# New Jersey DDD - DCI Systems Training for Individuals and Authorized Representatives

## 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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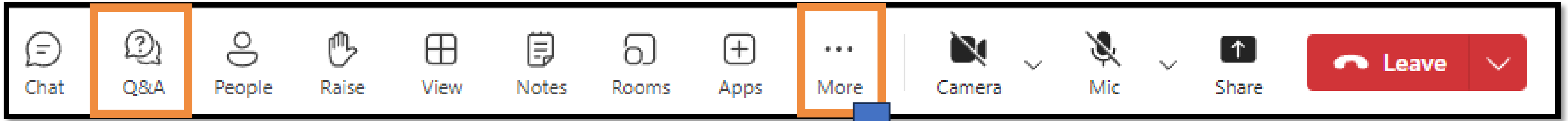
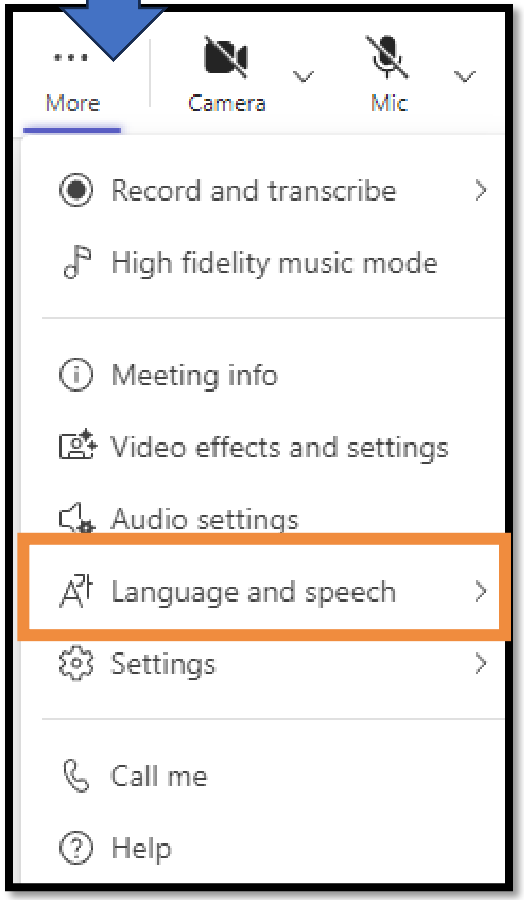


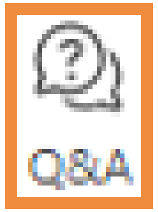

- Ensure the Camera is disabled (as pictured above with a line through them)
- Your Microphone will be on mute, please remain on mute until the questions and answers section at the end.
- Today we will not be using the Chat (disabled) or Raise hand features
- Click the **Q&A** button to type & send your 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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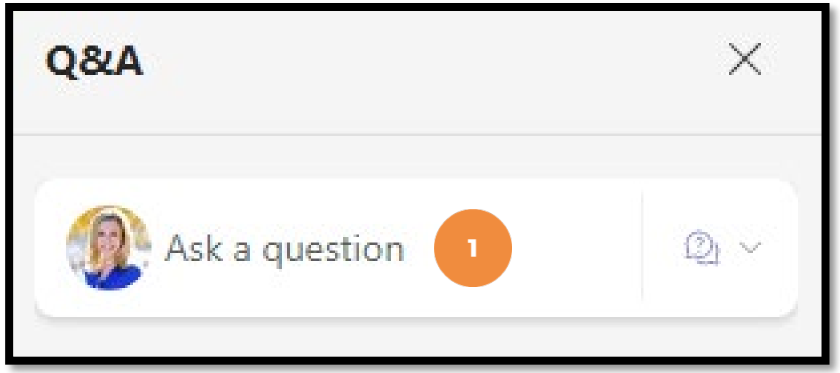
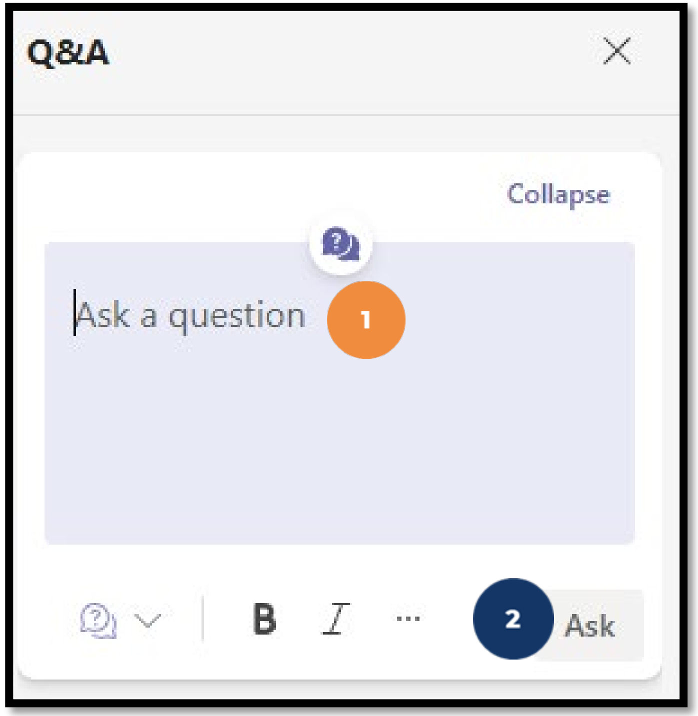
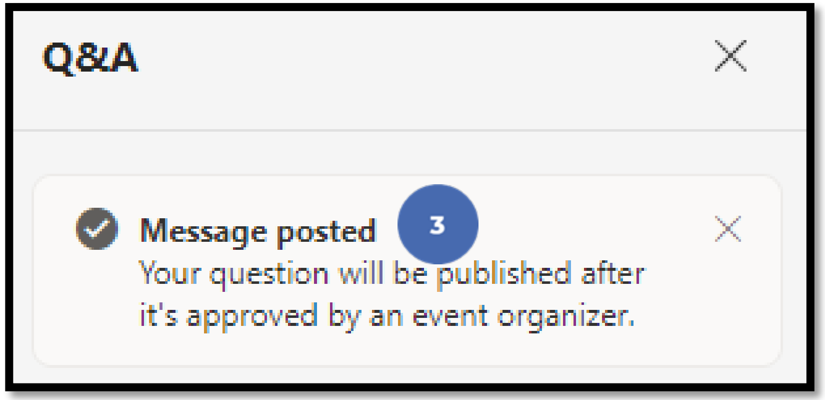
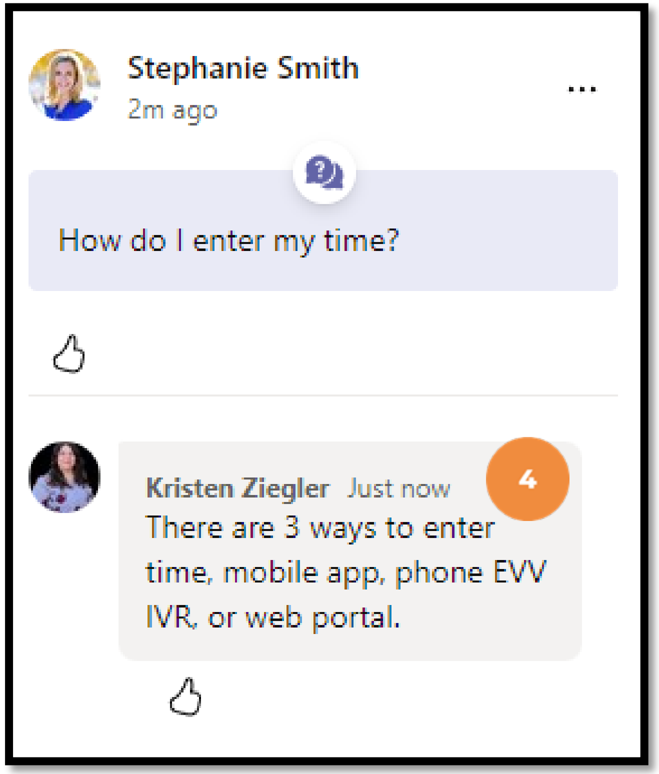



1. After clicking the Q&A button, **type your question** in the Ask a question field
   - ❖ <u>Please do not include any confidential information</u> or the question cannot be published & answered
2. Click the **Ask** button
3. Message posted displays




4. Moderators review, approve & post your question.



# Agenda

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- Why You Are Here/Acumen & DCI
- DCI Web Portal & Profile Settings
- Vendor Lists, Sign off/Reject Payment Entries
- Clients, Reports & Submitting Vendor Entries in DCI
- FAQ's, Resources & Q/A

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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.

# 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.

## DCI System

In DCI System training, you'll learn how to navigate the DCI system using the web version 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 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.

# 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 supporting documentations for payment approval by the individual or their authorized representative.


**Web Browsers**

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

# DCI Terms

# DCI Terms

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**Client:** The Individual receiving services

**Authorized Representative:** An individual who is allowed to represent a Client, manage the Client's care, and manage the Client's enrollment.

- **Note**: The Authorized Representative and the Client can be the same person. For Client's receiving vendor only services, an employer is **NOT** required. Authorized Representatives who completed the electronic enrollment in EES <u>will be referred to as Employers in DCI</u>.

# 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 **Auth Rep Username** (created during enrollment)
3. Enter the **Auth Rep Password** (created during enrollment)
4. Utilize the “**Forgot your password?**” link if needed
5. Click the blue **Sign In** button

1 **acumen.dcisoftware.com**


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

# Initial Log In

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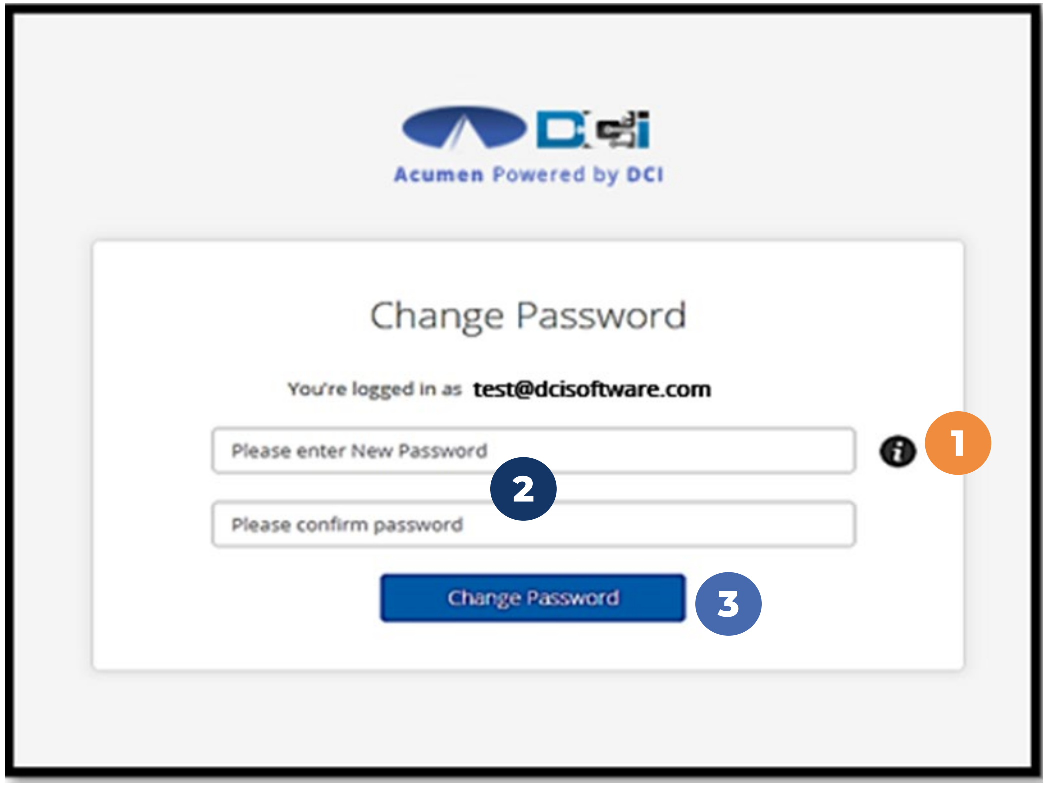
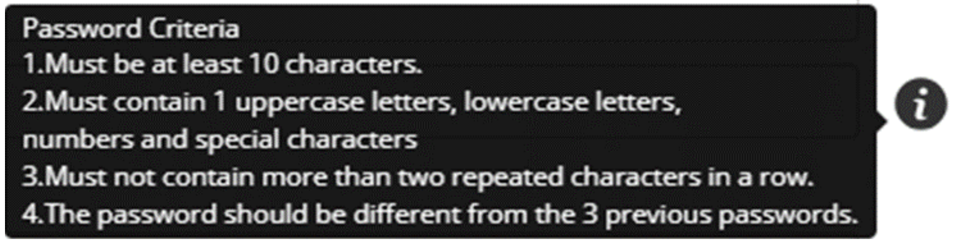
***Please note:** You must verify your account via the link in your email to login in for the first time*

