Massachusetts Time & Budget (Authorization) Management Training for Employers & Participants (Clients)

Welcome to Acumen!

Thank you for joining the Acumen Family!

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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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- Resources & Critical Information
- Mobile App – Manage & View Entries
- Web Portal – Navigation, Facial Recognition Setup, Manage Entries, Employees, Clients & Reports
- Troubleshooting
- Payroll Schedule & Deadlines + Live Q&A

Quick Resources

- **View short step-by-step resource documents on the Massachusetts - Training Materials page providing instructions for the punch entry and approval process.**
  - **Employer Specific Resources:**
    - ✓ Employer Manage Entries
    - ✓ Employer Manage Budgets (Service Plan in Units)
    - ✓ Download the DCI Mobile EVV App & Log In
    - ✓ Logging into the Web Portal or the Mobile App
    - ✓ Business Rule Alerts – Quick Reference

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Critical Information

- Time must be **entered and approved** online **by the due date**, ***even if it falls on a weekend or holiday***.
  - ❖ Time entries approved after the due date will be processed on the following pay period's pay date
- Provider payment requests must be received by the Submissions Due date
  - ❖ Requests submitted after the due date will be processed on the following pay period's pay date
- After 30 days the entry will be prohibited as it will violate the timely filing business rule
  - ❖ All time entries must be **entered and approved** within **30 days of the date of service**
  - ❖ All vendor & reimbursement payment entries must be **submitted** within **30 days of the date of service**

Manage Time & Budget

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Mobile App

- **Manage Time**
  - ✓ View entries by Client or Employee
  - ✓ Approve/Reject Entries

Web Portal

- **Manage Time**
  - ✓ View entries by Client or Employee
  - ✓ Approve/Reject Entries
  - ✓ Verify signature or voice
- **Manage Settings**
  - ✓ Update username, password, email, PIN, security question, verify mobile
  - ✓ Setup Facial Recognition (optional)
- **Manage Budget**
  - ✓ View statements
  - ✓ Run reports
  - ✓ View budget data

DCI Mobile App

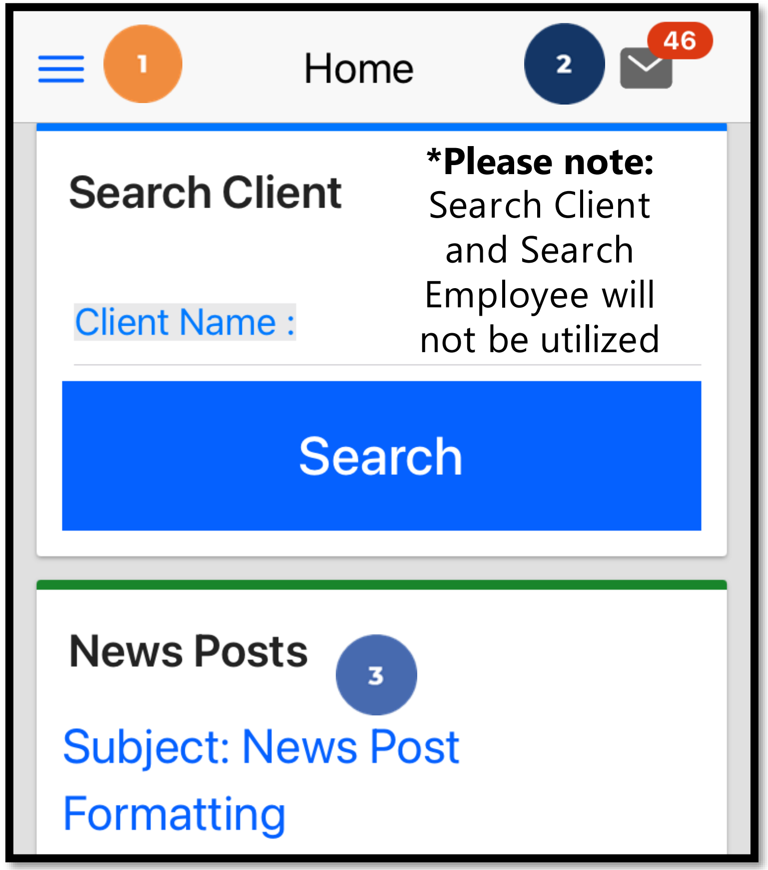
*Preferred Time Entry Method

Manage Entries

Dashboard

After logging in, the Dashboard or home page, displays.

1. Click the **Menu** in the top left corner of the screen to access all available submenu items
2. Click the envelope icon to access the messaging module
   - ✓ View secure messages including statements
3. Scroll down to view News Posts
   - ✓ Important information from the program
   - ✓ News Posts may also display as splash screens which show immediately after log-in. Read and click **OK** to acknowledge.



Review & Approve Entries

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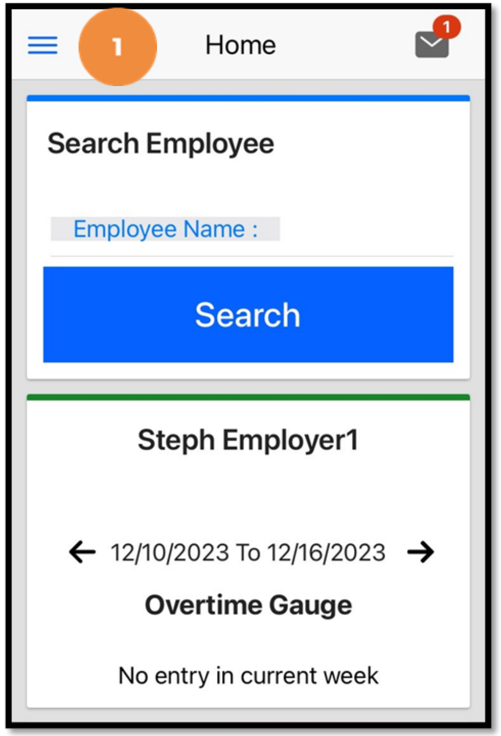
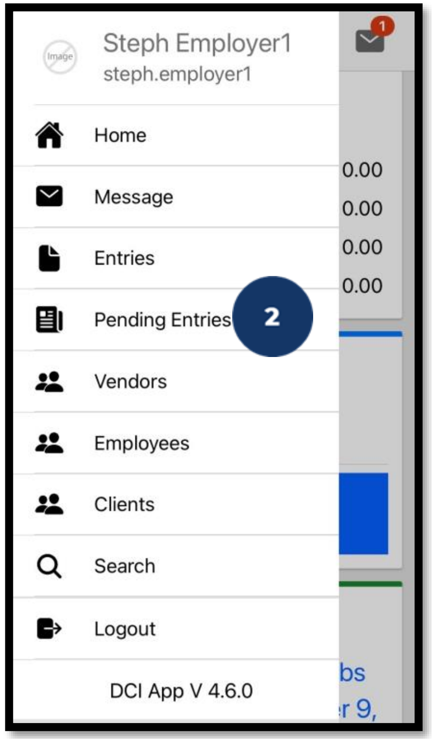
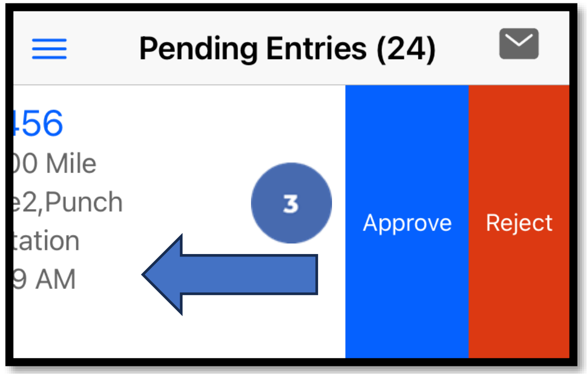
1. Click the **Menu** in the top left corner of the screen

