



Information from Acumen – Frequently Asked Questions Second Edition

February 8, 2024

Greetings from Acumen!

We understand that there are many questions you may have as we move forward with the transition to Acumen as your Financial Management Services Provider. Below are the Frequently Asked Questions and responses we have received in the last two weeks. You'll find the previous set of FAQ's (with updates) below as well.

Please note that Acumen is unable to assist with questions about the status of 2023 W2s as they will be issued by Allied. Please contact Allied directly for 2023 W2 questions.

1. Do I need to put my “off days” on my time sheet?

- No, if you did not work, DO NOT put the day on your time sheet. ONLY send us the dates and times that you did work.
- If you work two shifts during your day, please enter these as two separate shifts. For example:

If Employee works from 8 AM to 11 AM then works a second shift from 3 PM to 5 PM the entry would look like this:

SERVICE DATE	MM/DD/YYYY	CHECK IN TIME	CHECK OUT TIME
01 / 15 / 2024	08:00	<input checked="" type="radio"/> AM <input type="radio"/> PM	11:00 <input checked="" type="radio"/> AM <input type="radio"/> PM
01 / 15 / 2024	03:00	<input type="radio"/> AM <input checked="" type="radio"/> PM	05:00 <input type="radio"/> AM <input checked="" type="radio"/> PM

- Please do not put notes about your shifts or time not worked in the margins or at the top of the time sheet UNLESS you are noting a correction to a previously submitted time sheet.
- For corrections to a previously submitted time sheet, write CORRECTED at the top and only resend those entries that need to be corrected – do not resend your corrected time sheet with shifts that have already been sent accurately.

2. Please provide clarification on how a 40 hour work week is defined.

- A work week is defined as Sunday to Saturday.
- Acumen released the statement below on January 25th for anyone working for multiple clients under the same employer of record. Please note that the direction below is temporary.

*ADSS program rules prohibit an employee from working more than 40 hours per week for one employer. This rule was enforced at ADSS's request on all Acumen payments (through January 13, 2024 service dates). Acumen has identified that this rule was not previously being enforced by Allied, which led to people being paid less by Acumen than they were accustomed to. At Acumen's request ADSS has **temporarily** suspended enforcement of this rule until further notice.*

Acumen is grateful that ADSS has made this temporary exception to allow Acumen to continue to pay 40 hours per week per client during this grace period. Further updates on this rule and grace period will be shared by ADSS directly. Any questions on this rule should be directed to ADSS at ALPersonalChoices@adss.alabama.gov. Previously rejected claims due to this specific program rule will be processed as soon as possible.

3. I am a paid employee. How can I see my paystub?

- Employees will find their pay stubs in the DCI messaging center. If we have the employee's email address, the employee will receive an email notification that there is a message to review. When you log into DCI, go to the envelope icon at the top of the page, then click on the Paystub message. For detailed steps and a tutorial on what this looks like, visit: [How to View Paystubs in DCI Messaging](#).

4. I am an employer, when can I expect to receive my Account Statement?

- Account Statements show the funding granted to the Client/Participant, total amount spent for each service category, and remaining balance at the end of the statement period. These will be provided to the Employer in the DCI messaging center monthly. The statement will show details of all payments made during that service period. If we have the employer's email address, the employer will receive an email notification that there is a message to review. When you log into DCI, go to the envelope icon at the top of the page, then click on the Statement message. Like a bank statement, your Acumen Account Statement is a snapshot of your account as of the date and time the statement was printed. For the most updated information of your account details, including any shifts entered in DCI since your statement was printed, log-in to the DCI portal and review your Accounts page.
- You can expect to receive your first Account Statement from Acumen around February 14, 2024, and every 4 weeks on the Wednesday after payday thereafter.