**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.*



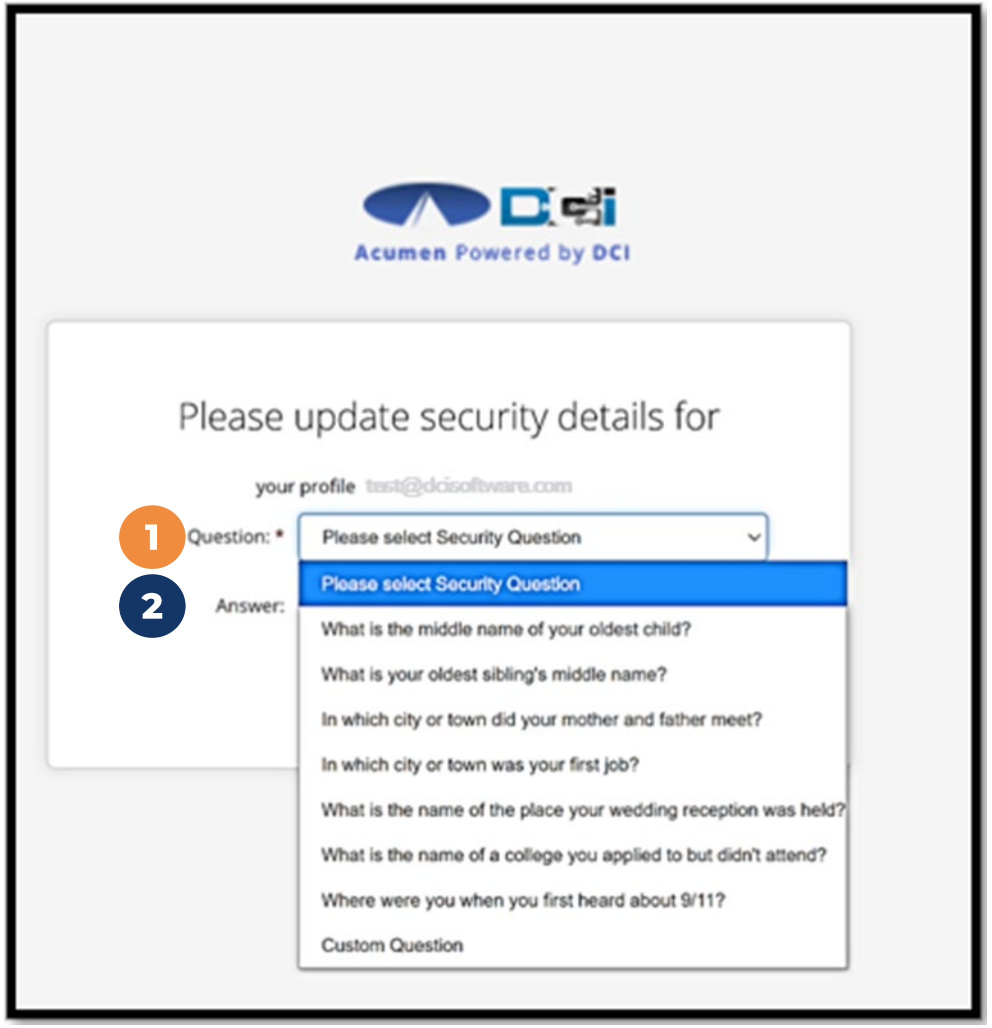
# Security Question

**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/Dashboard

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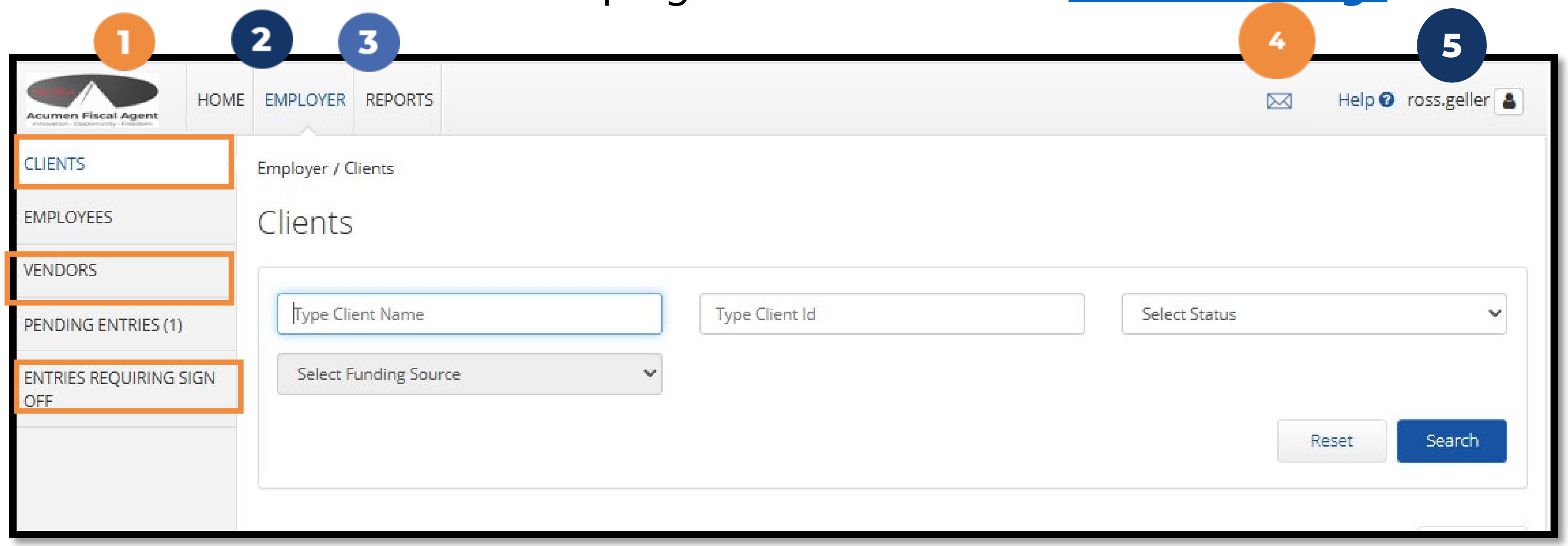
1. Select the **Home** or Acumen Icon to view your home page/dashboard
2. Select **Employer** to see your Employer submenu
   - You can view your Clients, Vendors, and Vendor Entries Requiring Sign Off
3. Select **Reports** to show the Reports available
4. The envelope icon will open your **Messaging Module**
5. Click on the **username** in the top right corner to access **Profile Settings**




**Note**: You will **not** need to use the Employee and the Pending Entries on the submenu

# Profile Settings

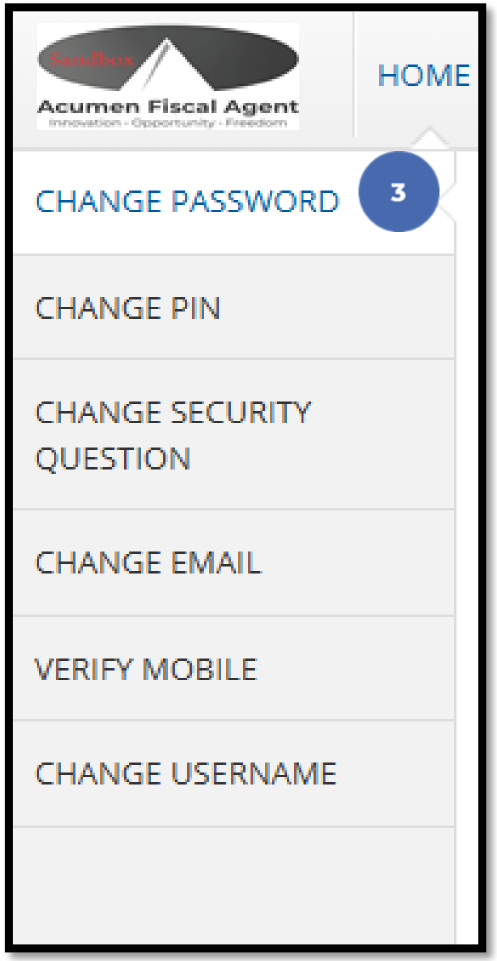
***Please note!** Profile settings are only available on the full site

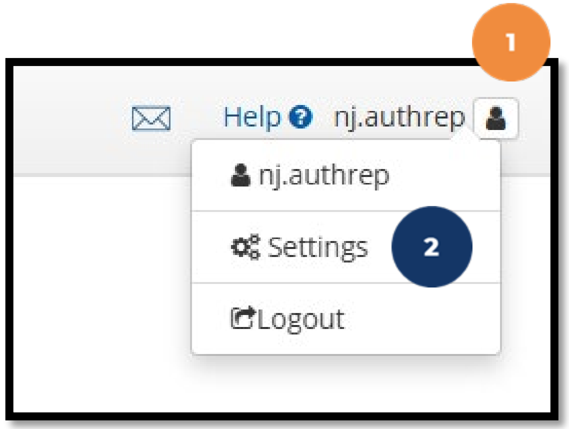
1. Click the **username** in the top right corner of the main menu

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
   - **Verify Mobile**
   - **Change Username** – Used for login

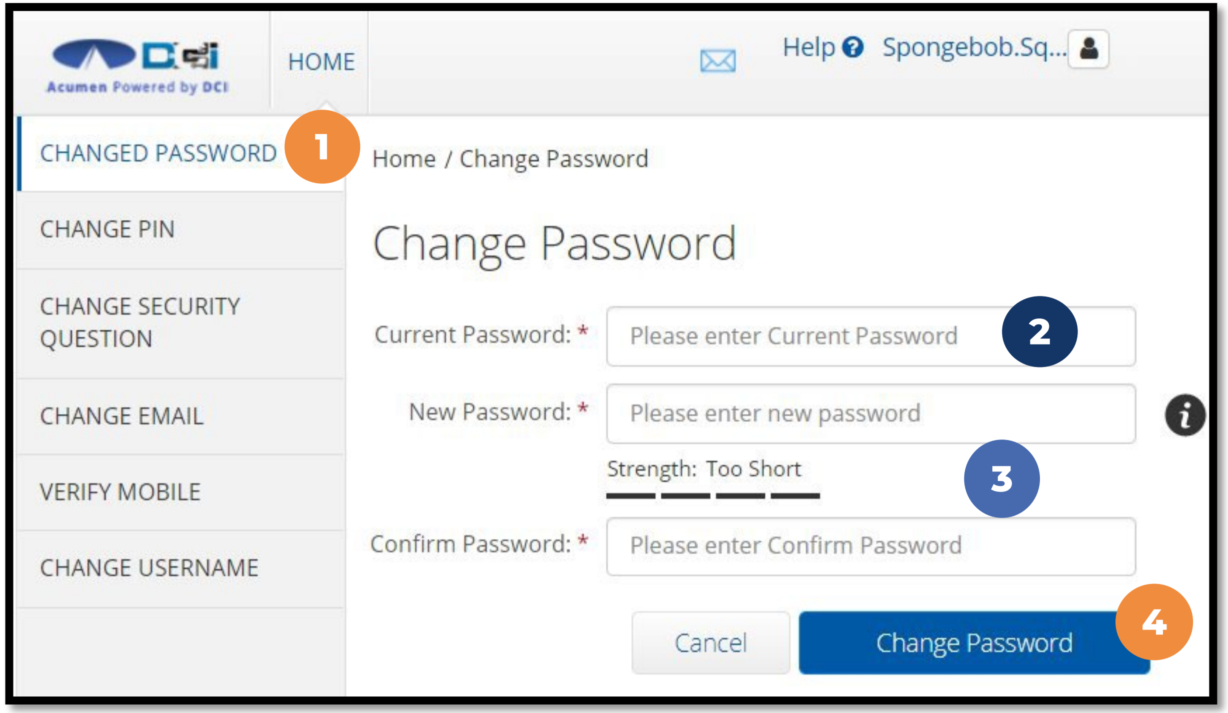


# Change Password

**Once Profile Settings are open**

1. Select Change Password from the sub menu
2. Enter current password
3. Enter new password twice
4. Select Change Password and Confirm




**Pro Tip:**
Be sure to follow Password Criteria.
Make it secure & easy to remember.

Password Criteria
1. Must be at least 10 characters.
2. Must contain 1 uppercase letters, lowercase letters, numbers and special characters
3. Must not contain more than two repeated characters in a row.
4. The password should be different from the 3 previous passwords.

# Change Security Question

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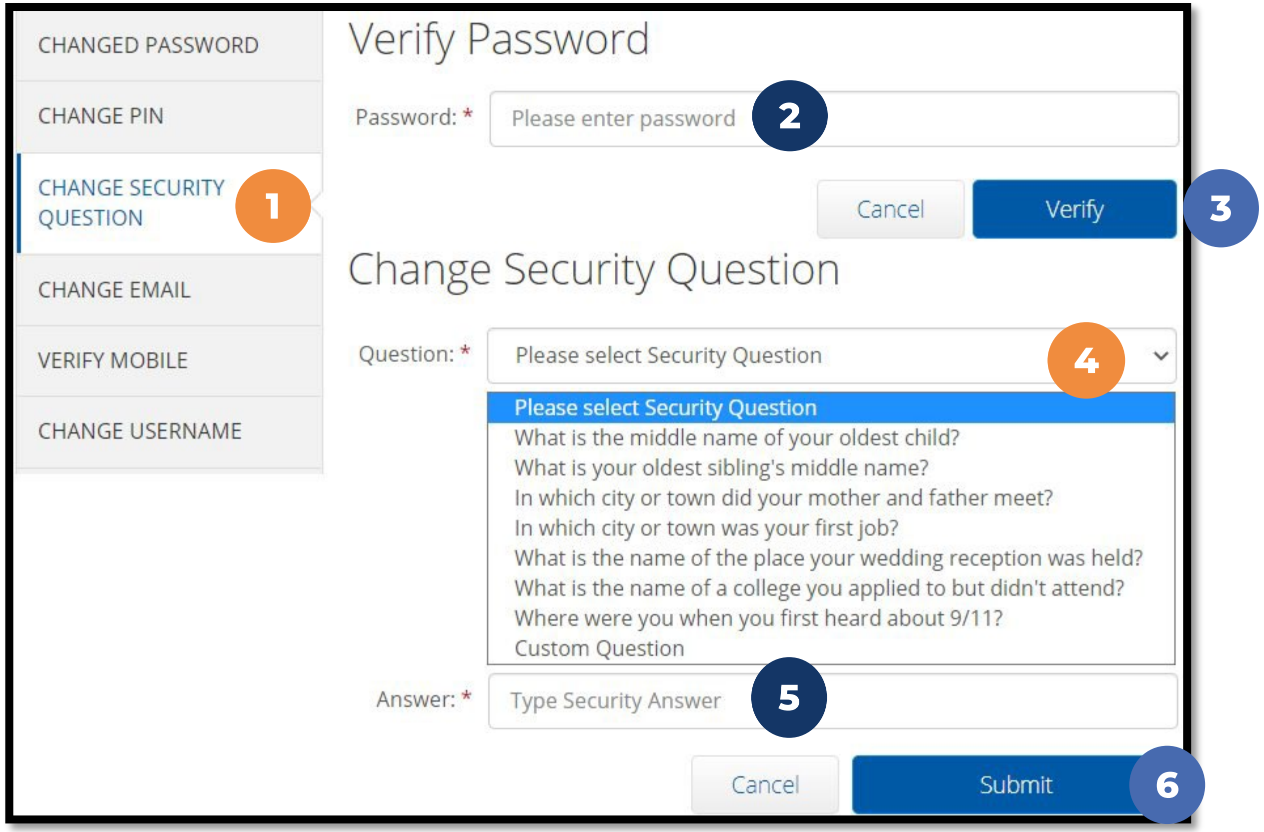
**Once Profile Settings are open**

1. Select Change Security Question
2. Enter current password
3. Select Verify
4. Select question from list
5. Type answer to question
6. Select submit and confirm



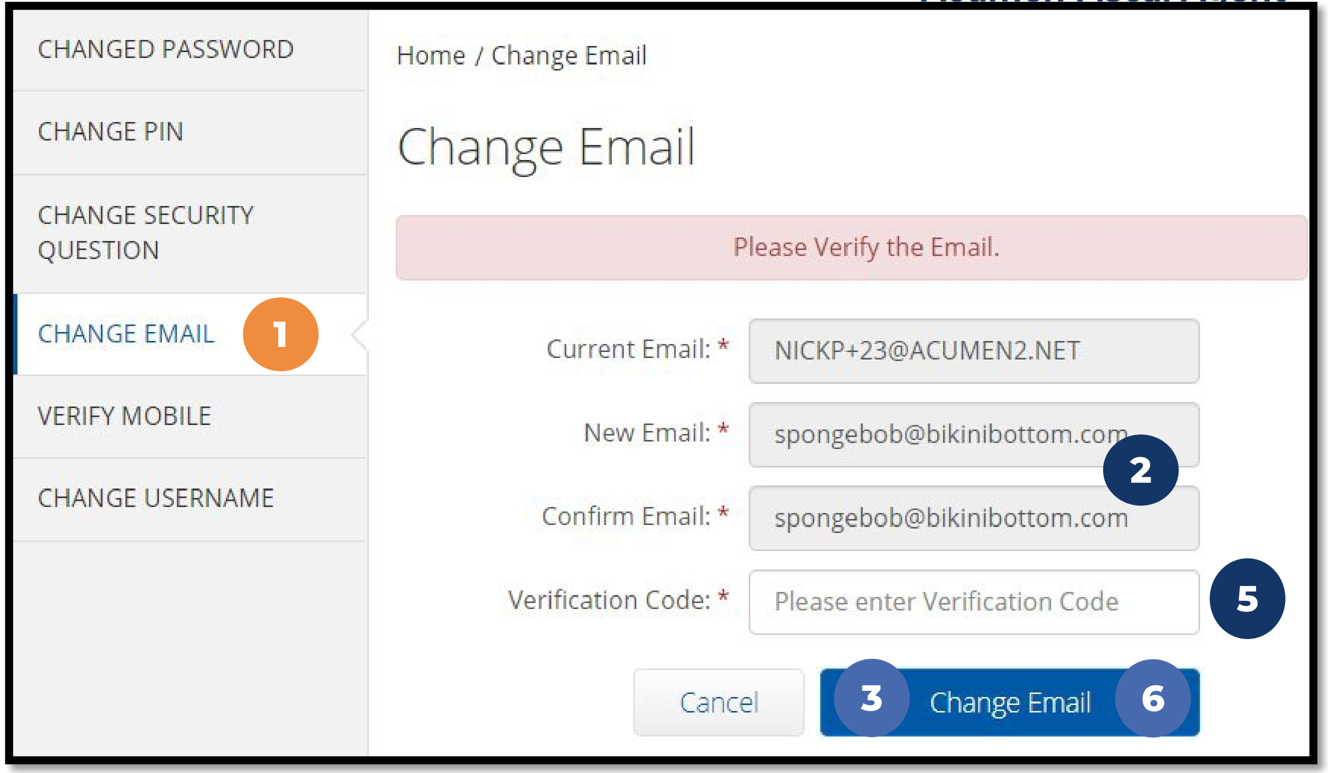
# Change Email

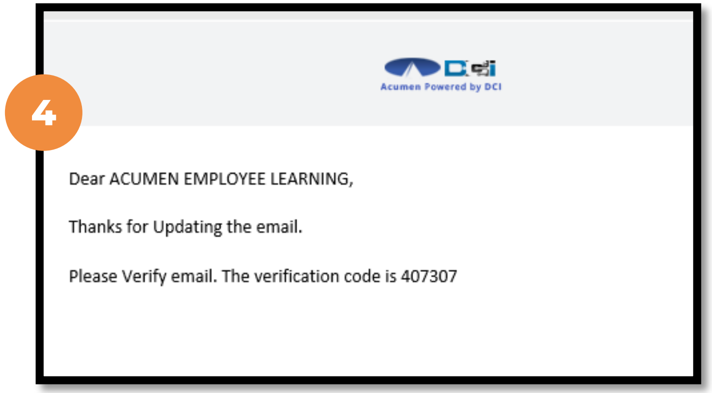
**Once Profile Settings are open**

1. Select Change Email from the menu
2. Enter new email twice to confirm
3. Select Change Email
4. Check email for verification code
5. Enter code from email
6. Select Change Email and confirm

**Pro Tip:**

Emails will help you reset passwords on your own.