2. Select **Pending Entries** on the submenu

3. **Swipe left** on the punch to select either the blue Approve button or the red Reject button

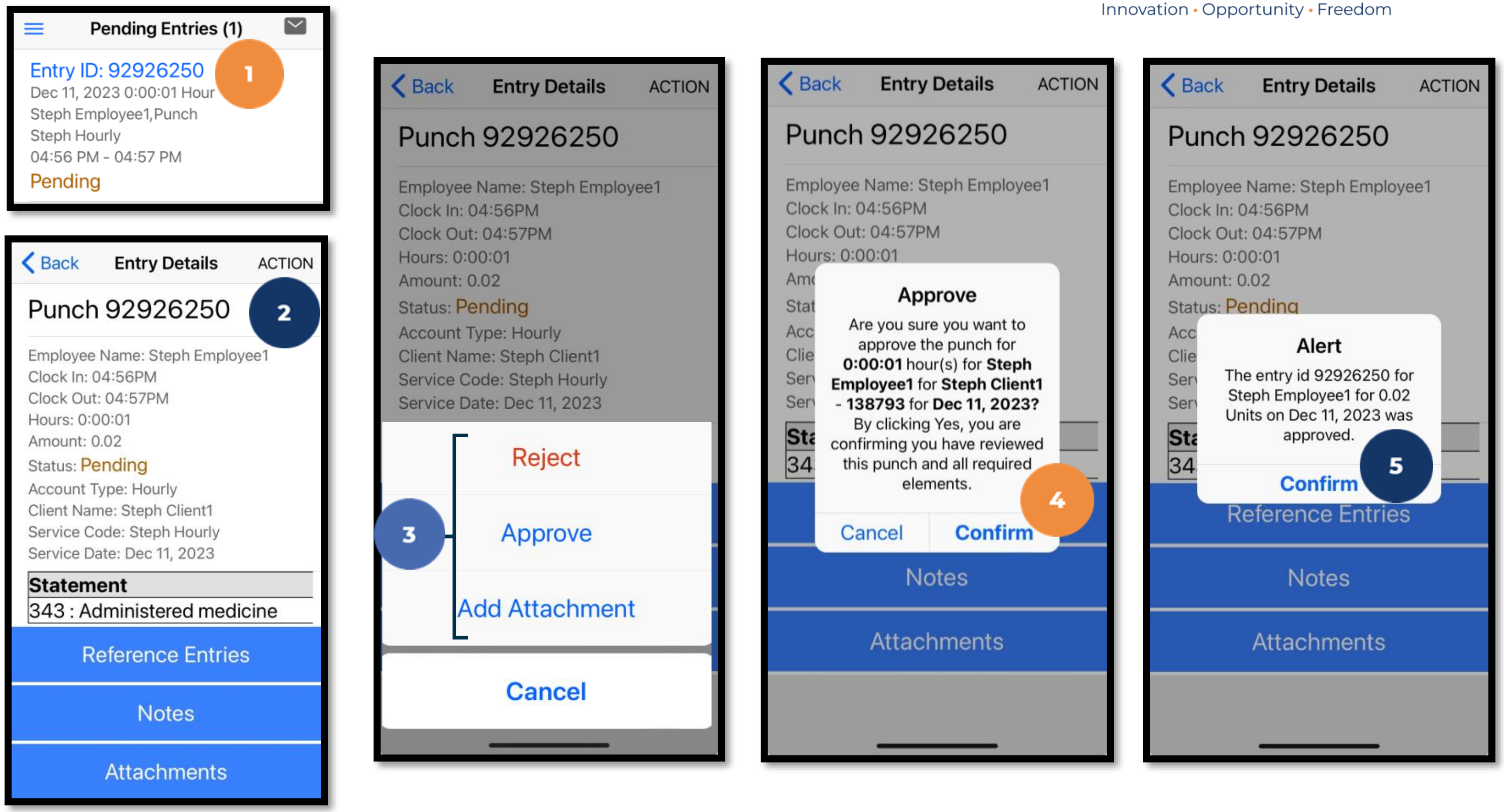






Review & Approve Entries (cont.)

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



*Please note:

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

***Entries must be approved within 30 days of the date of service.**

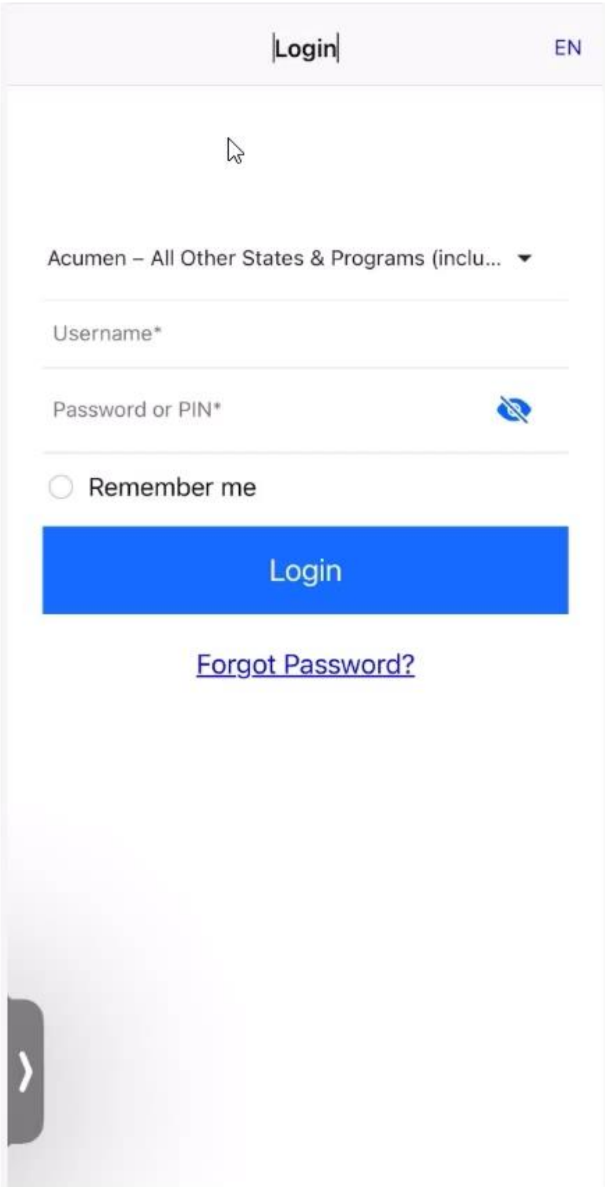
***After 30 days the approval will be prohibited as it will violate the timely filing business rule**