5. Where and when can I get training?

- You don't have to wait for training! The recorded training and resources are available on demand. The training recording has bookmarked sections to jump to your topic of interest as needed. You can find recorded sessions and other training materials at www.acumenfiscalagent.com/state/alabama. Choose the **ADSS Program**, then click on **ADSS Online Training Resources & Recordings** in the orange box.
- Acumen has added two additional live training webinars to be held in February. Training will include time entry and management options in the mobile app, web portal, mobile web, phone (IVR), and paper time sheet submission.

February 15, 2024 @ 10:00 AM – 12:00 PM CST

February 21, 2024 @ 12:00 PM – 2:00 PM CST

Training will be hosted via Microsoft Teams meeting. No need to register. Join on your computer or mobile app.

[Click here to join the meeting.](#)

Use Meeting ID: 269 618 437 774 Passcode: mTw4Bo

Or call in (audio only) +1 323-694-9793 Phone Conference ID: 767 666 520#

6. When will I be able to hire a new employee? What do I need to do to hire a new employee?

- Currently, the process for new enrollments and amendments is being finalized with ADSS, after which your Counselor and Acumen will be able to support you with new enrollments and changes in information. Please note requests to hire new employees should be approved and submitted through your Counselor.

7. How can I update my email, reset my PIN, or get unlocked from DCI?

- For step-by-step instructions on how to manage your profile settings, including changing your password, pin, security question, email, mobile phone, and username, go to www.acumenfiscalagent.com/state/alabama. Click on the **ADSS Program**, then choose **ADSS Online Training Resources & Recordings** in the orange box. Navigate to the [Change Profile Settings](#) link under Additional Resources to update your profile settings.
- If you are locked out of DCI, you will be automatically unlocked after 24 hours. Anyone with an Employer of Record role can unlock their own employee. Directions can be found on the above referenced **Online Training Resources & Recordings** page, and navigating to [Unlock an Employee Profile](#).

8. Where should I send my paper time sheets?

- Fax to 866-496-4575
- Email to Payroll-AL@acumen2.net with a distinct subject line.
- **DO NOT** send time sheets to Customer Service, Enrollment, or any other Acumen email. This will delay processing.
- **DO NOT** send the same time sheet multiple times.
- **DO NOT** include any other attachments or use this email for any other purpose.
- Please **DO** send timesheets as clear and high-quality attachments (ideally PDF) and not images in the body of the email. Please **DO NOT** share time sheets as links. For security reasons, Acumen cannot access them.
- Please make names, Acumen IDs, and entries in pen, and as clear and legible as possible. Please include full service dates (ex. 02/02/2024), clock-in and clock-out times including AM/PM times clearly marked and ensure both the Employer and Employee sign and date the form. If you work multiple shifts per day, please include them on their own line. The Participant is the individual receiving services from the employee.
- Time sheet due date is on the [Payment Schedule](#) in the column labeled “Employee Pay/ Goods & Service Requests Due NO Later Than”. If you send your time sheet after the date listed in that column it will delay payment. The Payment Schedule, time sheets, time sheet instructions and other forms can be found at www.acumenfiscalagent.com/state/alabama.
- Time sheets and DCI approvals must be submitted by the due date on the [Payroll Calendar](#) for employees to be paid timely. Late submissions will be processed late. We highly recommend using the DCI Mobile app or DCI portal for time submission.
- Please choose only one method of time submission: DCI Mobile App (recommended), DCI Portal, or paper time sheets. Do not send in your time in multiple formats. Note that paper time sheets will be discontinued at the direction of ADSS in the coming months.

9. When should I contact Payroll? Enrollment? Customer Service?

- Send paper time sheets **ONLY** to Payroll-AL@acumen2.net or you can fax them to 866-496-4575. Do not use that email for any other purpose.
- If you are hiring a new employee, please contact your Counselor. They will send us your new hire paperwork.

- If an employee needs to change their pay information, if you terminate your employee, or have any other changes to existing information, please use enrollment@acumen2.net.
- If you need ID numbers for your paper time sheets, or have any other questions, contact Customer Service. You may reach Customer Service at 866-859-0027 or go to www.acumenfiscalagent.com/contact/ and complete the Contact Us form.