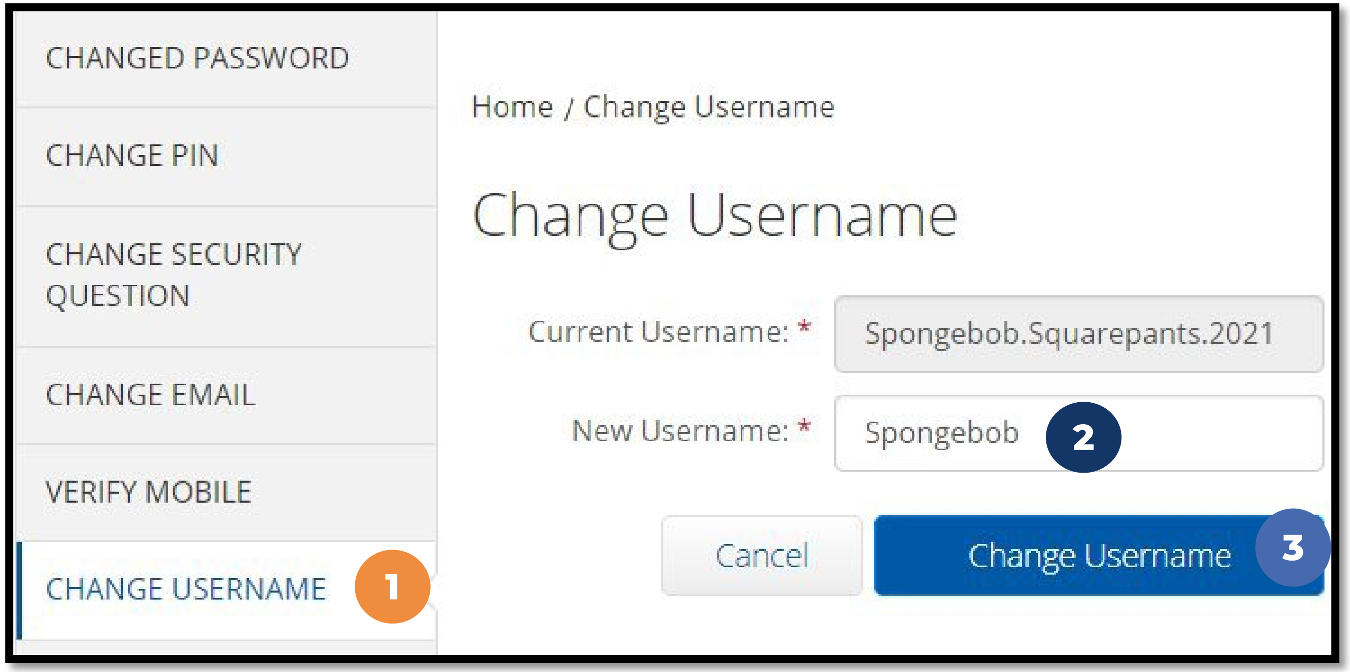


# Change Username

**Once Profile Settings are open**

1. Select Change Username
2. Enter new Username
3. Select Change Username and confirm




***Pro Tip:***
*Create a Username that is both secure & easy to remember*

# Web Portal Messaging Module

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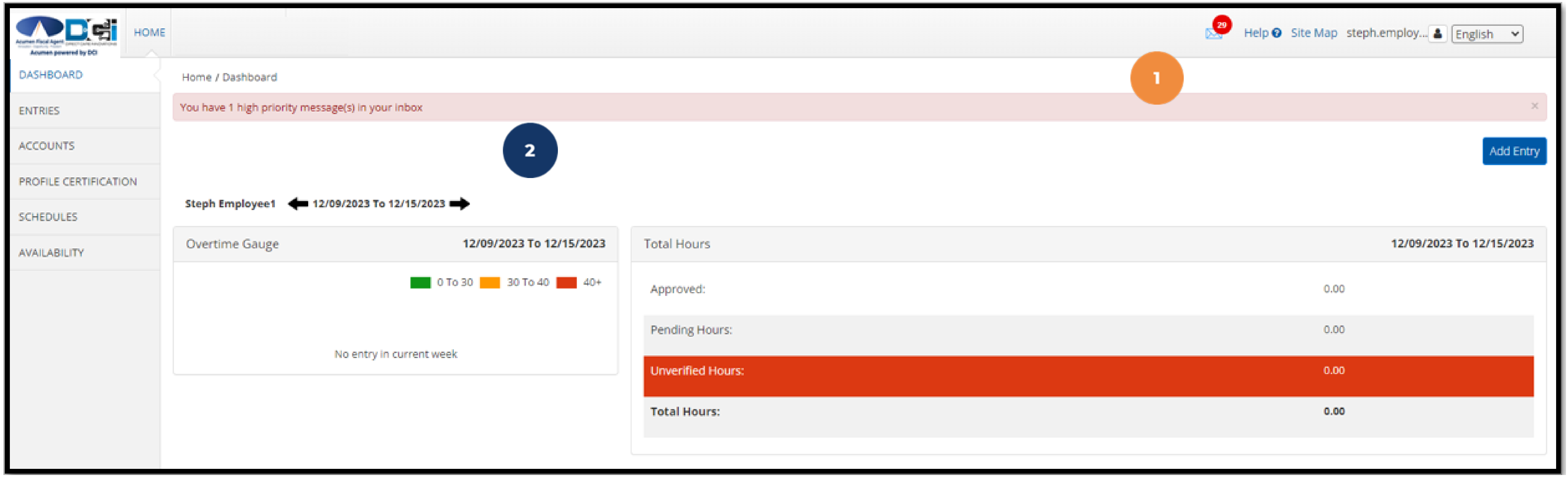
1. Click the **Mail** icon (envelope) in the top right corner of the main menu to access the inbox

2. Alternatively, if the red **high priority message banner** displays, click it to access the inbox.

# Web Portal Messaging Module

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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


Archive | Delete | Export

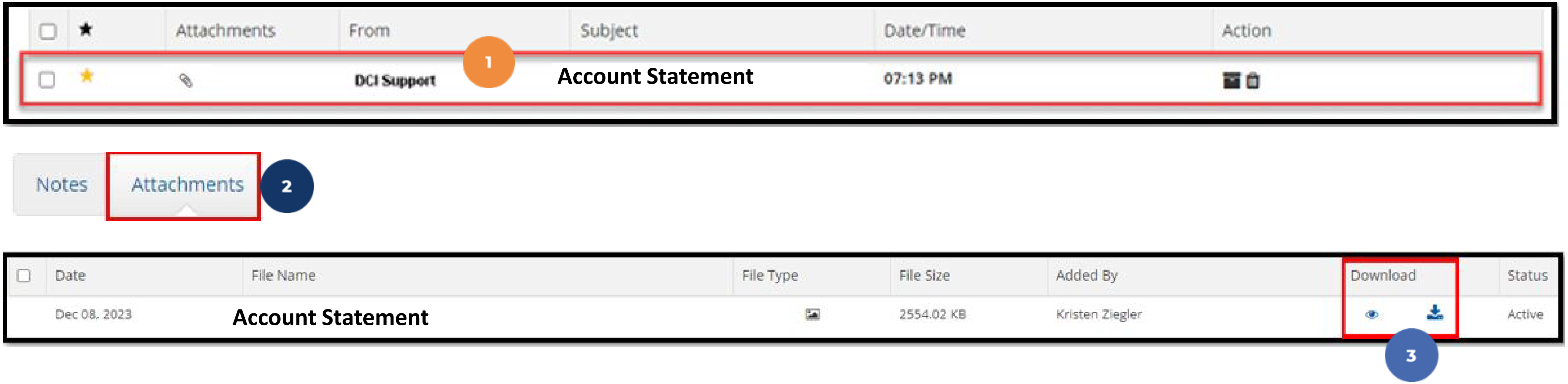
Showing **30** out of **72** records

| ☐ | ★ | Attachments | From | Subject | Date/Time | Action |
|---|---|---|---|---|---|---|
| ☐ | ★ | 📎 | **DCI Support** | **Account Statement** | **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 | |

**Account Statement**

# View Messages via Messaging Module

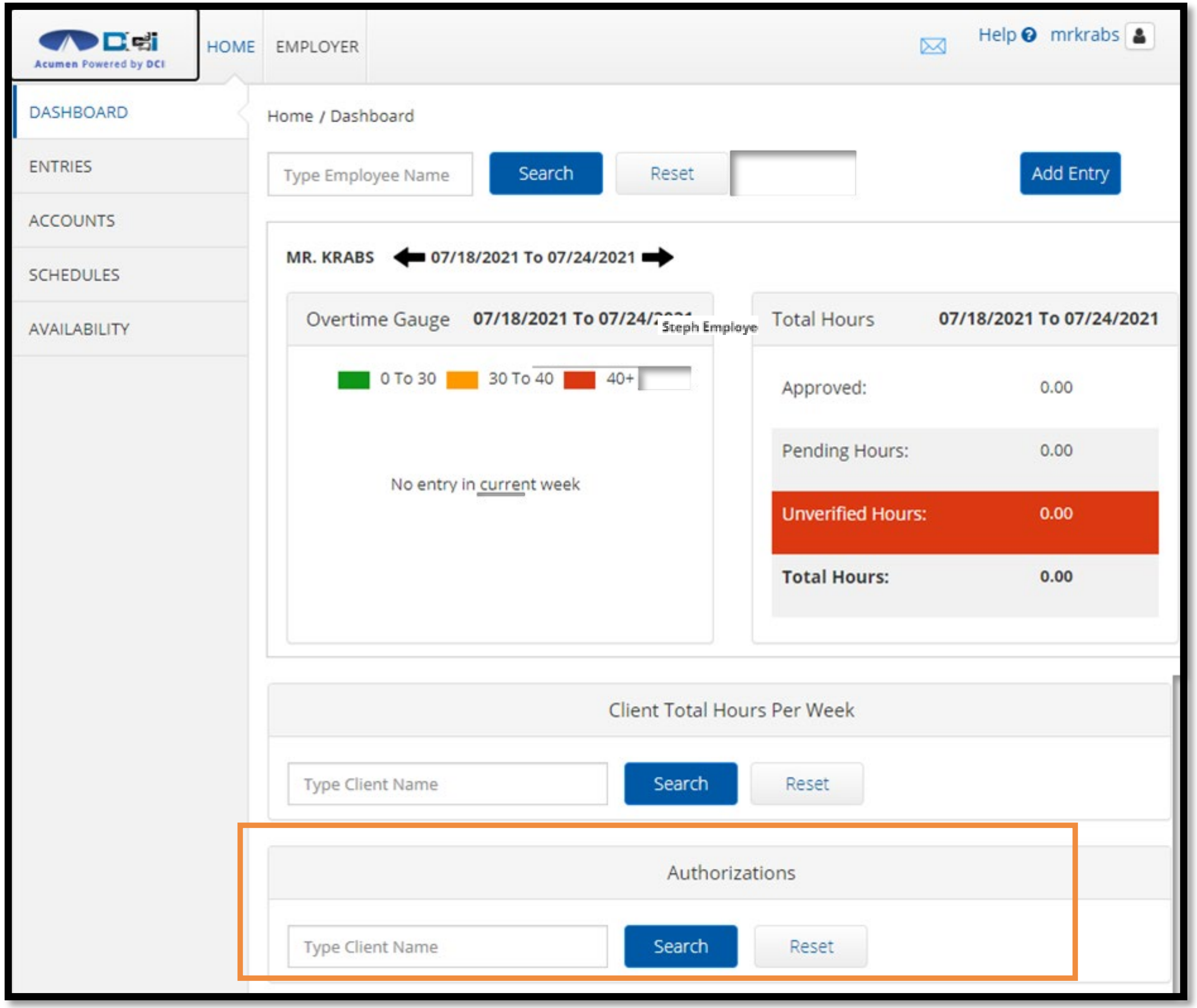
1. Locate messages to read in the inbox and click anywhere on the line to view it
2. Click the **Attachments** tab
3. Click the **eye** icon in the download column to view the account statements or the **download** icon to download it



# Authorization Widget on Home Page

Let's take a moment to talk about an additional resources you can find, right on the home page.

It is the Authorization widget!



# Authorizations (Budget) Widget

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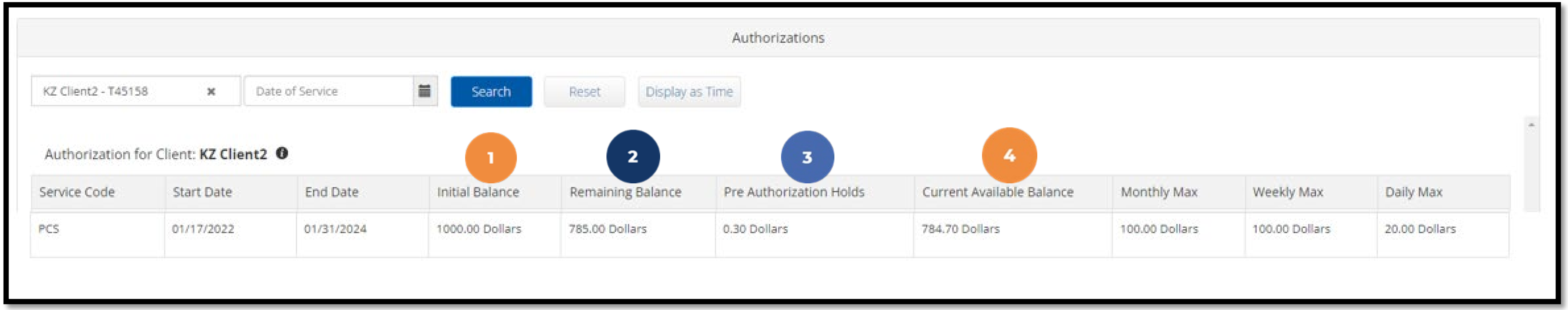
- The authorizations (budget) widget allows the user to search by client and optionally by date to view approved authorizations (budgets) in the past, present, or future.
- For units-based authorizations, optionally click the Display as Time button to view the data in time instead of units.
- As vendors submit entries, 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.