Entry Status

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

Mobile App Video

Employer Reviews & Approves Entries



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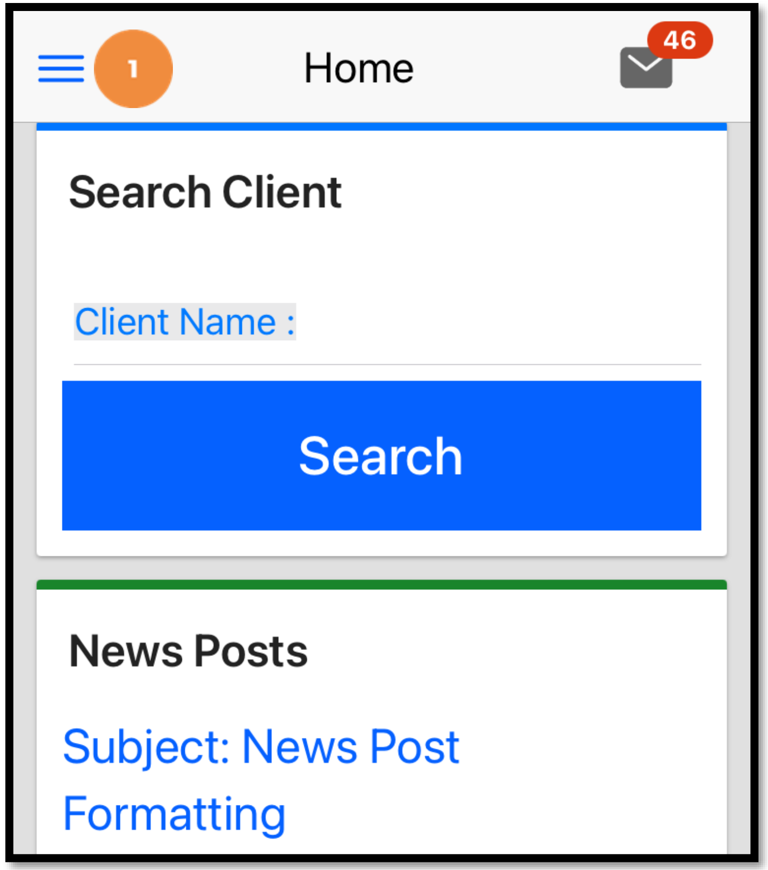
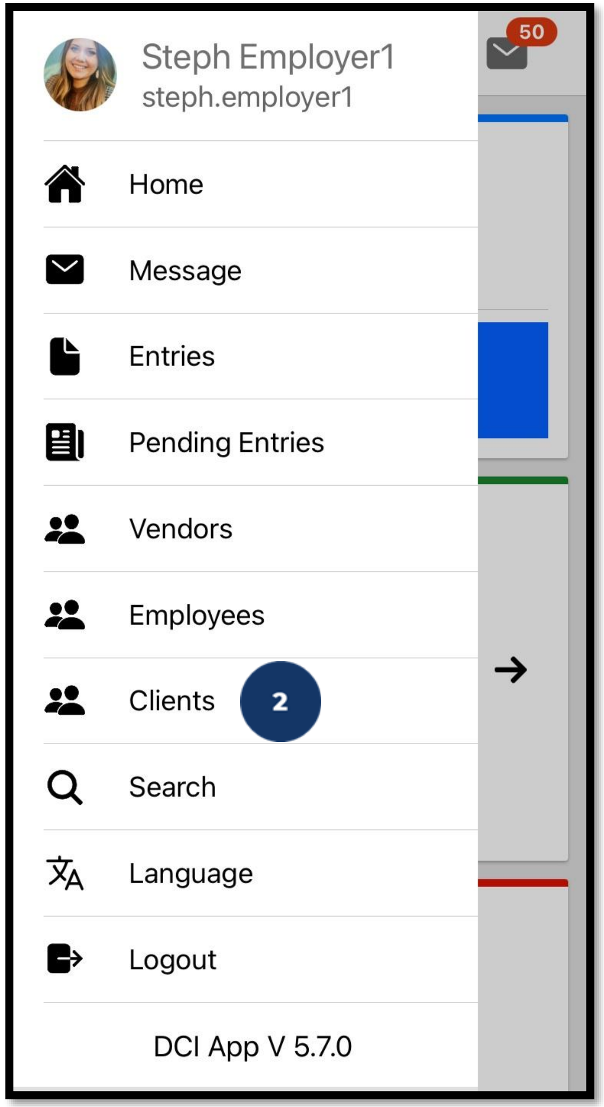
View Entries

View By Client

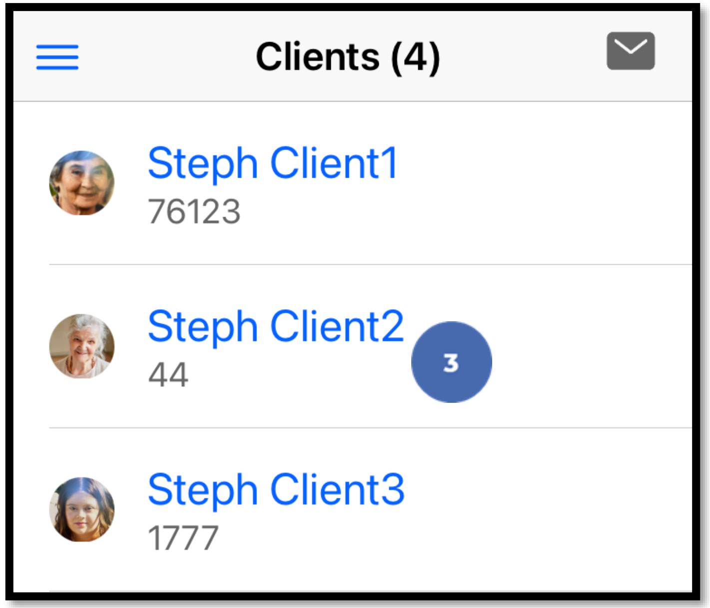
1. Click the **Menu** in the top left corner of the screen
2. Select **Clients** on the submenu