10. I need assistance managing my monthly budget? My shifts are getting denied at the end of the month (Auth Remaining Balance Denial), why is this happening?

- The DCI system helps you manage the funds you have been granted by not permitting shifts to be paid if they violate a program rule, or exceed the dollar amount that is available each month. Acumen does not determine program rules, or the amount an individual is granted. The DCI system enforces some of the rules established by the program.
- Employers can log into the DCI system for up-to-date information on balances and reports to assist you in managing your budget. For more information on what reports are available in DCI and how to use them, go to www.acumenfiscalagent.com/state/alabama and choose the **ADSS Program**, then choose **ADSS Online Training Resources & Recordings** in the orange box. Navigate to the [Reports Guide](#) link under Additional Resources.
- Please be sure to account for the cost of both your employees' hourly pay, plus the cost of employer taxes when managing your budget. Use the "Show Me the Money" tool, found at www.acumenfiscalagent.com/state/alabama, choose the ADSS program dropdown, and locate the "**AL ADSS Show Me the Money**" form.

11. How can employees ensure that the appropriate taxes are being deducted from our paycheck?

- Employees can view their paystubs in DCI, as instructed in #2 of this FAQ document. If you would like to change your tax information, you can find a W4 (for federal taxes) and an A4 (for state taxes) on the Acumen AL website at www.acumenfiscalagent.com/state/alabama. These forms can be returned to enrollment@acumen2.net.

Below is the FAQ document issued January 24th. Please note that we've amended the response to Question #5 below after working with the team at ADSS to ensure that everyone is aware of the rule and can work to come into compliance.

Information from Acumen – Frequently Asked Questions

January 24, 2024

Greetings from Acumen!

We understand that there are many questions you may have as we move forward with the transition to Acumen as your Financial Management Services Provider. Below are our Frequently Asked Questions and responses.

There are several questions below- such as the status of 2023 W2s from Allied- that has the only information Acumen is able to provide at this time. We request you do not call or email about these to help us assist others with specific questions or concerns.

1) **My employee was expecting their paycheck on January 19th but was not paid on that date. What happened?**

- Acumen's pay schedule can be found on our website at www.acumenfiscalagent.com/state/alabama. It has come to our attention that the Allied pay calendar indicated that January 19th was a pay date. Acumen's pay calendar indicates payments on the 12th and 26th. As you are now an Acumen client, please refer to the Acumen calendar for due dates, and pay dates.
- Please also note that ADSS has only authorized services for 12/23 and after to be paid by Acumen. We cannot answer questions about time prior to 12/23.

2) **How can my Employee get their 2023 W2?**

- Acumen did not make any payments in 2023, therefore we will not be sending W2's for this year. As all payments for 2023 were distributed by Allied, your employees can expect Allied to send their 2023 W2.

3) **How can my Employee submit shifts to Acumen for payment?**

- You have several options to submit your employee's shifts for payment. Please only choose one option for each shift.
- **DCI Mobile EVV. Recommended option!** Your employees can download the DCI Mobile EVV app from the Apple App Store or Google Play store. Use **System Identifier 228636** when downloading the app for the first time. Log in with the same username and password sent in your Welcome Letter. This allows your employee to clock in to their shift when they begin, and clock out of their shift when they end, in real time. Click here for assistance: [How to Install the DCI Mobile EVV App](#).
- **Paper timesheet.** If you choose this method, you can fax your timesheet to Acumen at 866-496-4575 or email your timesheet to Payroll-AL@acumen2.net.
 - DO NOT send your timesheet multiple times, or to multiple recipients as this can cause delays.
 - DO NOT send your timesheet to a specific employee at Acumen.
 - Please make names and entries in pen, and as clear and legible as possible. Please include service dates, clock-in and clock-out times including AM/PM times clearly marked and ensure both the Employer and Employee sign and date the form.
 - Note that paper timesheets will not be available as a long-term option. We do not know when these will be discontinued but will work with ADSS to ensure that any changes to paper timesheet availability are communicated as soon as possible.
 - Paper time sheets can be found at www.acumenfiscalagent.com/state/alabama. Use the Participant and Employee IDs noted at the top of your Welcome letter for the paper timesheets. Agency leads have also been provided with updated lists of IDs to share with counselors. Acumen will no longer be processing time on Allied timesheets as a courtesy.
 - Please ensure you're checking off the right service code/waiver program. Your Waiver program is noted at the top of your Welcome Letter if you are not sure.
 - ♣ Elderly & Disabled (E&D) Waiver = PSCED