Authorizations

KZ Client2 - T45158 | Date of Service | Search | Reset | Display as Time

Authorization for Client: **KZ Client2**

| Service Code | Start Date | End Date | Initial Balance (1) | Remaining Balance (2) | Pre Authorization Holds (3) | Current Available Balance (4) | Monthly Max | Weekly Max | Daily Max |
|---|---|---|---|---|---|---|---|---|---|
| PCS | 01/17/2022 | 01/31/2024 | 1000.00 Dollars | 785.00 Dollars | 0.30 Dollars | 784.70 Dollars | 100.00 Dollars | 100.00 Dollars | 20.00 Dollars |

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

# Sign Off or Reject Vendor Payment Entries

**Please note:** This functionality is now available on the mobile app as well!

# Sign Off or Reject Payment Entries

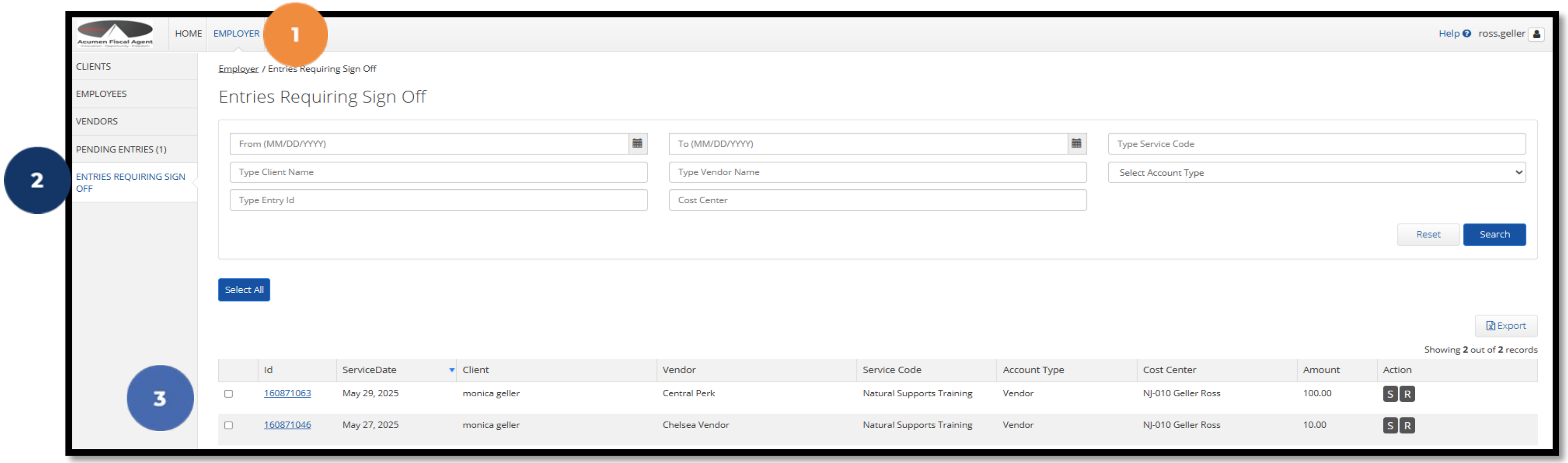
1. Click **Employer** on the main menu

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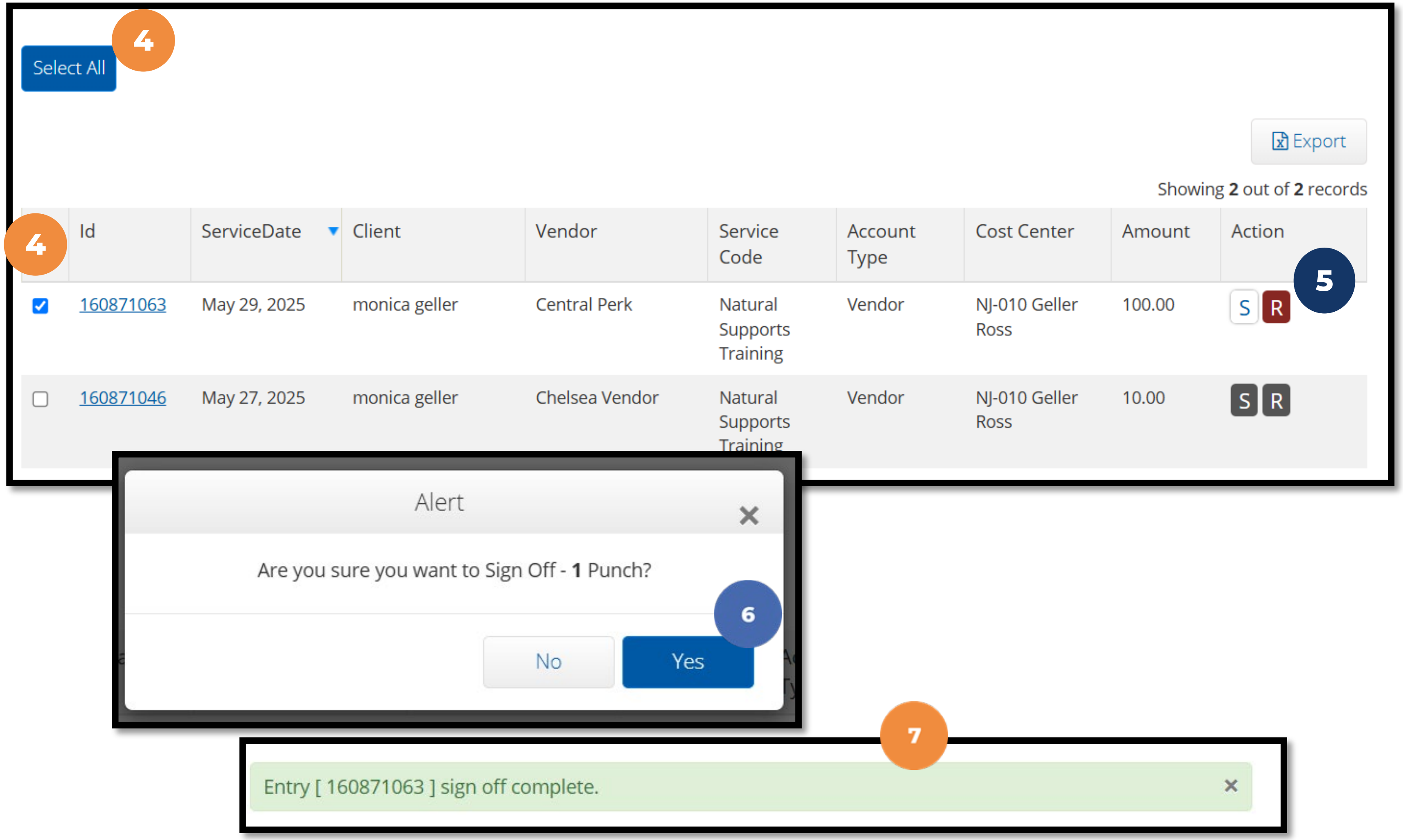
4. Check the box for the entry to sign off on (you can **select all** to sign off or reject on all entries)

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.



# DCI EVV Mobile App!

## Sign Off or Reject Vendor Payment Entries on your phone or tablet!

# Download DCI Mobile EVV

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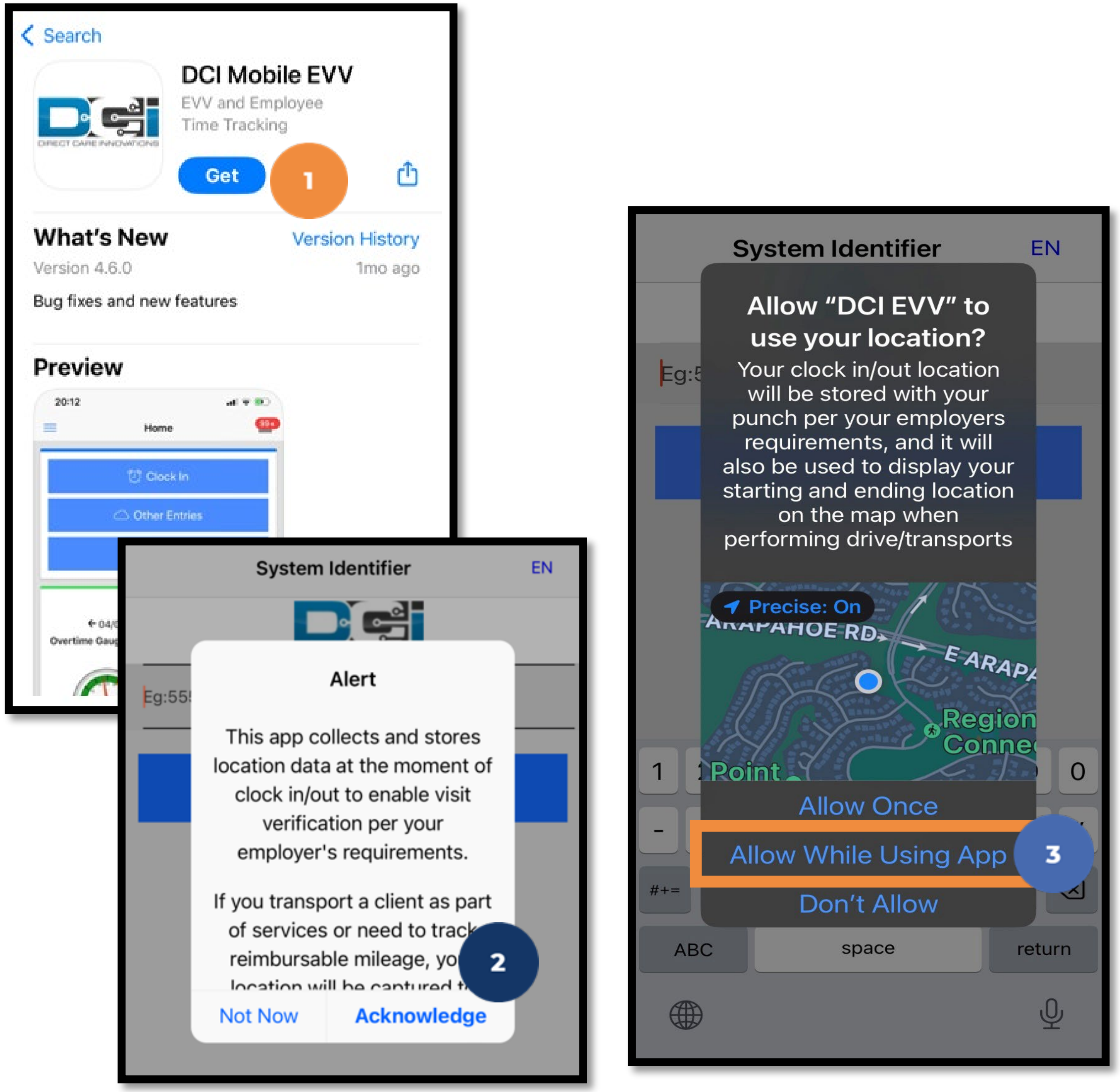
1. Download the **DCI Mobile EVV** App

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

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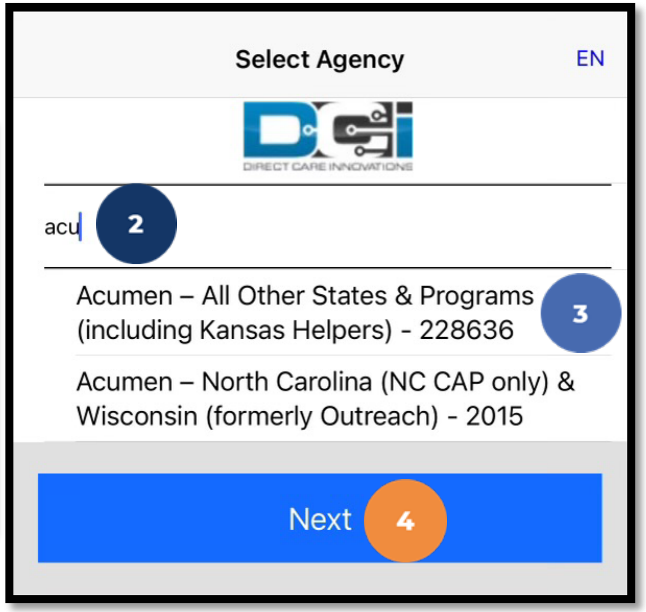
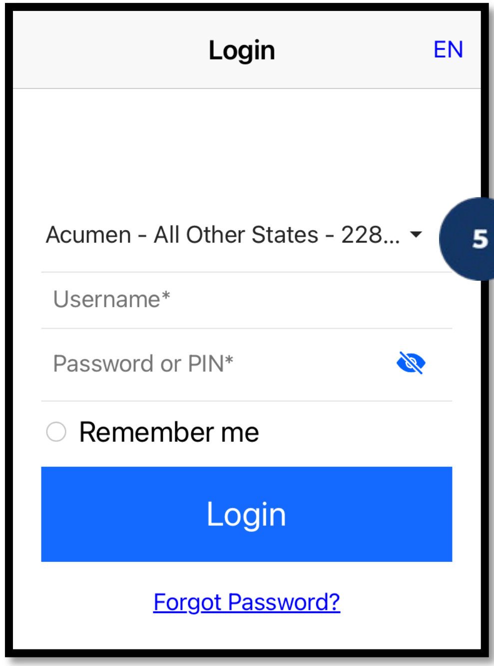
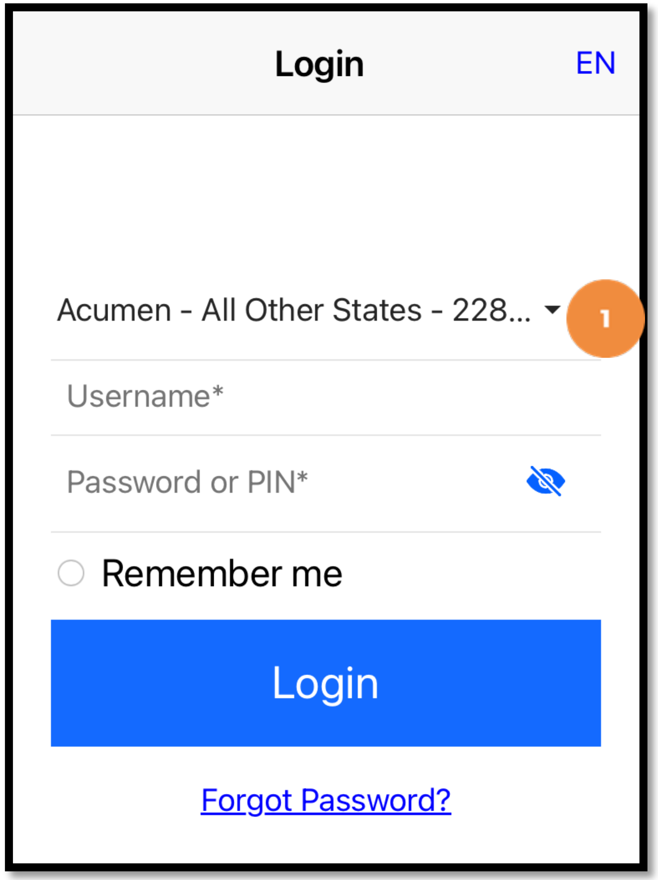
1. After downloading the app, the Select Agency screen appears with a Search Agency field.
2. **Type at least three consecutive characters of the agency name OR the system identifier** in the Search Agency field
   - ❖ The Acumen system identifier for All Other States & Programs (including Kansas Helpers) is **228636 – NJ DDD**
   - ❖ 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

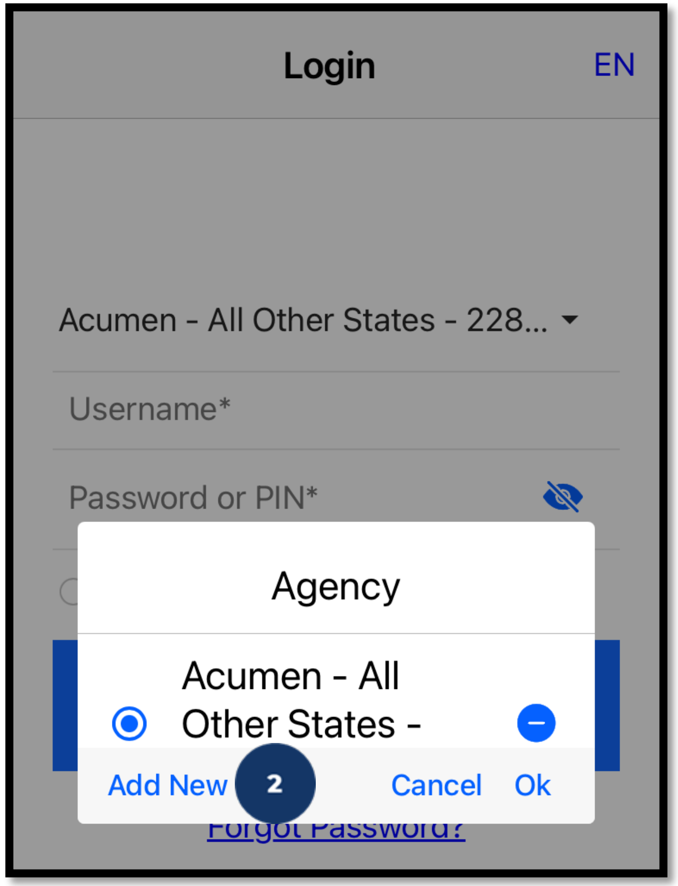



# Add More Agencies

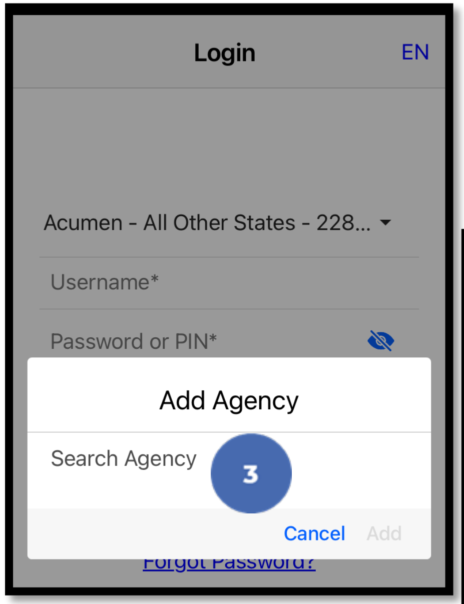
1. To add more agencies, click the **drop-down** on the agency field.
2. If the desired agency is not listed, click **Add New** on the Agency results list.