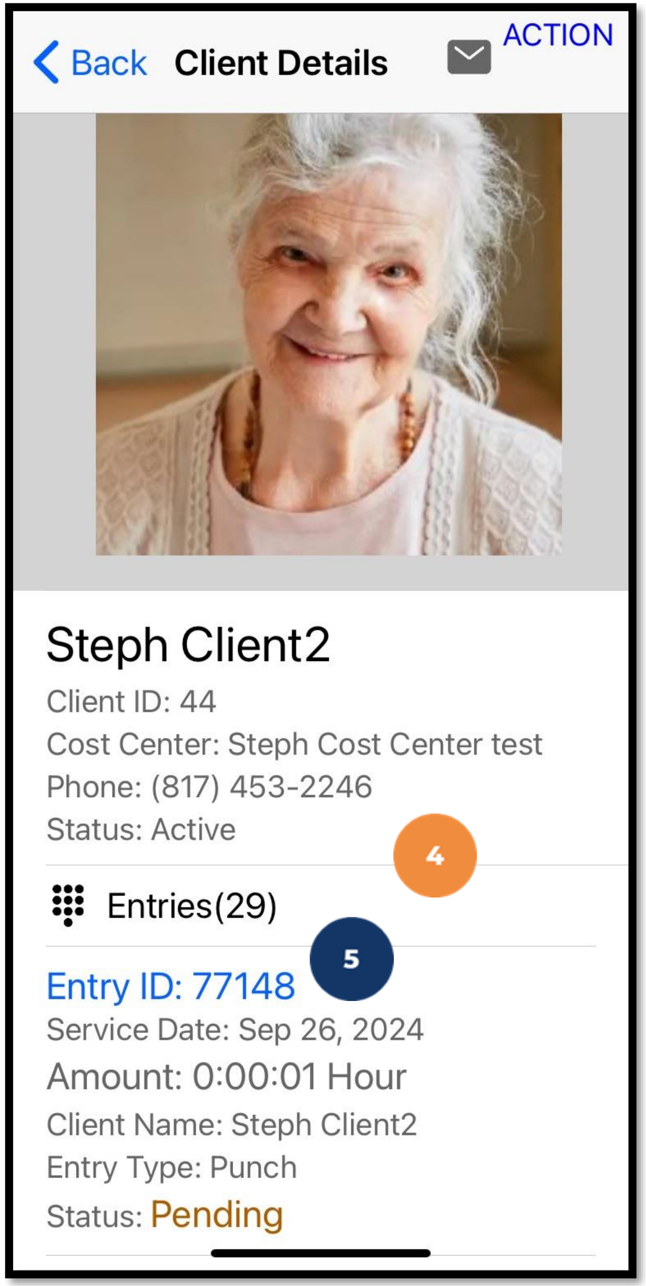




View By Client

3. View the list of clients and click on the client's name (blue hyperlink) to select it
4. View the client details and entries
5. Select the blue hyperlink Entry ID to view the entry details





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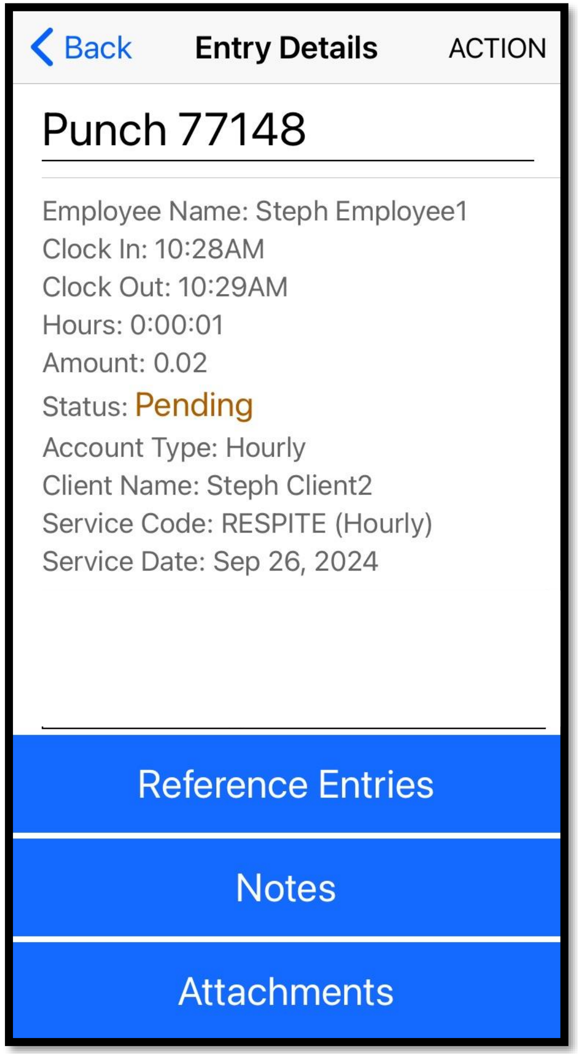

