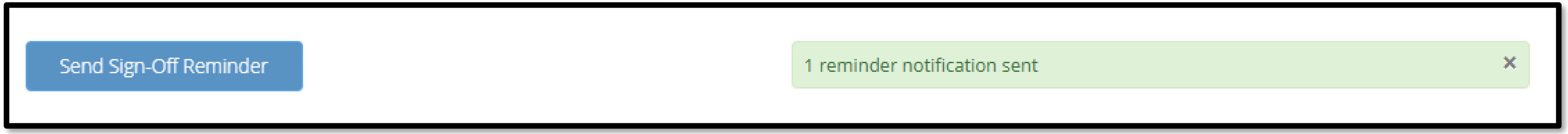


A new ***Send Sign-Off Reminder*** button is now available on the Entries page allowing vendors to remind Employers/Auth Reps to sign-off on entries in a pending status!

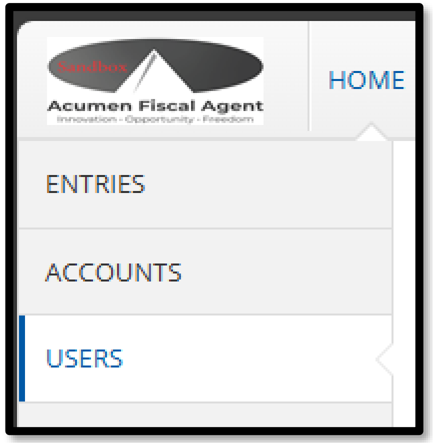


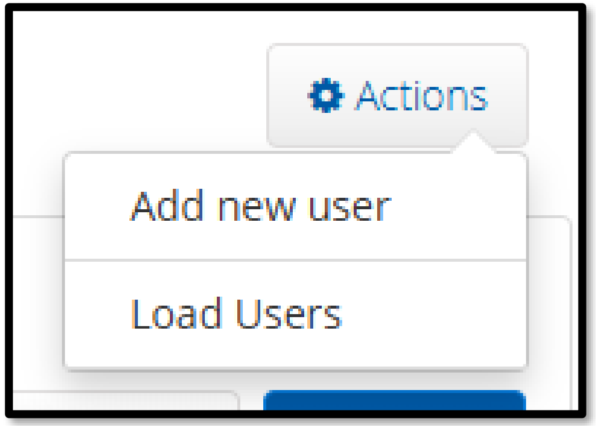


Vendor Enhancements

The primary user associated to the Vendor Profile when login is enabled is now called the ***Vendor Account Owner***.

- ✓ The Vendor Account Owner has a ***Users*** tab on the submenu allowing them to create and manage additional *Vendor Users*.
- ✓ ***Vendor Users*** are minor users associated to the Vendor profile.
  - Vendor Users have their own usernames and passwords.
  - They can view, create, edit pending entries, and send vendor payment reminders to employers.
- ✓ The Vendor Account Owner can message their respective employers and clients, they can also reply to messages sent to them through the Messaging Module.