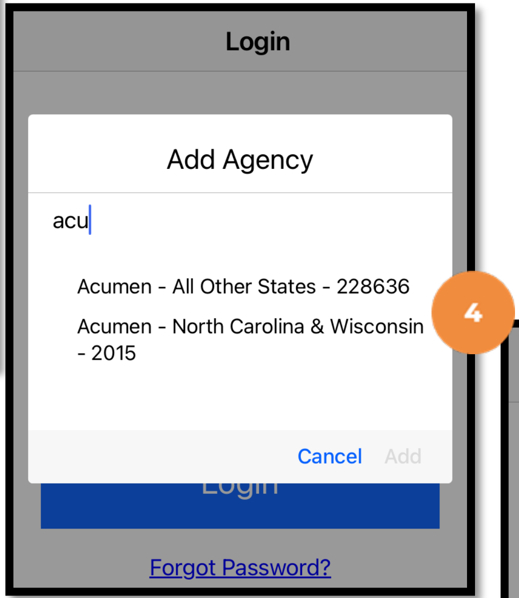


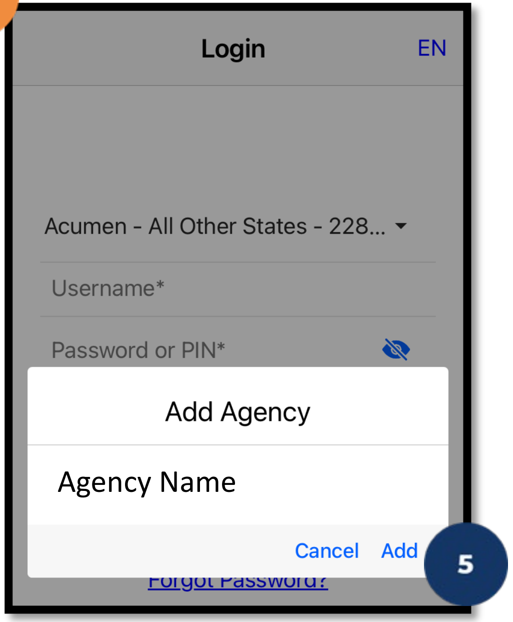



# Add More Agencies

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

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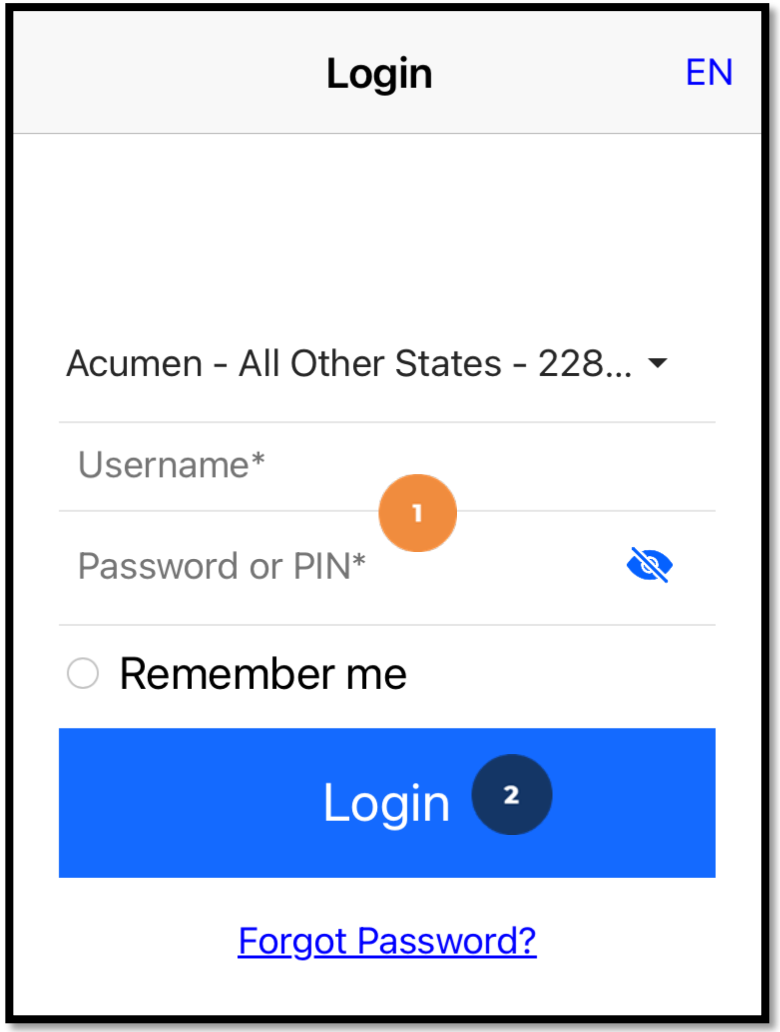
1. Enter DCI credentials
   - ✓ This was created by **you** during your electronic enrollment process
   - ✓ Optionally, select "Remember Me" to save the username

     ***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



# Sign Off or Reject Payment Entries (App)

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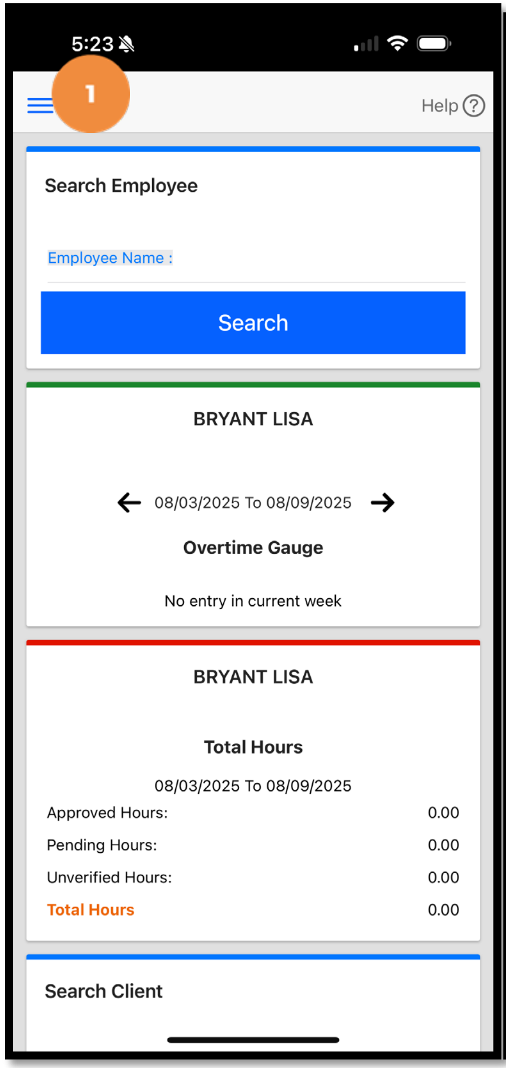
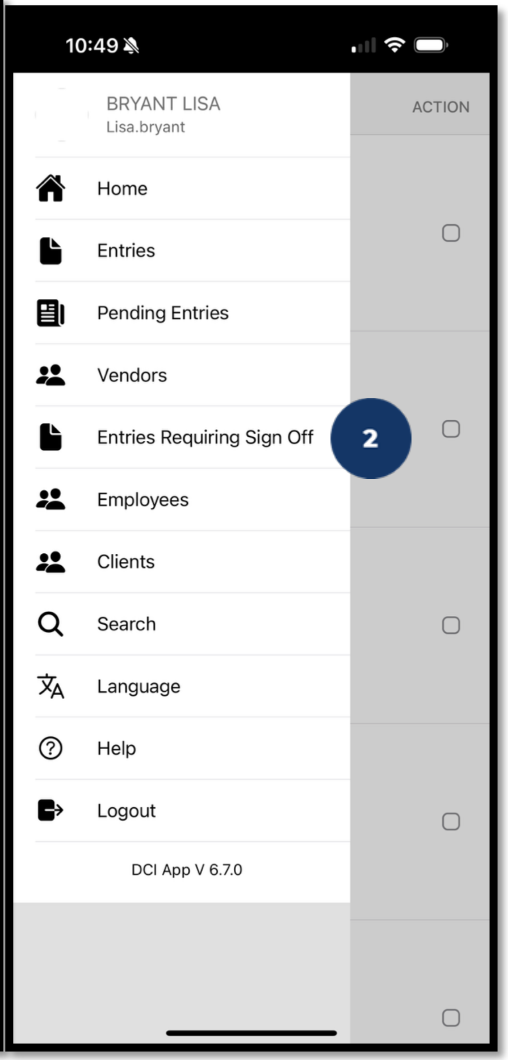
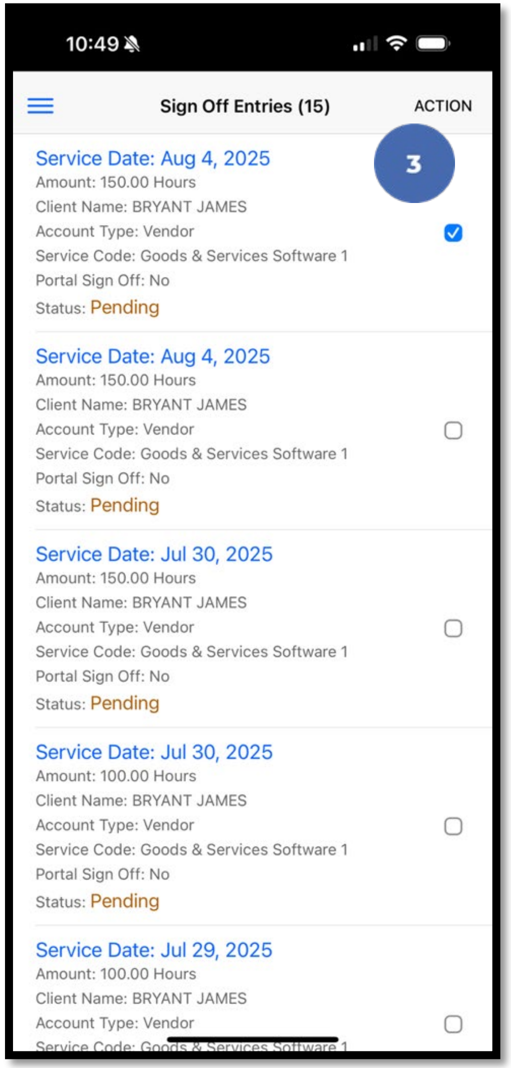
<u>Once you are logged into the Mobile App:</u>

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



# Sign Off or Reject Payment Entries (Mobile App)

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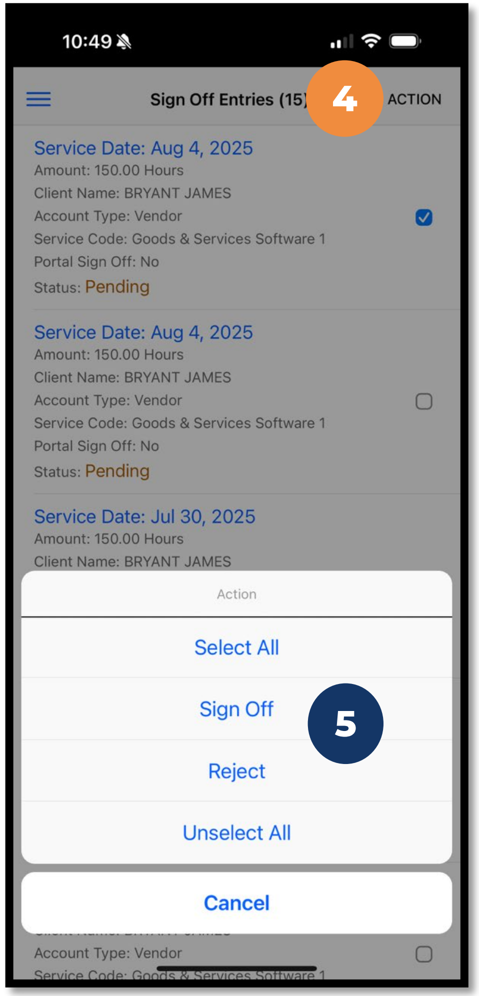
4. Select **Action** in the top right

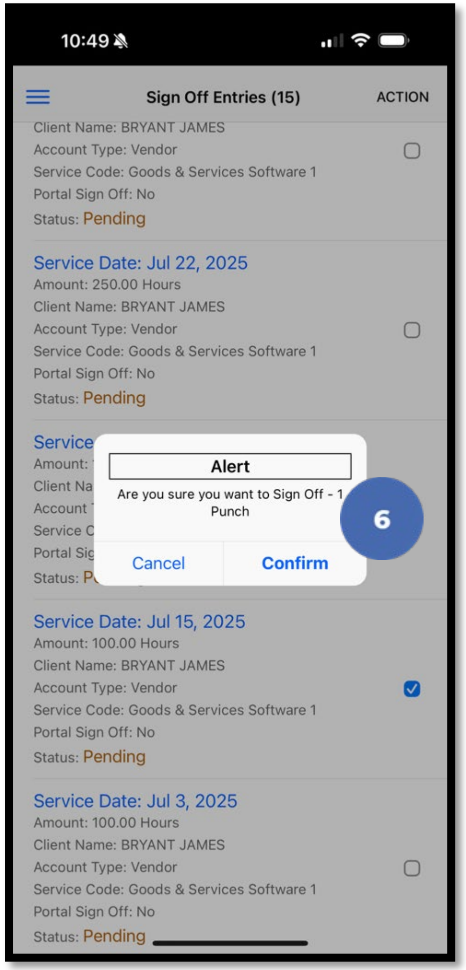
5. Select **Sign Off** or **Reject**

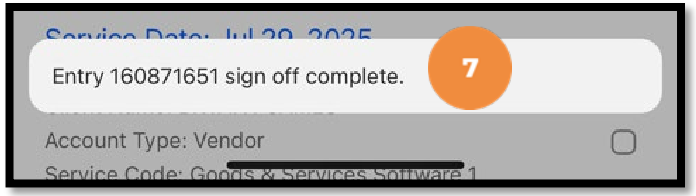
**Note**: You can also select all or unselect all from here!

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

7. Now the entry has been **signed off** 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!

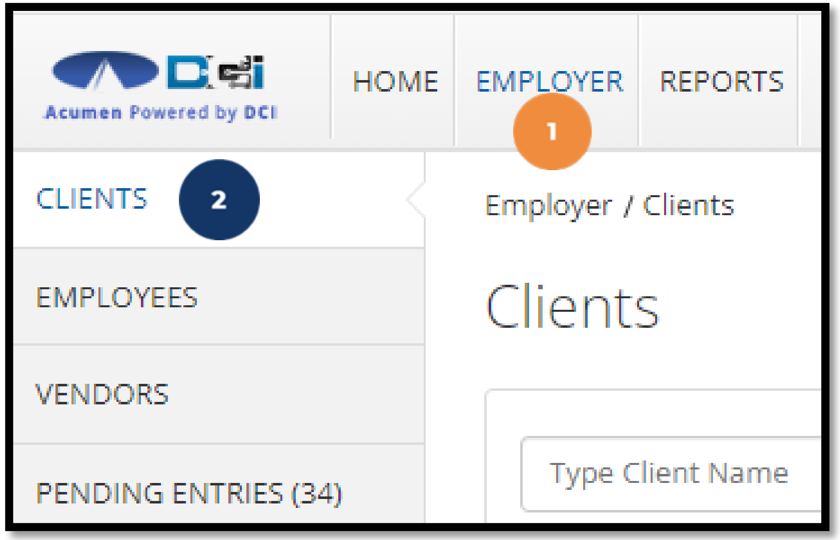
Vendor's can *NOW* utilize the send sign off reminder button to remind Employers/Auth Reps to sign off on entries in a pending status!