- ♣ Alabama Community Transition (ACT) Waiver = PCSACT
- ♣ Technology Assisted (TA) Waiver = PCSTA
- **DCI Portal.** This is Acumen’s online method for submitting shifts for payment. You can use the online portal to see the status of shifts in real time. Your username and password have been sent in your Welcome Letter. Go to acumen.dcisoftware.com to get started.
 - Each user has their own log-in. DO NOT share your log-in information with anyone.
- For a recorded training on all these methods, please visit: [Alabama ADSS Self-Direction Training Materials](#)

4) **How can I receive your communications quickly?**

- You can receive communication from Acumen quickly if we have your email address. Acumen does not share your email address or use your email for anything other than to communicate as it relates to your AL ADSS services.
- Please ensure that you have marked Acumen as a safe sender in your email as your system may identify our communications as spam. We don’t want you to miss any future information!
- If you are logged into DCI, you can update your email in your own profile. Follow instructions here at the bottom of this resource on [Change Profile Settings](#).

5) **I worked more than 40 hours. Why did I only get paid for 40 hours?** **Amended in italics below*

- The program limits employees to working 40 hours per week per employer. In Acumen’s system you may see references to employer or “cost center.” A week is defined as Sunday through Saturday of each week. Acumen is contracted to support state rules as they relate to this program.

ADSS program rules prohibit an employee from working more than 40 hours per week for one employer. This rule was enforced at ADSS’s request on all Acumen payments (through January 13, 2024 service dates). Acumen has identified that this rule was not previously being enforced by Allied, which led to people being paid less by Acumen than they were accustomed to. At Acumen’s request ADSS has **temporarily suspended enforcement of this rule until further notice.*

Acumen is grateful that ADSS has made this temporary exception to allow Acumen to continue to pay 40 hours per week per client during this grace period. Further updates on this rule and grace period will be shared by ADSS directly. Any questions on this rule should be directed to ADSS at ALPersonalChoices@adss.alabama.gov. Previously rejected claims due to this specific program rule will be processed as soon as possible.

6) **I would like to speak to someone in Customer Service. What is the best way to reach someone?**

- Acumen’s phone lines (866-859-0027) are still receiving a high volume of calls as we continue this transition. You may choose to leave us a voicemail message or use our “call back” feature which will hold your place in line, and we will call you back when it’s your turn. Acumen’s Customer Service team may return your call during regular business hours, in the evening, or at the weekend as we work to connect with all callers. Thank you for your patience.

- You may also reach us by completing the [Contact Us](#) form. We also have a high volume of emails, so please allow 3-5 business days or more to respond during this transition period.
- Due to the high volume of calls we are unable to offer one on one DCI training at this time. Please find our AL Training Resources, including DCI training, here: [AL ADSS Self-Direction Training Materials](#).
- Requests for Welcome/Good-To-Go Letters, please complete the [Contact Us](#) form and check “Enrollment”.
- For any email communication, please provide as much detail as possible to help us respond. Missing information may lead to a delayed resolution. Please include:
 - Full name in Allied/ADSS records
 - Your role (ex. employee, employer, or counselor) and the full names of others tied to your inquiry (ex. participant, employer, or employee)
 - Your or your participant’s agency (if known), and
 - As many additional details as possible

Thank you,

The Acumen Team