***Please note:** Vendor users cannot use the Messaging Module

Vendor Enhancements

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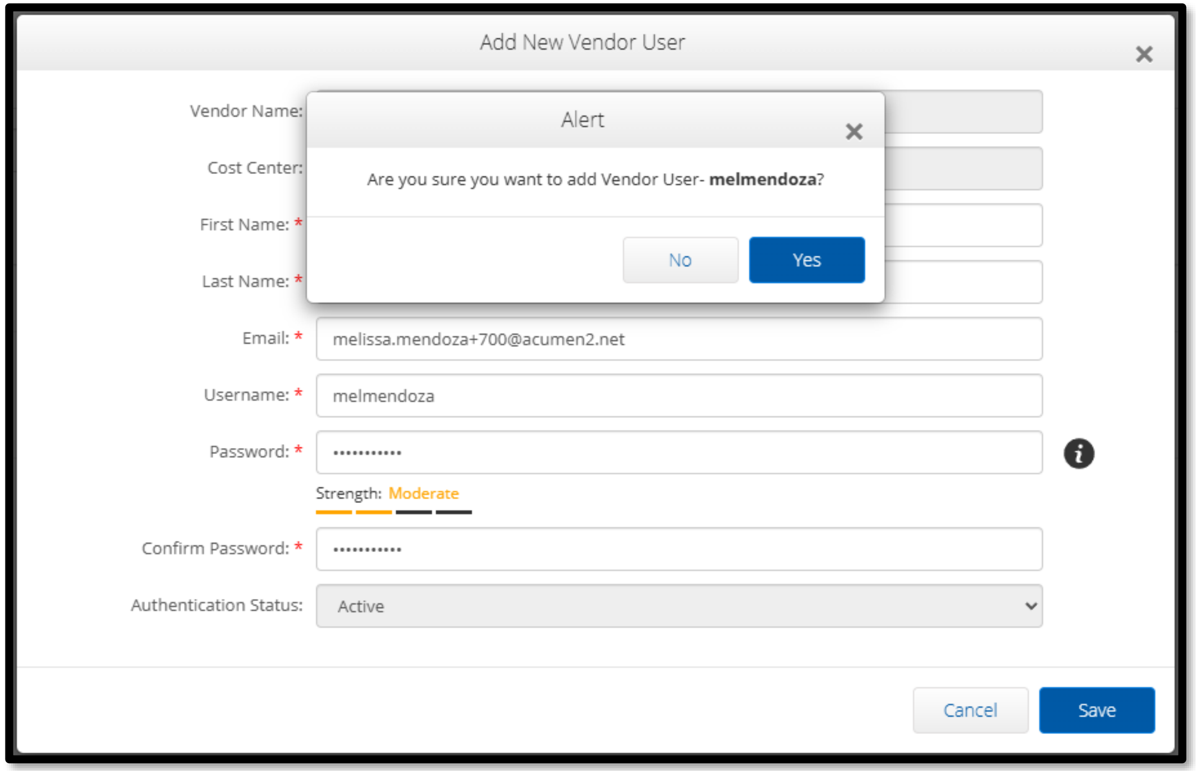
The **Vendor Account Owner** will add a new **Vendor User**

- ✓ Click on the **Users** tab on the submenu
- ✓ Click on the **Actions** button on the top-right corner
- ✓ Select **Add new user** from the drop-down menu
- ✓ Enter the Vendor User information and create new credentials
- ✓ Click on **Save**, then **Yes** to confirm



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Editing Vendor Payment Entries