# Clients

As a reminder: Client is the **Individual receiving services**

# Client Details Page

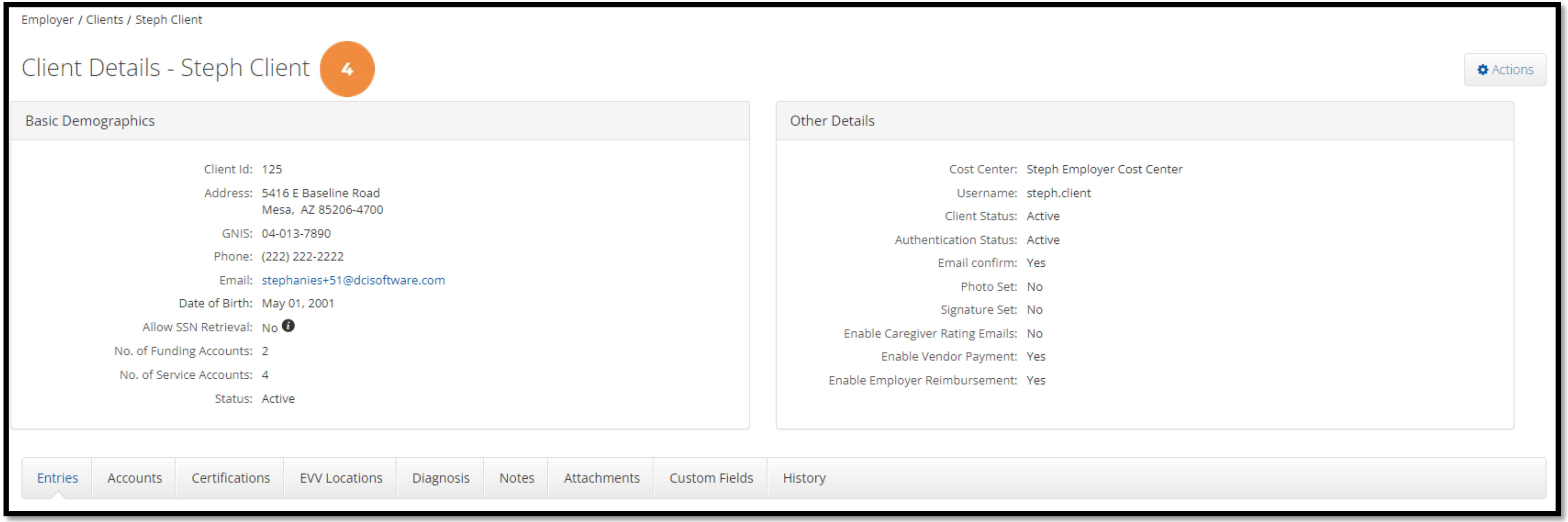
1. Click **Employer** on the main menu
2. Select the **Clients** tab from the submenu
3. Click anywhere on the selected client's row




| 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

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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 entries for the pay period is entered and approved 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/authorized representative
- **Attachments** – View attachments pertaining to the client
- **History** – View modifications made to the client's profile

# Reports

# Using Reports

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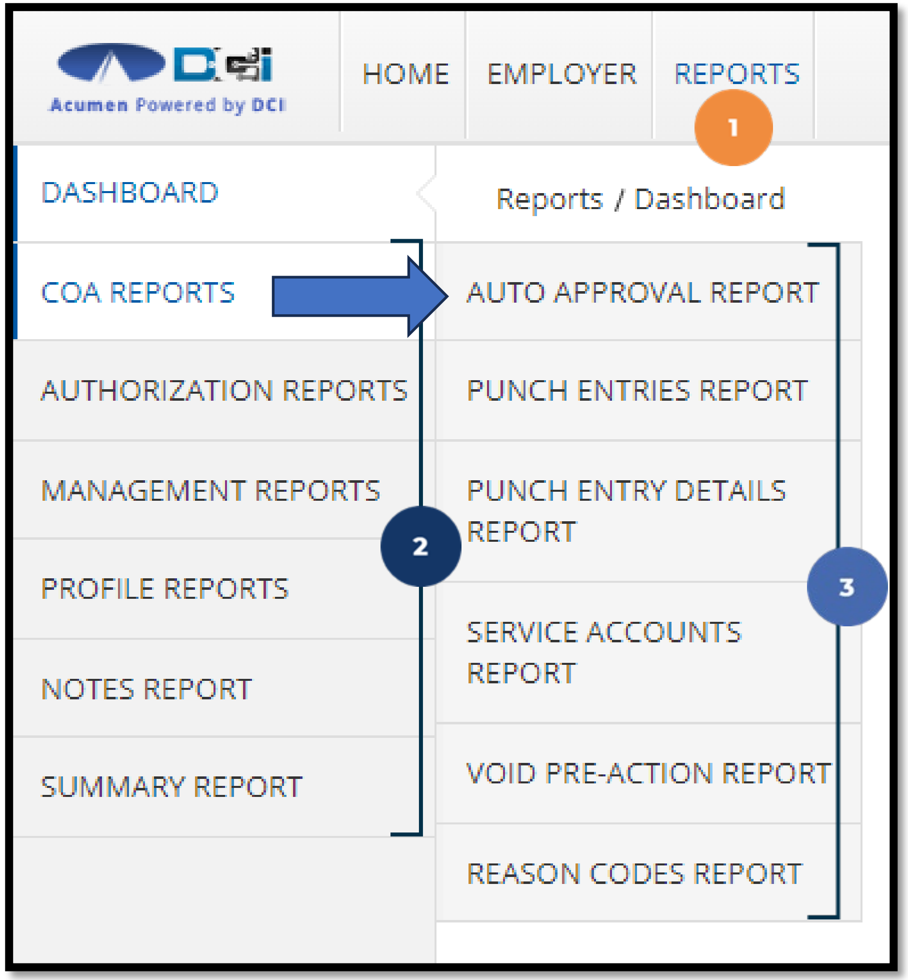
1. Select **Reports** on the main menu
2. Hover over a report category on the submenu
3. Select a report from the flyout menu

   *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



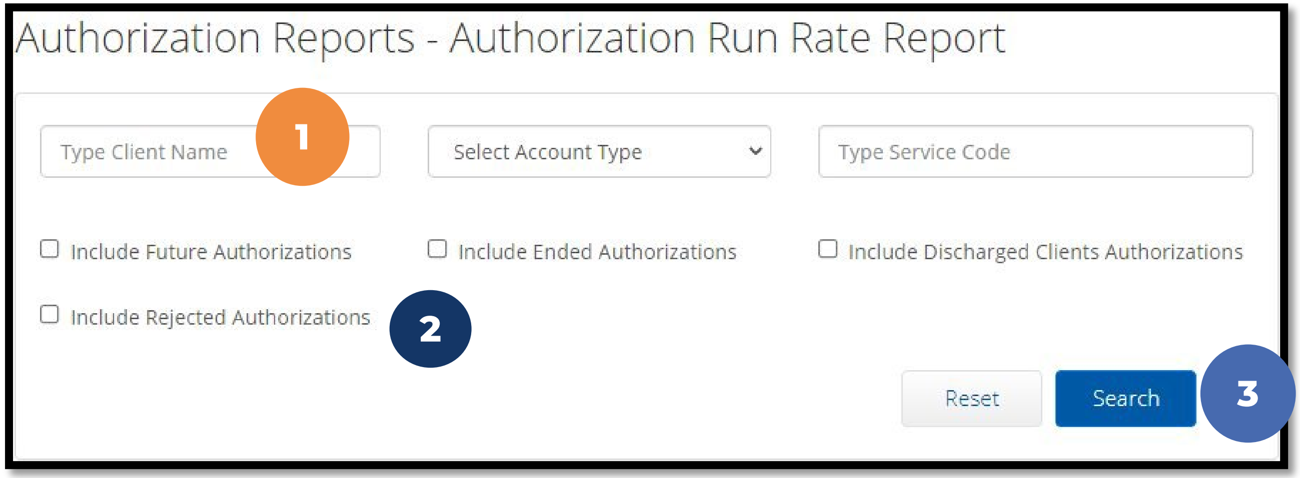
# DCI Reports - Authorization

**Most Common - Authorization Report**

1. Type Client Name
   - Type 3 letters > Select Name
2. View other Authorizations (Not needed to view current Authorization)
3. Click **Search**

***Pro Tip:***

*Searching without filters will pull ALL Authorizations in DCI*



# DCI Reports - Authorization

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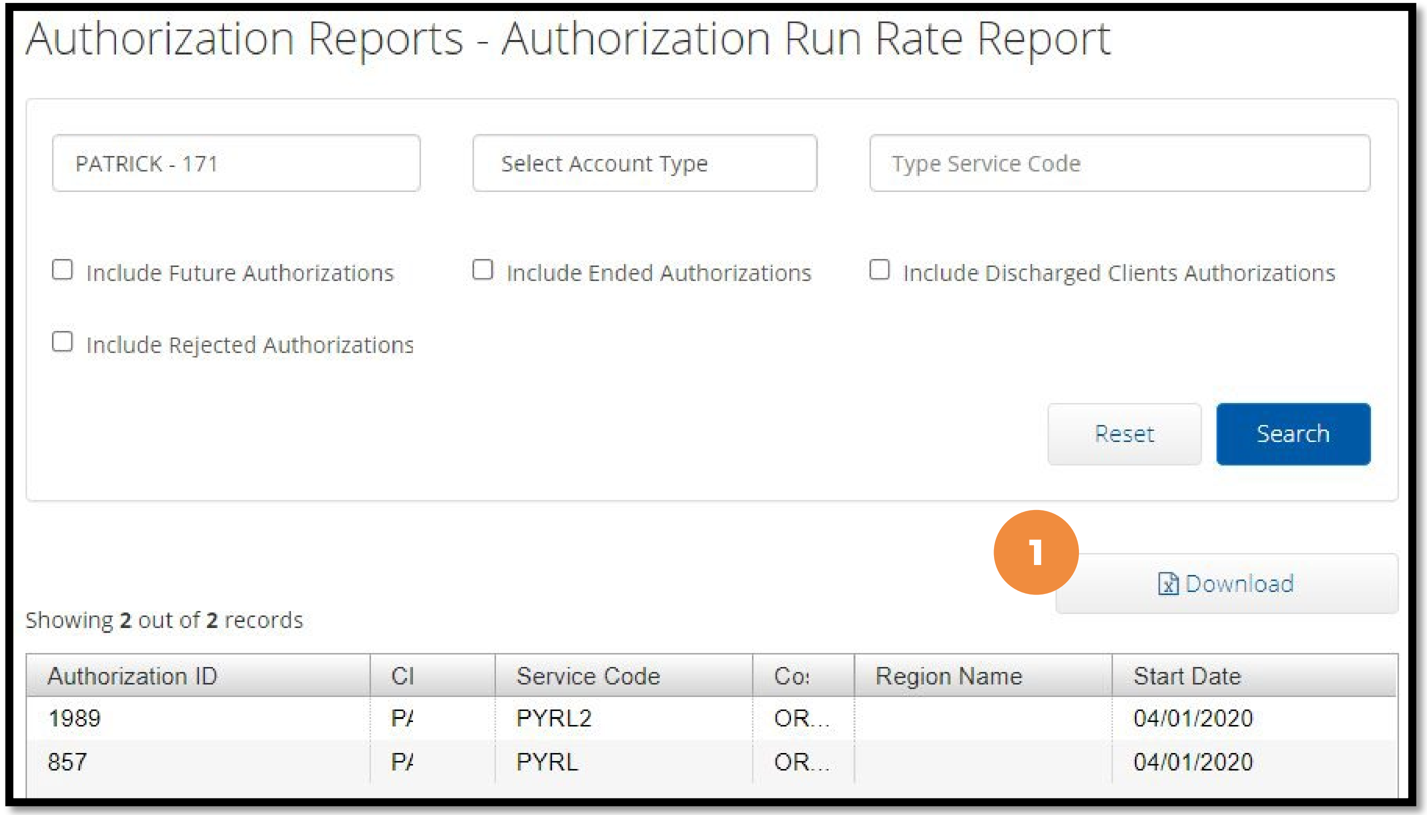
**Once Results are Listed**

1. Select Download button
2. Complete Download Wizard
   - Select Columns & Format

2

# DCI Reports - Authorization

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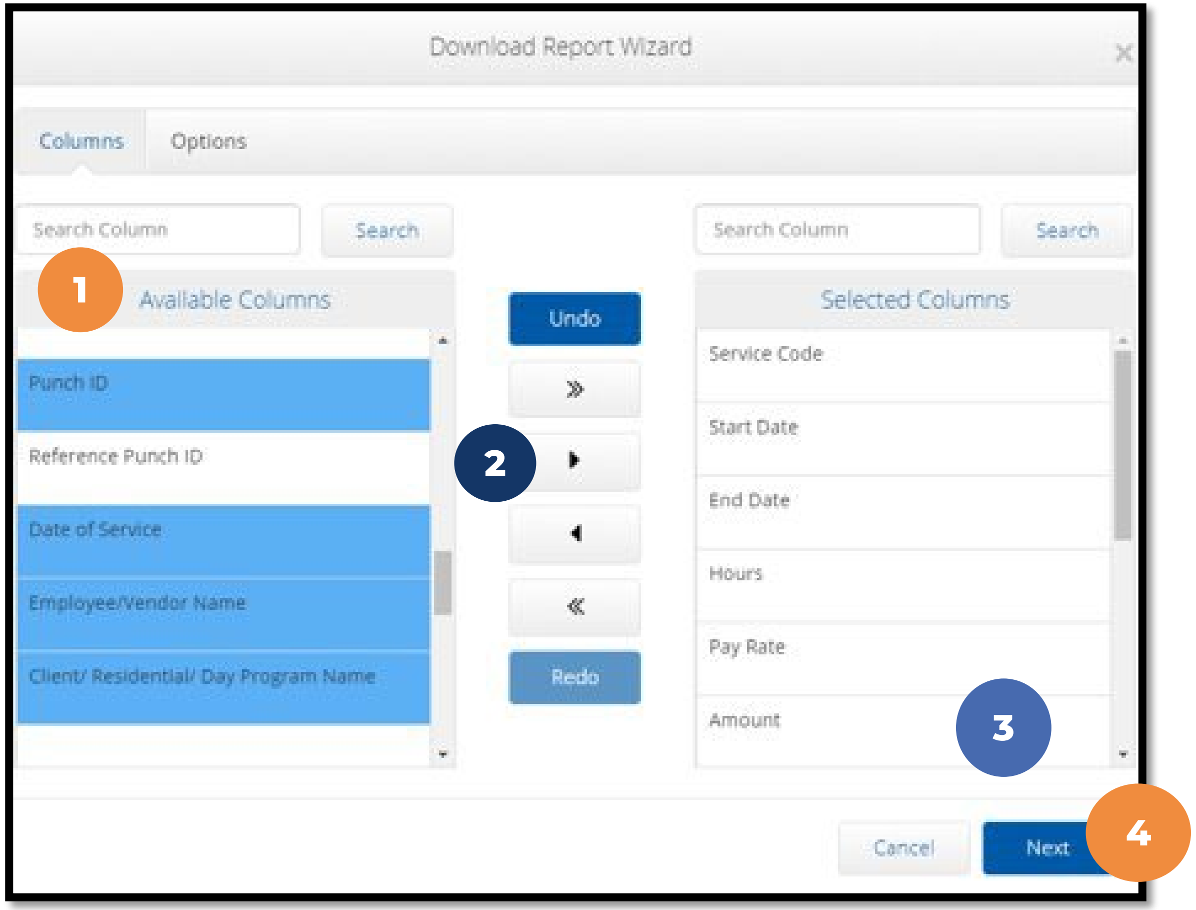
## Once Report Wizard is open

1. Select all desired columns
2. Click single arrow to add
3. Rearrange columns as needed
4. Select Next




### Recommended Columns

- Client Name
- Service Code
- Start & End Date
- Initial Balance
- Remaining Balance
- Holds
- Projected/Current Rate
- Weekly & Monthly