View By Employee

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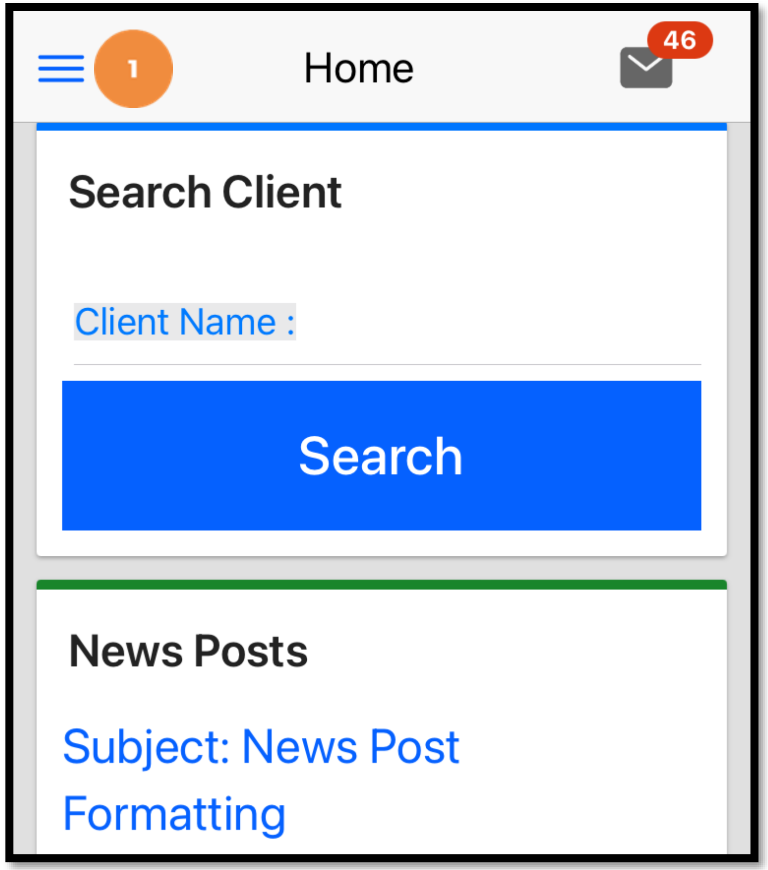
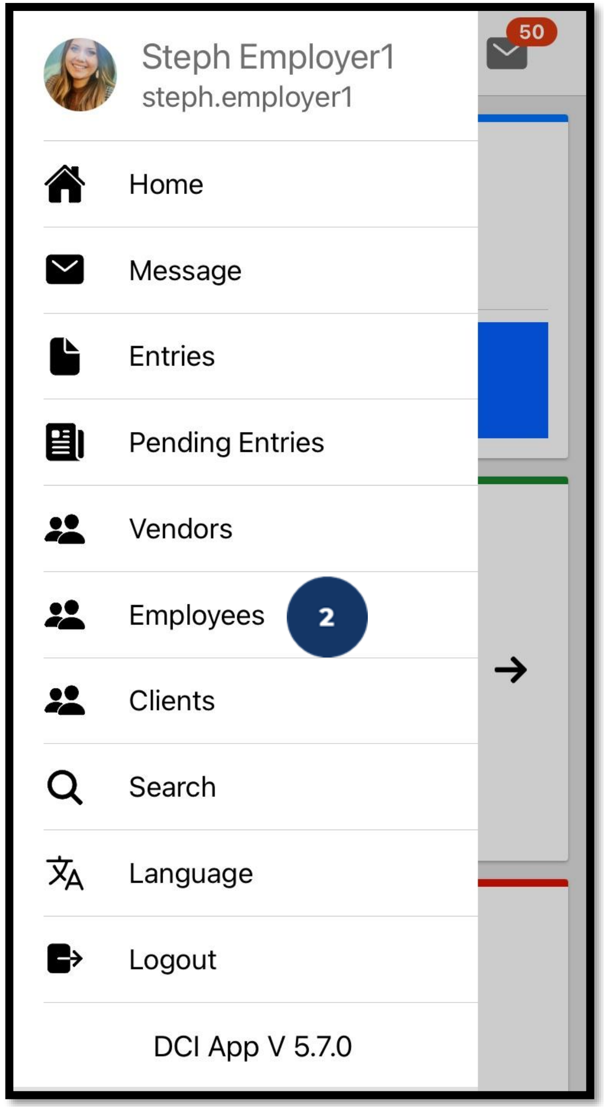
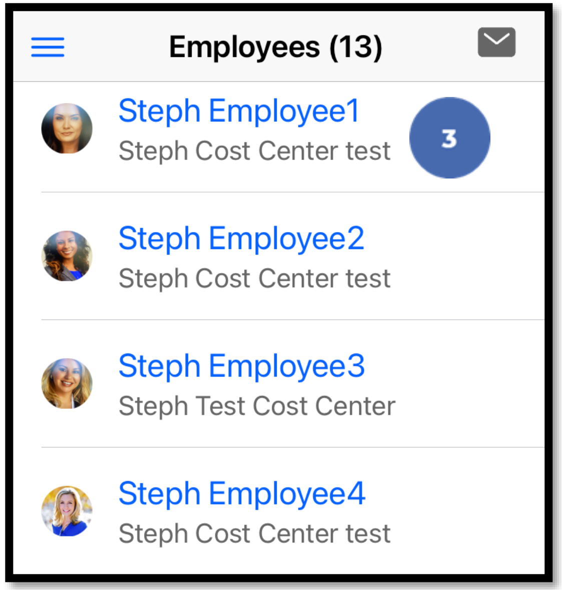
1. Click the **Menu** in the top left corner of the screen
2. Select **Employees** on the submenu