Edit Vendor Payment Entries

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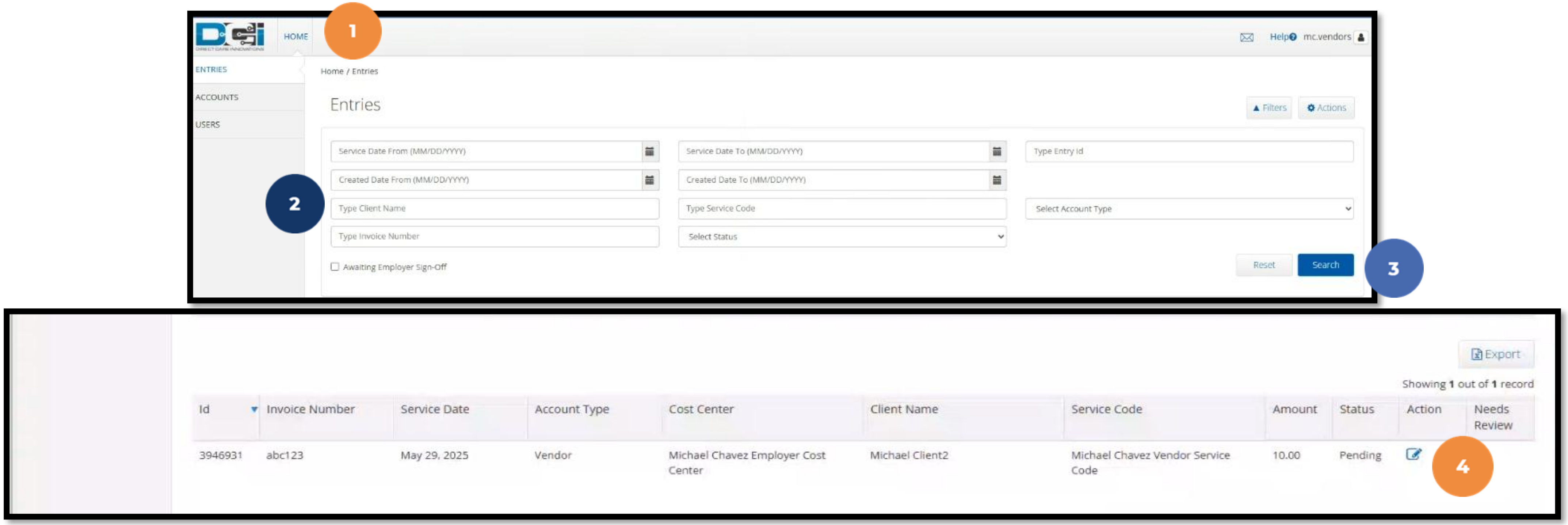
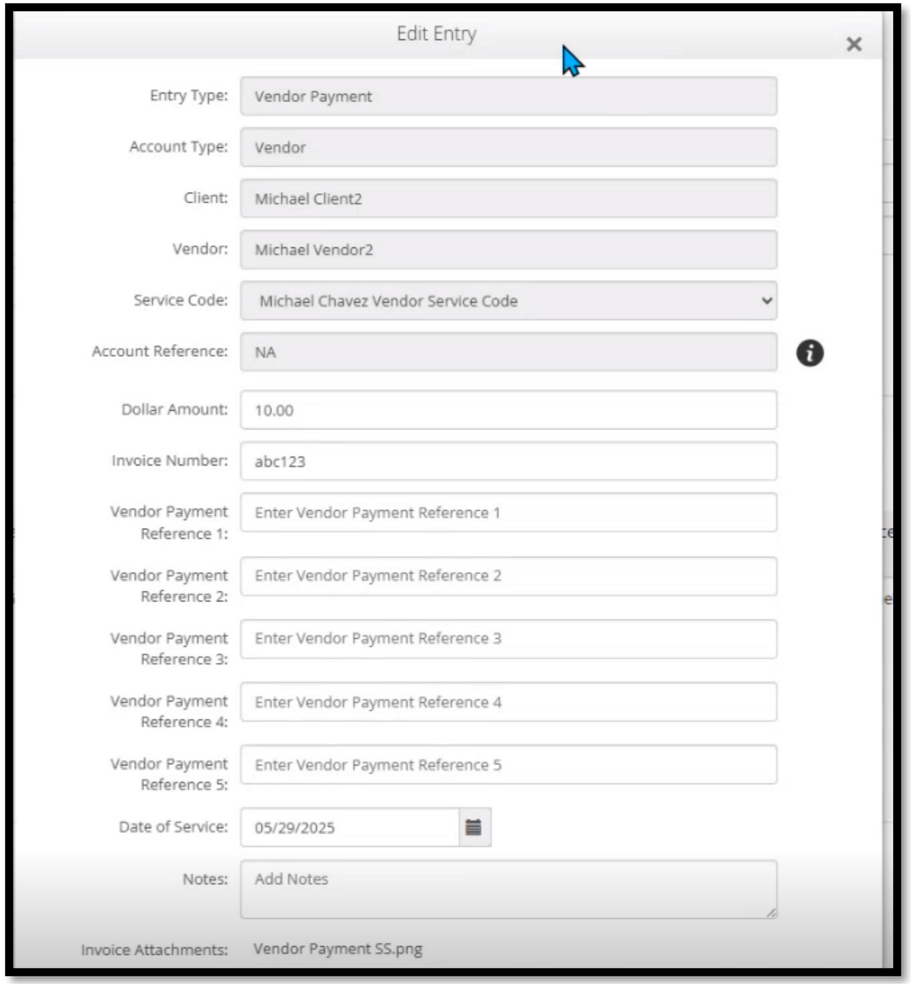
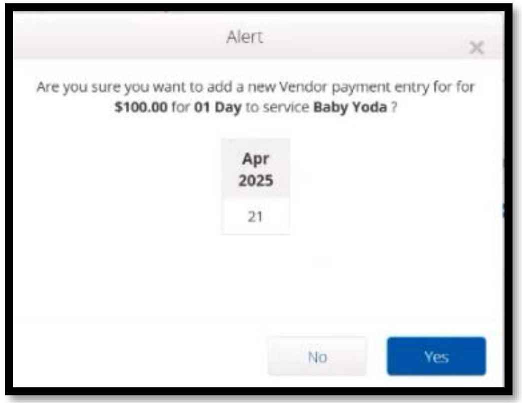
1. From the Home tab, select Entries on the submenu
2. Add any search filters to search for a specific entry (Ex: Client Name, Service Dates, Entry Id)
3. Click the blue **Search** button. Results will appear.
4. Find the vendor entry you need to edit and select the pencil icon



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)





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 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

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.

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Resources

Vendor 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
- 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!

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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

THANK YOU!

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