# DCI Reports - Authorization

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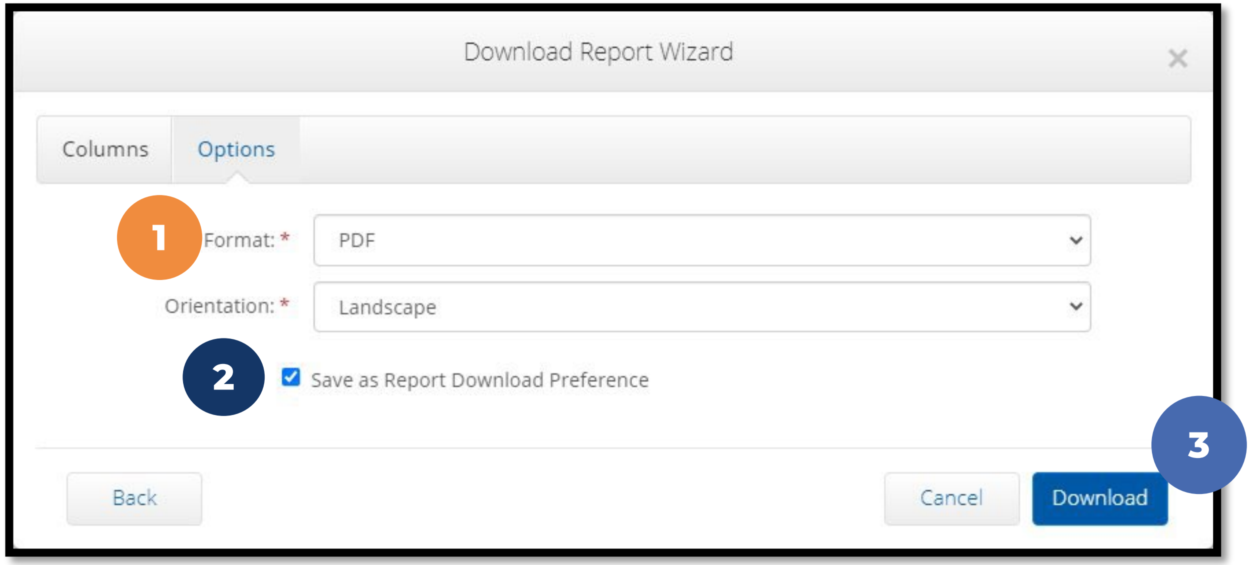
## Once Columns are Selected

1. Select File Format
   - PDF/Landscape is Recommended
2. Save Report Preferences
3. Click Blue Download button
4. View, Save & Print Report

***Pro Tip:***
*Keep Current Rates slightly below Projected Rates to ensure proper budget usage*



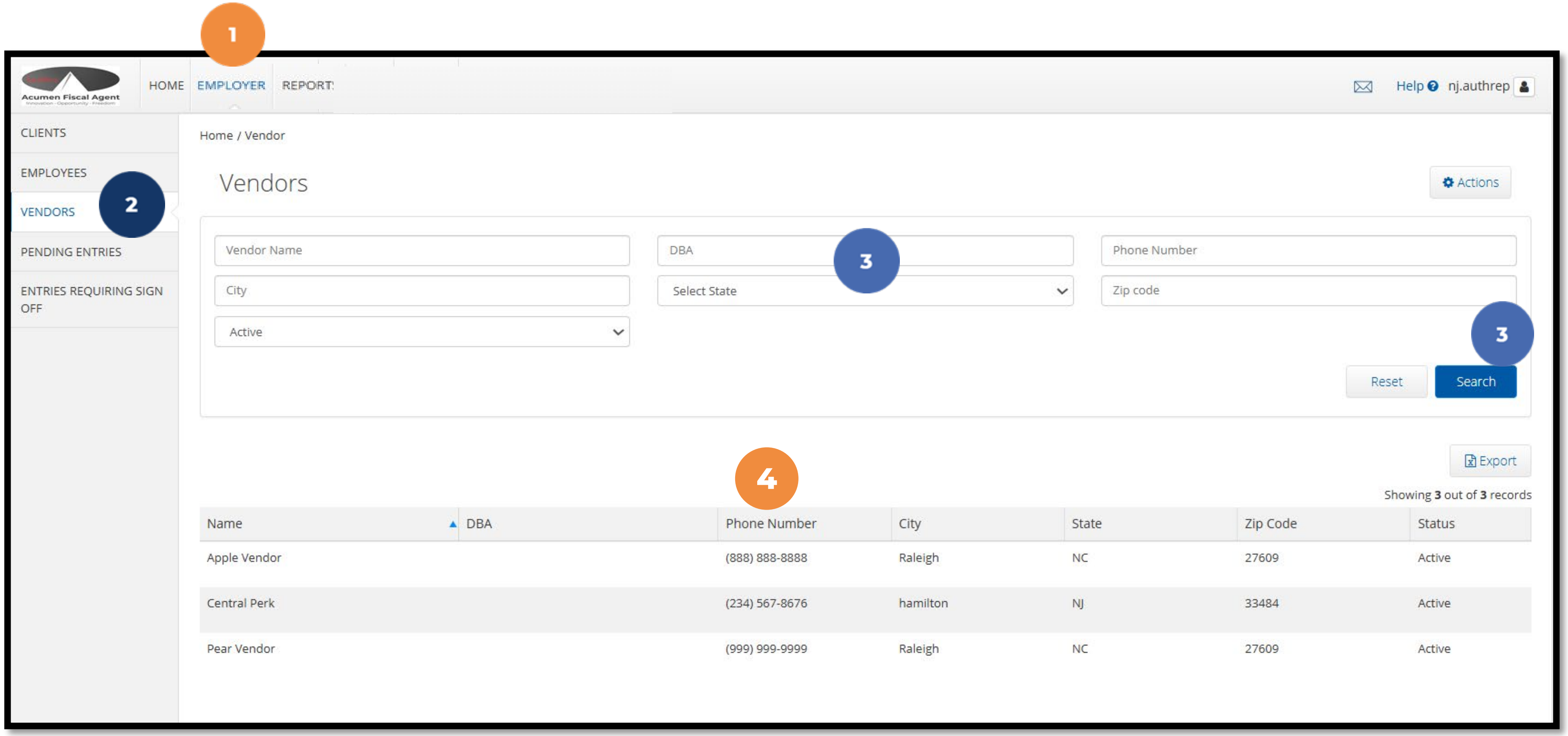

4

| Client Name | Service Code | Start Date | End Date | Initial Balance | Remaining Balance | Holds | Projected Weekly Run Rate | Current Weekly Run Rate | Projected Monthly Run Rate | Current Monthly Run Rate |
|---|---|---|---|---|---|---|---|---|---|---|
| PATRICK | PYRL2 | 04/01/2020 | 05/31/2022 | 12000.00 | 12000.00 | 0.00 | 106.19 | 0.00 | 455.06 | 0.00 |
| PATRICK | PYRL | 04/01/2020 | 05/31/2021 | 10000.00 | 10000.00 | 6407.87 | 164.31 | 0.00 | 704.23 | 0.00 |

# Review Community Vendor List

# Review Community Vendor List

1. Select **Employer** on the Main Menu
2. Select **Vendors** on the submenu
3. You can use the search filters to find a specific vendor
4. Find the list of all the Vendors your client has authorizations for below the search filters




| Name | DBA | Phone Number | City | State | Zip Code | Status |
|---|---|---|---|---|---|---|
| Apple Vendor | | (888) 888-8888 | Raleigh | NC | 27609 | Active |
| Central Perk | | (234) 567-8676 | hamilton | NJ | 33484 | Active |
| Pear Vendor | | (999) 999-9999 | Raleigh | NC | 27609 | Active |

***Please note! If you do not see a Vendor on this list, please reach out to the Acumen NJ Agent team**

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# New Vendor Payment Entry

# New Vendor Payment Entry

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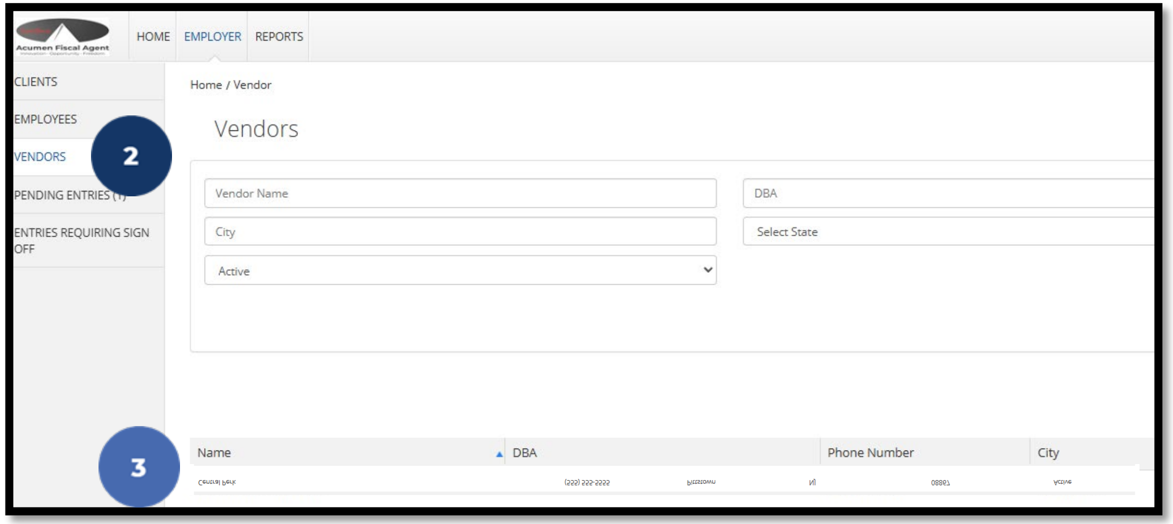
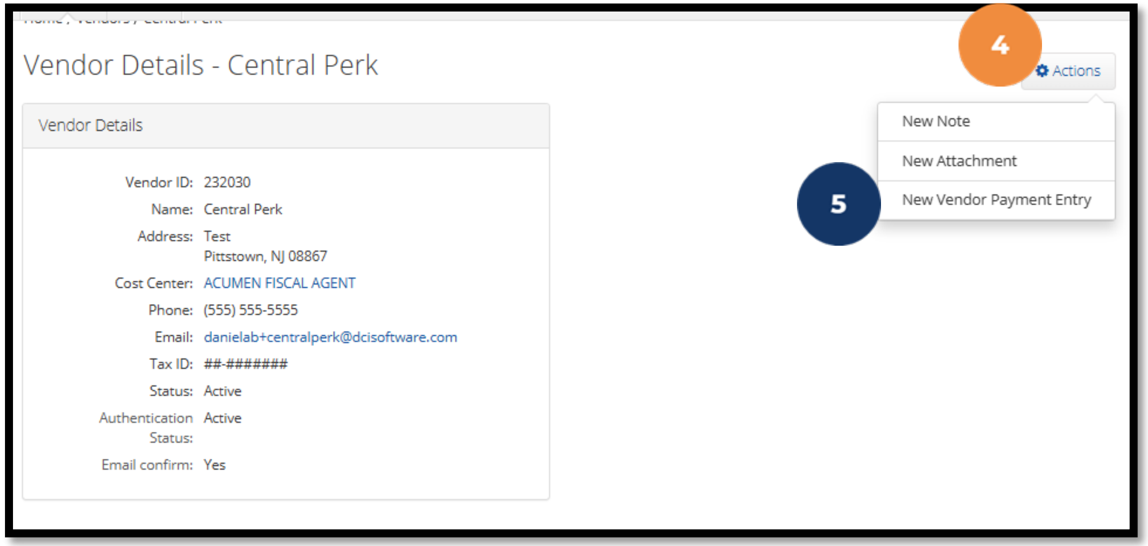
1. **From your home page,** Select **Employer**
2. Select **Vendor** from the submenu
3. Select **the Vendor you are submitting the payment entry for**
4. Select “Actions”
5. Select “Add New Vendor Payment”

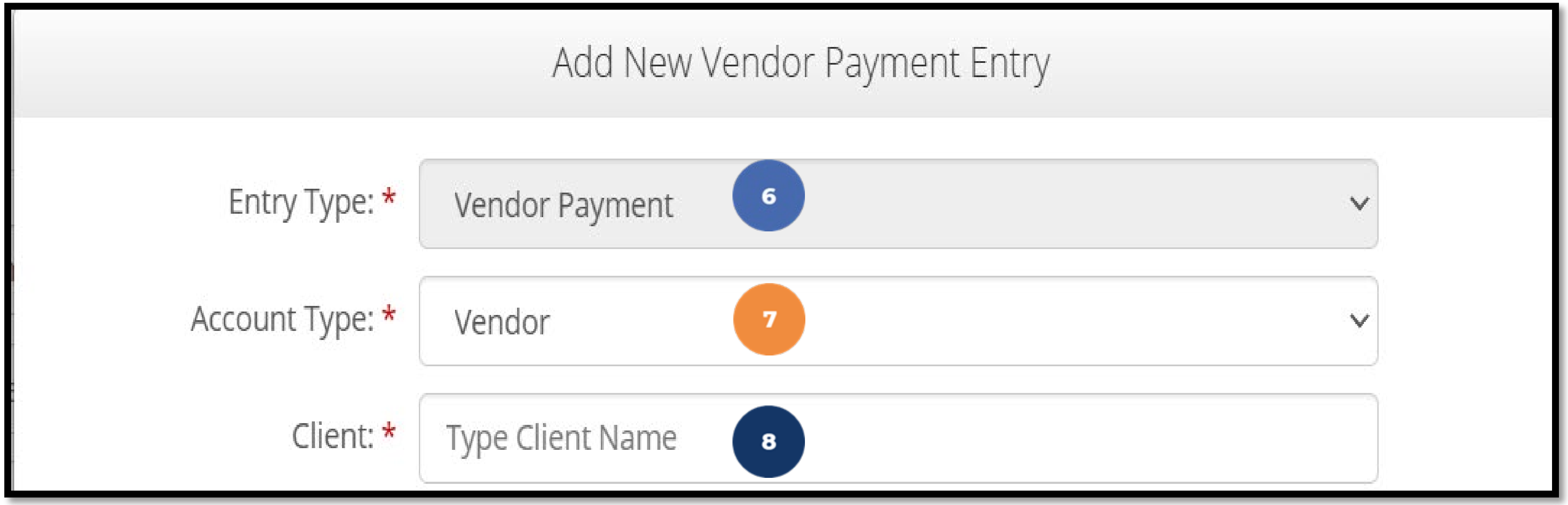


# New Vendor Payment Entry

**Complete the form:**

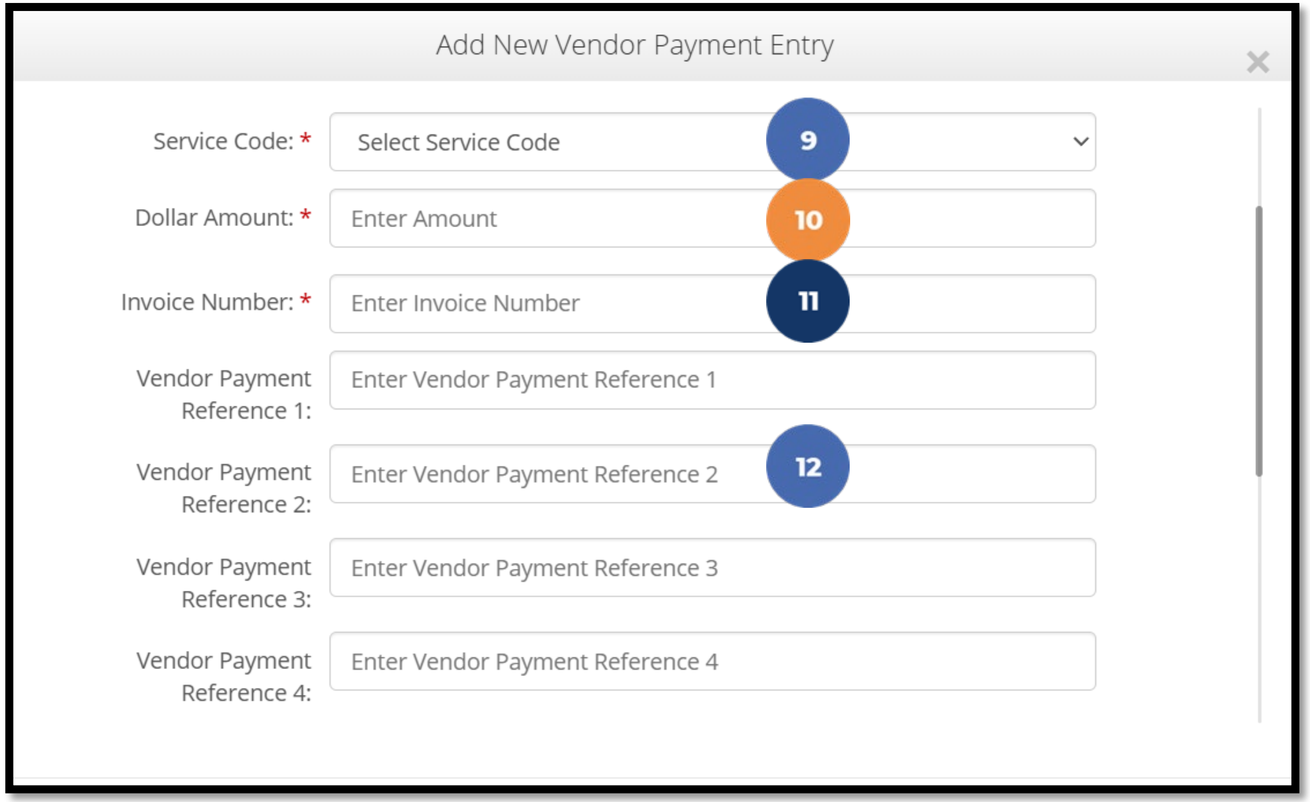
6. Entry Type **(required):** Vendor Payment
7. Account Type **(required): Vendor**
8. Client **(required):** Type the client's name and select it from the drop-down