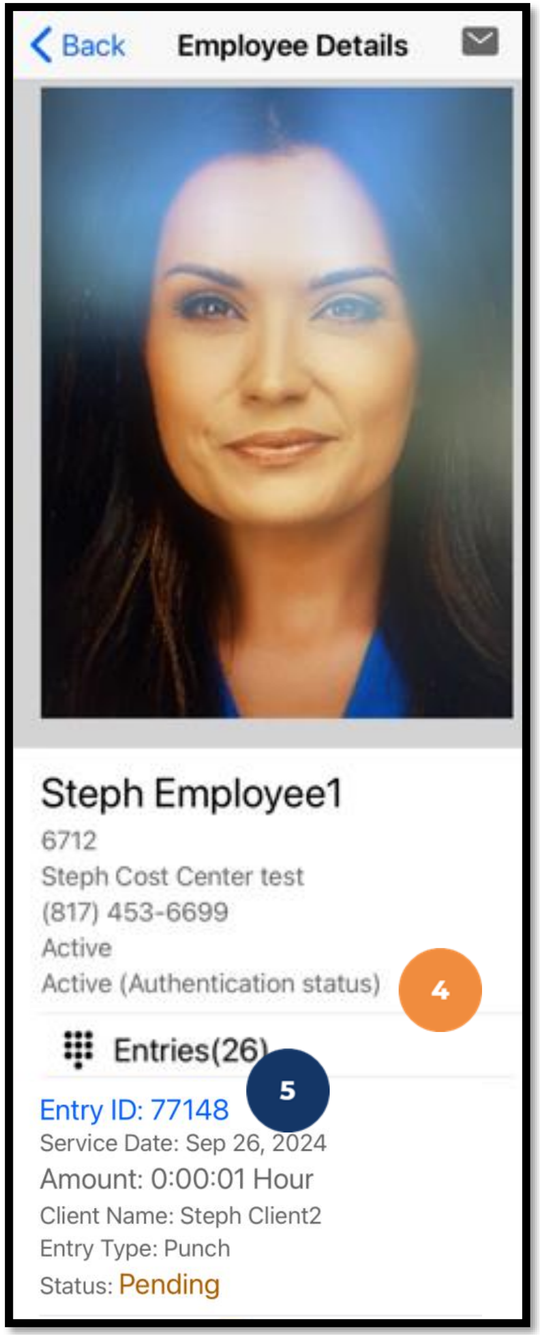


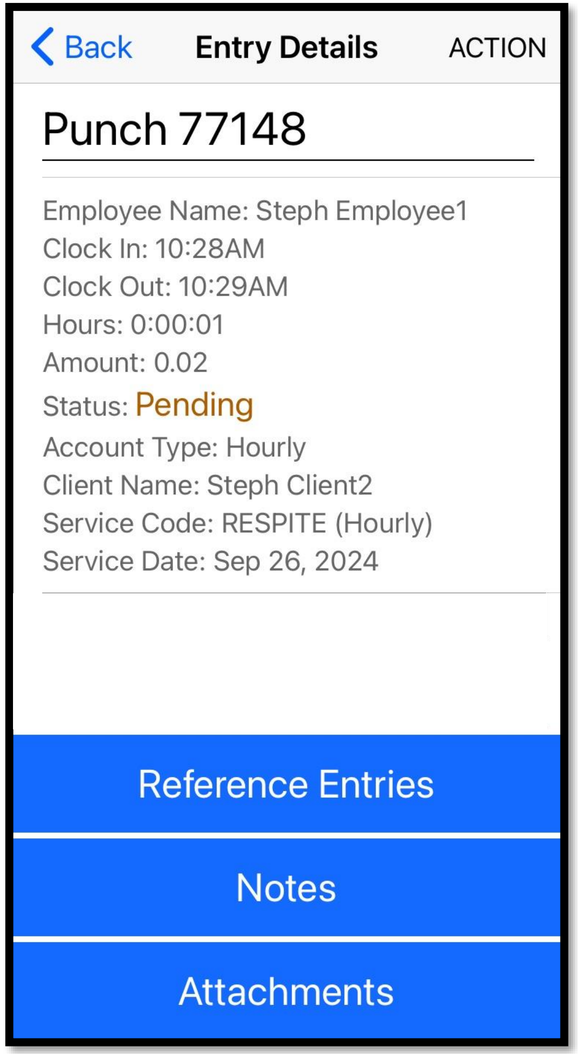


View By Employee

3. View the list of employees and click on the employee’s name (blue hyperlink) to select it
4. View the employee details and entries
5. Select the blue hyperlink Entry ID to view the entry details







DCI Web Portal

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Accessing the DCI Web Portal

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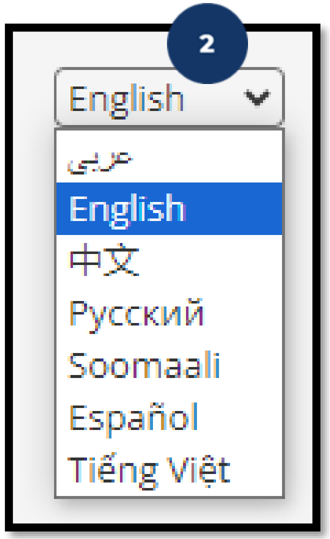
1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the DCI Web Portal
2. Use the language drop-down in the top right corner to select the preferred language
   - The page will now display in the new language each time you log in
   - This feature is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

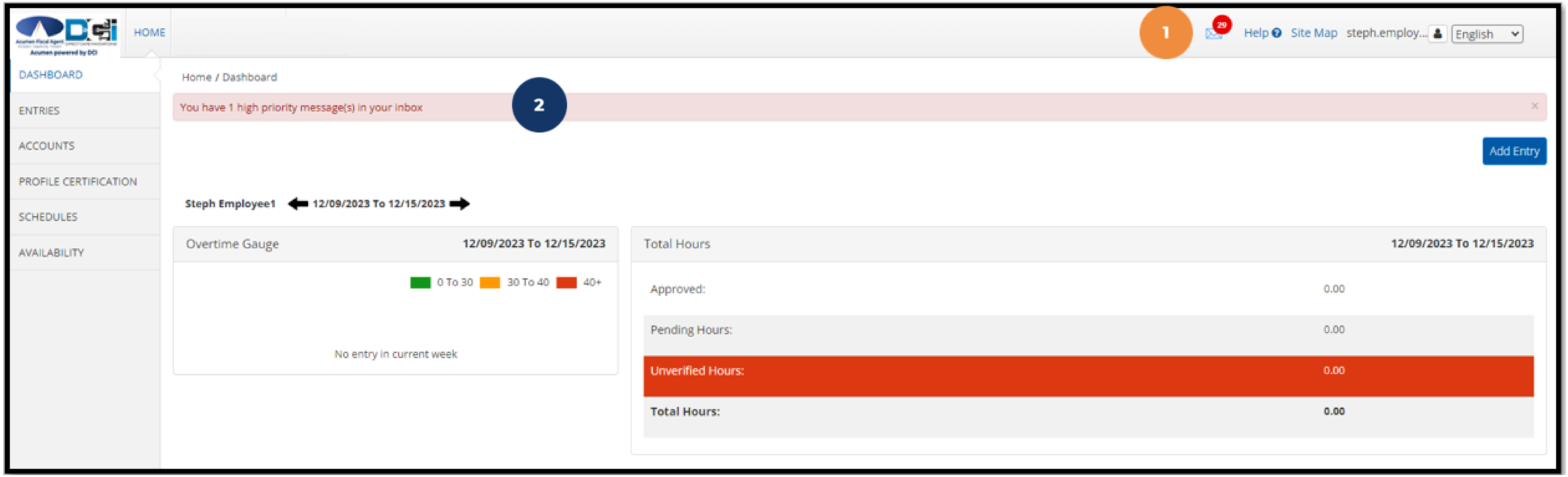
***Please note:** Contact Acumen with login issues