**Please note:** Only clients who have an active service account with you listed as the *vendor* will display. If you do not see your client's name appear in the drop down, please reach out to the **Acumen Support team.**

# New Vendor Payment Entry

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



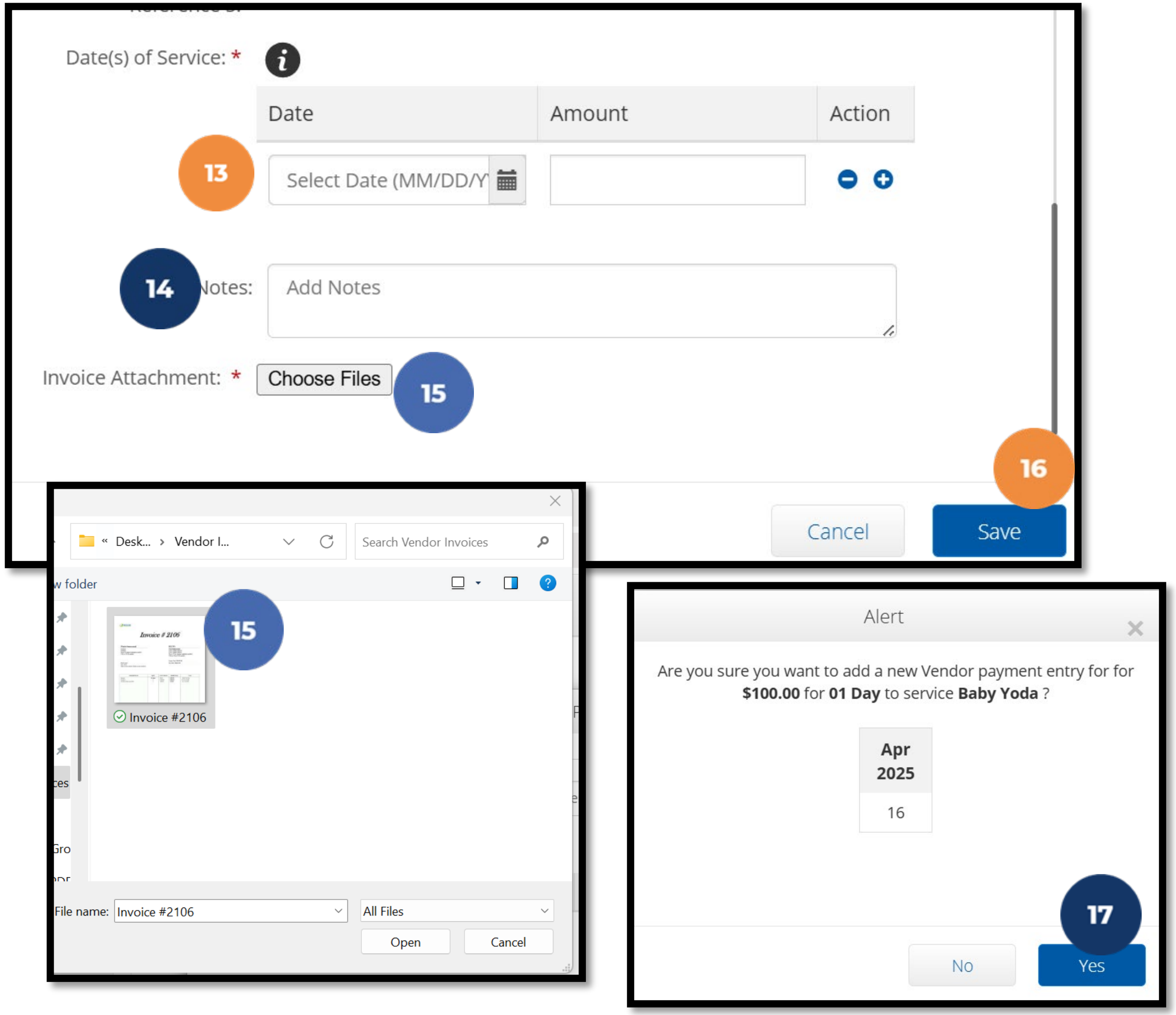
# New Vendor Payment Entry

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. Supporting Documentation Attachment **(required):** Click the **Choose Files** button to select and upload the supporting documentation. Attachment must be in PDF, JPG, or PNG format.
16. Click **Save**
17. Click **Yes** to confirm

***The entry is now submitted!***

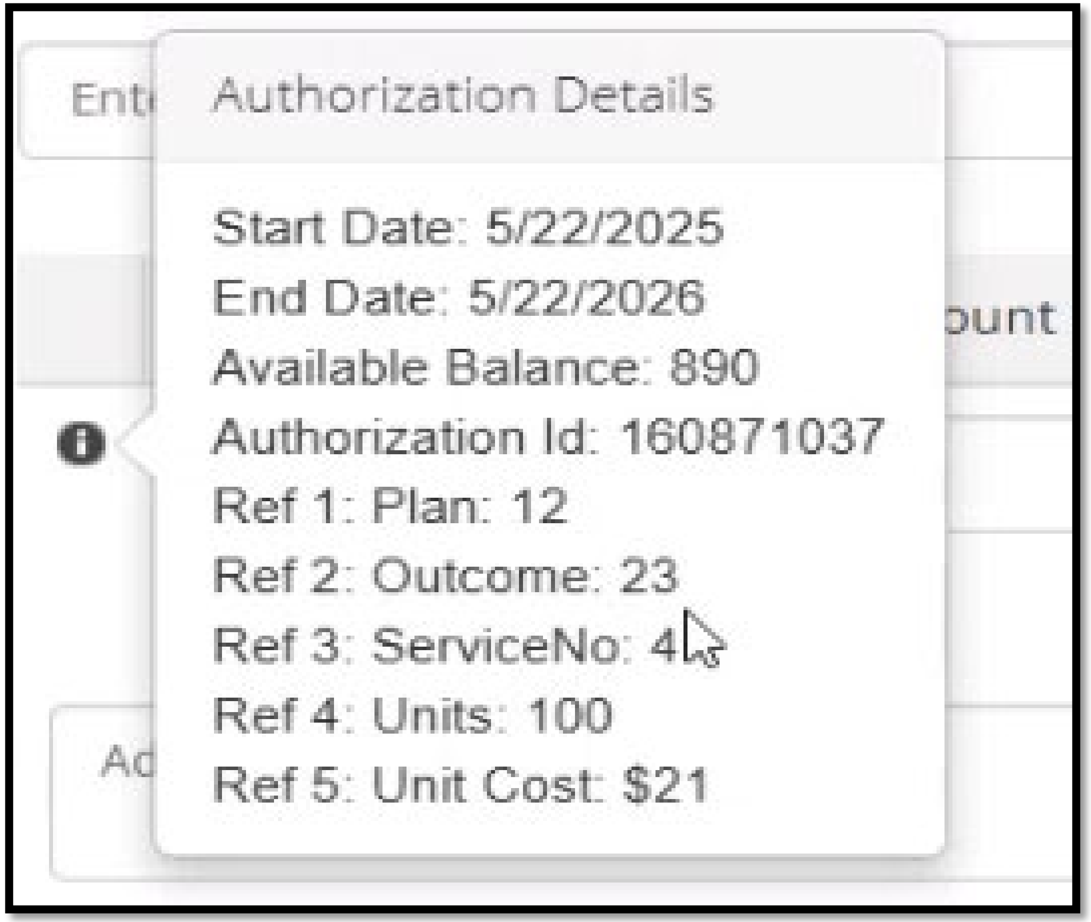


# New Vendor Payment Entry

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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# Frequently Asked Questions

# Auth Rep FAQ’s

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### What is my role in DCI?

As an Individual or Authorized Representative, you are responsible for reviewing and approving Community Vendor supporting documentation submitted through DCI. Your approval is required before payment is issued.

### How do I approve a Community Vendor supporting documentation?

Log into the DCI portal, navigate to the submitted invoice entry, review the attached documentation, and approve the supporting documentation if everything is correct.

### What if I see an error in the vendor invoice?

You can reject the supporting documentation and contact the Community Vendor to make corrections before resubmitting.

### Can I submit invoices on behalf of my vendor?

Yes. You may use DCI Web Portal create a Vendor Payment Entry, upload supporting documentations and receipts, and submit them for processing.

# Auth Rep FAQ's

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### How do I know if all my vendors are in the system?

Review your vendor list upon logging into DCI. If someone is missing, reach out to your Agent immediately.

### Where can I find help using the DCI system?

Training materials are available on the DCI Web Portal. Go to the **'Help'** section and select NJ Training Materials.

### What happens if I miss an invoice approval deadline?

The supporting documentation will be processed in the next payment cycle. To avoid delays, be sure to approve entries before the listed deadline.

### What is the Individual PIN used for?

The PIN is used for time validation and client attestation as well as quick login to the mobile app.  If you are not using the mobile app, you do not need a pin.

# Auth Rep 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)

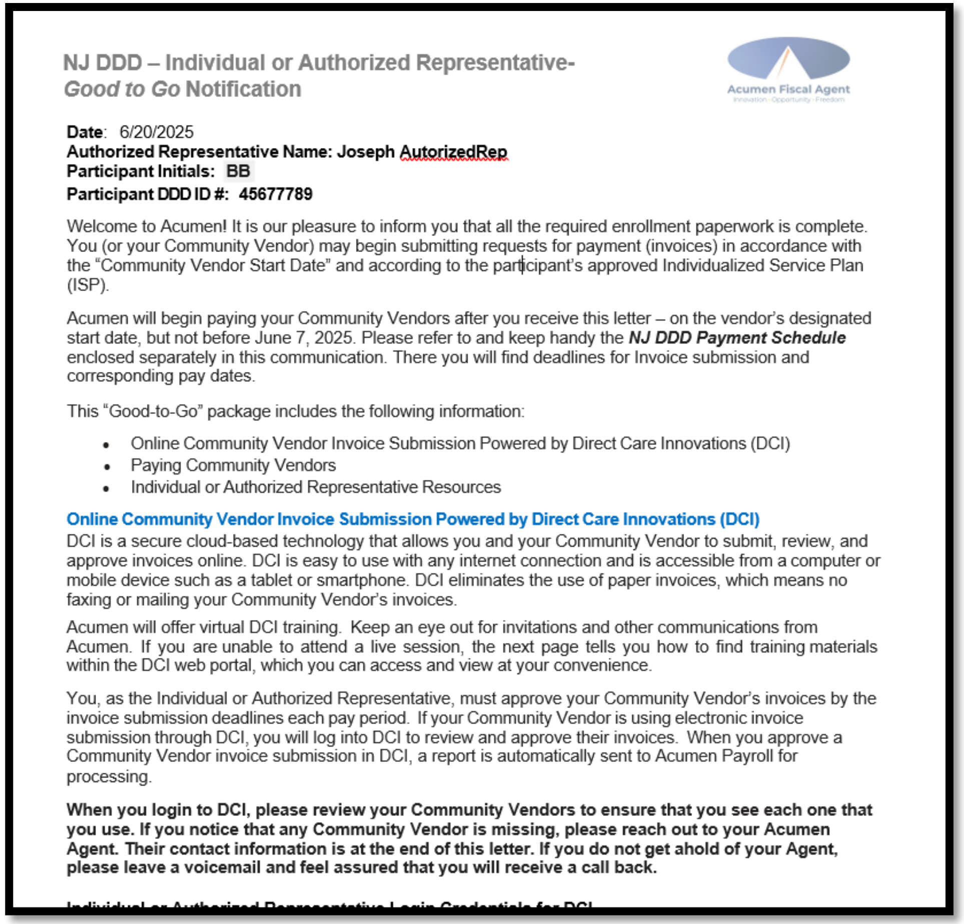
**Who should I contact if I have a question or issue?**

Reach out to your Acumen Agent or contact Customer Service at **(833) 892-0413** or **customerservice@acumen2.net**.

# Auth Rep FAQ's

### When can I begin using DCI?

Once you receive your 'Good to Go' letter, you may begin using DCI on or after the stated start date. Do not approve or submit supporting documentations before this date.



**NJ DDD – Individual or Authorized Representative-**
***Good to Go* Notification**

**Date**: 6/20/2025
**Authorized Representative Name: Joseph AutorizedRep**
**Participant Initials: BB**
**Participant DDD ID #: 45677789**

Welcome to Acumen! It is our pleasure to inform you that all the required enrollment paperwork is complete. You (or your Community Vendor) may begin submitting requests for payment (invoices) in accordance with the "Community Vendor Start Date" and according to the participant's approved Individualized Service Plan (ISP).

Acumen will begin paying your Community Vendors after you receive this letter – on the vendor's designated start date, but not before June 7, 2025. Please refer to and keep handy the ***NJ DDD Payment Schedule*** enclosed separately in this communication. There you will find deadlines for Invoice submission and corresponding pay dates.

This "Good-to-Go" package includes the following information:

- Online Community Vendor Invoice Submission Powered by Direct Care Innovations (DCI)
- Paying Community Vendors
- Individual or Authorized Representative Resources

**Online Community Vendor Invoice Submission Powered by Direct Care Innovations (DCI)**
DCI is a secure cloud-based technology that allows you and your Community Vendor to submit, review, and approve invoices online. DCI is easy to use with any internet connection and is accessible from a computer or mobile device such as a tablet or smartphone. DCI eliminates the use of paper invoices, which means no faxing or mailing your Community Vendor's invoices.

Acumen will offer virtual DCI training. Keep an eye out for invitations and other communications from Acumen. If you are unable to attend a live session, the next page tells you how to find training materials within the DCI web portal, which you can access and view at your convenience.

You, as the Individual or Authorized Representative, must approve your Community Vendor's invoices by the invoice submission deadlines each pay period. If your Community Vendor is using electronic invoice submission through DCI, you will log into DCI to review and approve their invoices. When you approve a Community Vendor invoice submission in DCI, a report is automatically sent to Acumen Payroll for processing.

**When you login to DCI, please review your Community Vendors to ensure that you see each one that you use. If you notice that any Community Vendor is missing, please reach out to your Acumen Agent. Their contact information is at the end of this letter. If you do not get ahold of your Agent, please leave a voicemail and feel assured that you will receive a call back.**

# Resources

# NJ Payment Schedule

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- Follow this payment schedule closely to ensure your vendors are always paid on time
- Approve and submit all vendor payment entries **by 9 PM EST of the Timesheets 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
- Entries must be **entered and approved** within **60 days of the date of service**

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## NJ VF/EA Model Payment Schedule
## Effective June 8, 2025 – June 6, 2026

To ensure that your employees and/or vendors are always paid on time, please submit and approve all employee time entries and Community Vendor/reimbursement requests by 9pm EST of the due date, **even if it falls on a weekend or holiday (see dates with an *).** Those received after 9pm EST of that date will be processed in the following payment period. Employees are required to have a direct deposit unless special approval is given.

To help ensure that the time worked gets to our offices by the due date, please use our Web Time Entry system through DCI, or the Mobile App option. To access DCI, go to https://acumen.dcisoftware.com/. Employers must be sure all hours are entered accurately and approved by the employer by 9pm EST for them to be paid on the payment date.

**Please contact Acumen Customer Service Call Center at 833-892-0414 to confirm that your time sheet has been received**. 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 | Timesheets Due (9pm EST) | Pay Date |
|---|---|---|---|---|
| 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 |
| | 04/26/26 | 05/09/26 | Mon, 05/11/26 | Fri, 05/22/26 |
| MAY | 05/10/26 | 05/23/26 | Mon, 05/25/26 | Fri, 06/05/26 |
| | 05/24/26 | 06/06/26 | Mon, 06/08/26 | Thu, 06/18/26 |

# 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 Customer Service 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

**Or contact your Acumen New Jersey Client Services Agent!**

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DIRECT CARE INNOVATIONS
**Acumen powered by DCI**

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# THANK YOU!

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