1 acumen.dcisoftware.com



Web Portal Messaging Module

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



Web Portal Messaging Module

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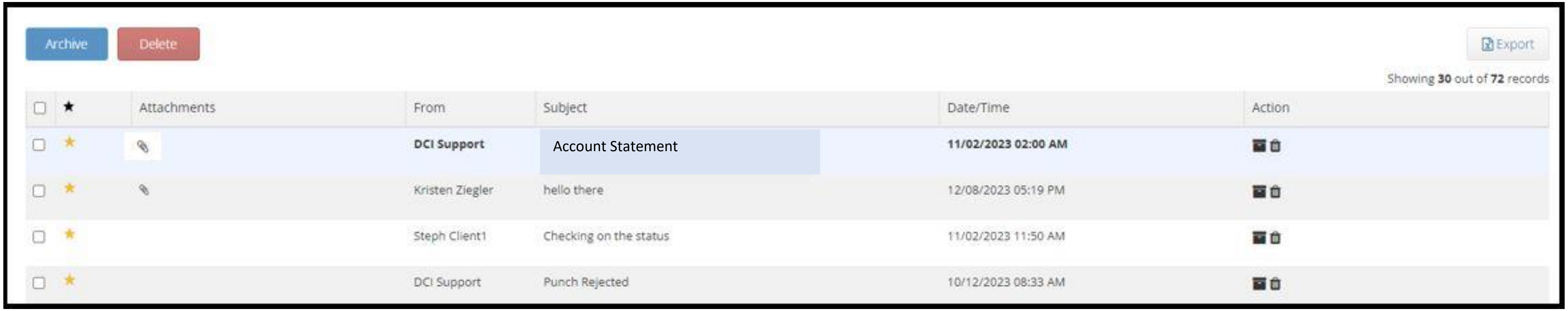
Select a message to view by clicking anywhere on the line

- ✓ 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

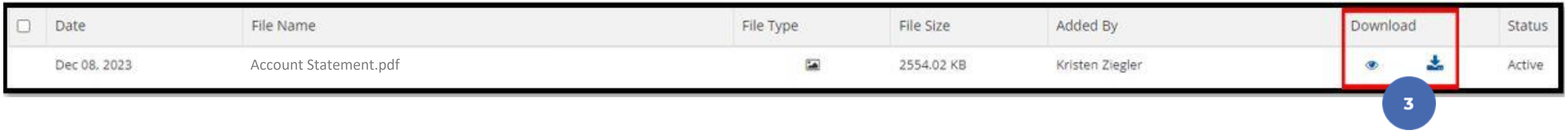

Archive Delete Export

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	

View Statements via Messaging Module

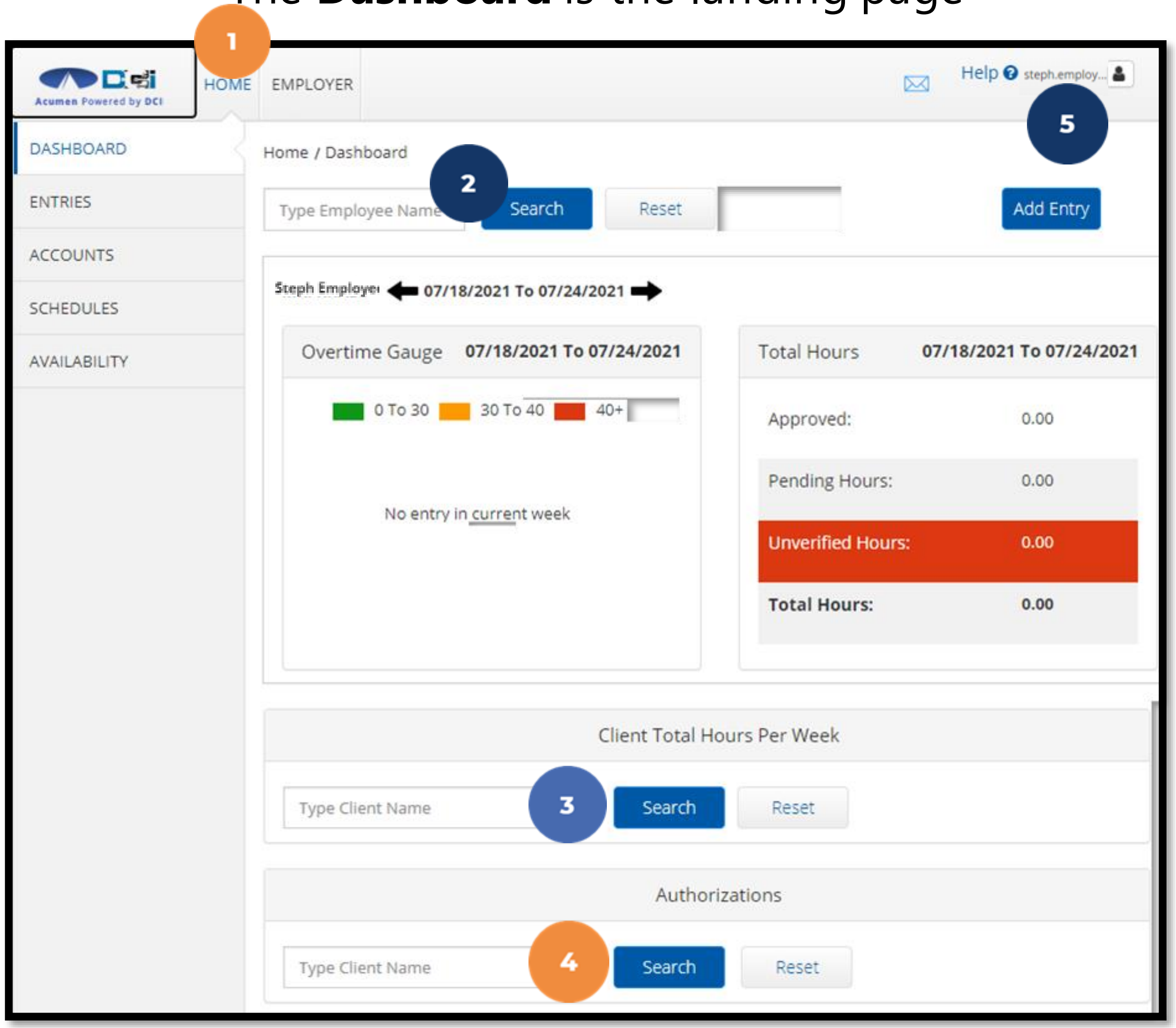
1. Locate the Statement message in the inbox and click anywhere on the line to view it
2. Click the **Attachments** tab
3. Click the **eye** icon in the download column to view the statement or the **download** icon to download it



Dashboard

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

The **Dashboard** is the landing page



Authorizations (Service Plan) Widget

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- The authorizations (service plan) widget allows the user to search by client (required) or optionally use the date filter to view approved authorizations (service plan) in the past, present, or future.
- As employees clock in/out, their time (units) will be deducted from the authorization and placed into a pre-authorization hold.
- Units in a pre-authorization hold remain in that status until billing and payroll have been processed. After payroll and billing completion, the units that were previously in a pre-authorization hold status will be deducted from the remaining balance and an updated remaining balance will be displayed.

Authorizations

KZ Client2 - T45158 | 06/18/2024 | Search | Reset | Display as Time

Authorizations display as units. Click to display as time.

Authorization for Client: **KZ Client2**

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance	Monthly Max	Weekly Max	Daily Max
PCSED	01/01/2024	01/01/2025	10000.00 Units	9928.00 Units	68.00 Units	9860.00 Units	833.00 Units	208.00 Units	30.00 Units

Authorizations

KZ Client2 - T45158 | 06/18/2024 | Search | Reset | Display as Units

Authorizations display as time. **Click to display as units.**

Authorization for Client: **KZ Client2**

Service Code	Start Date	End Date	1 Initial Balance	2 Remaining Balance	3 Pre Authorization Holds	4 Current Available Balance	Monthly Max	Weekly Max	Daily Max
PCSED	01/01/2024	01/01/2025	2500 Hours, 0 Minutes	2482 Hours, 0 Minutes	17 Hours, 0 Minutes	2465 Hours, 0 Minutes	208 Hours, 15 Minutes	52 Hours, 0 Minutes	7 Hours, 30 Minutes

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

Facial Recognition Setup

What is Facial Recognition?

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

Facial Recognition Setup

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

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

Facial Recognition Setup

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

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

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

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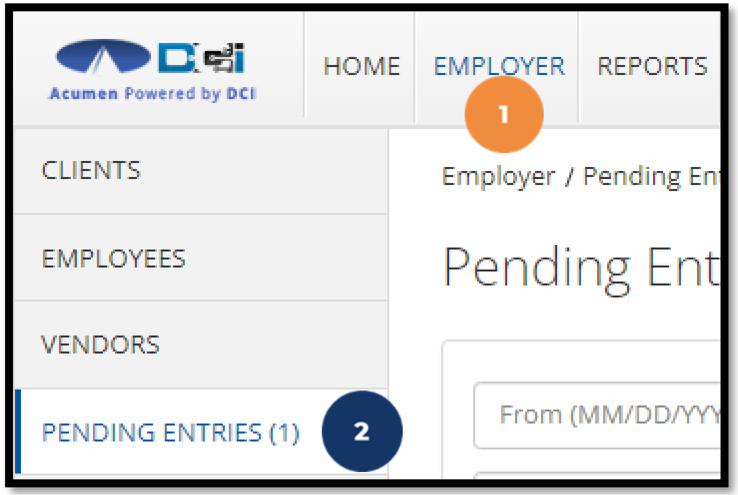
Manage Entries

Navigate to Pending Entries

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

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



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

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

Verify Signature or Voice

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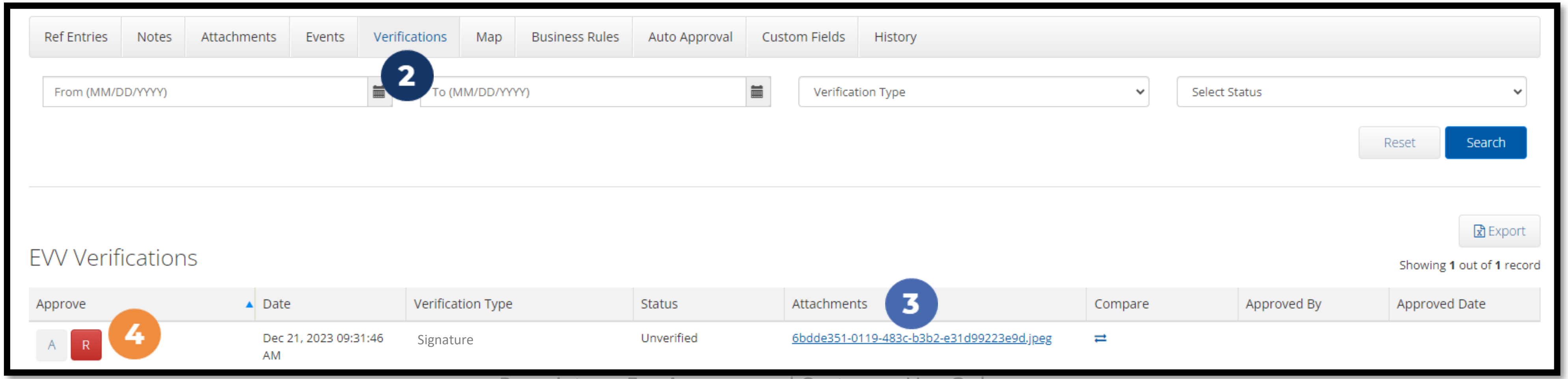
1. If an entry has a red eye icon in the Needs Review column, hover over it to see why it needs review. If it states, "Signature Unverified" or "Voice Unverified", **click anywhere on the entry row** to open the punch details page.
2. Scroll down to select the **Verifications** tab
3. Click the **attachment**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

Approve	Service Date	Start Time	End Time	Pay Rate	Amount	Cost To You (Estimate)	Client Name	Employee Name	Service Code	Account Type	Needs Review
A R	Feb 25, 2025	11:18 AM	11:19 AM	14.00	0.02	0.28	Steph Client	Steph Employee	PCS Service Code		
A R	Feb 25, 2025	11:17 AM	11:18 AM	14.00	0.02	0.28	Steph Client	Steph Employee	PCS Service Code	Hourly	
A R	Feb 25, 2025	11:16 AM	11:17 AM	14.00	0.02	0.28	Steph Client	Steph Employee	PCS Service Code		



Approve	Date	Verification Type	Status	Attachments	Compare	Approved By	Approved Date
A R	Dec 21, 2023 09:31:46 AM	Signature	Unverified	6bdde351-0119-483c-b3b2-e31d99223e9d.jpeg	⇄		

Manage Pending Entries

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***Important!** Entries must be both entered AND approved within 30 days of the date of service

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

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

Punch Detail

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- Widgets contain detailed information on the punch

Employer / Pending Entries / 76561

Punch Detail - 76561

Punch Details

Entry Id: 76561
Machine Details: 73.181.17.178
Service Date: Sep 04, 2024
Check In: 10:56 AM
Check Out: 10:59 AM
Hour(s): 0:00:03
Amount: 0.05 Hour
Rounded Amount: 0.05 Hour
Employee Time Zone: CST (UTC-6)
Client/ Program Time Zone : CST (UTC-6)
Location Code: 48-439-1340898
Authorization Entry Id: 57934
Pay Rate Name: Standard
Pay Rate: 12.00
Status: Pending
Created By: Steph Employee1
Created: Sep 04, 2024
Input Method Type: Mobile App

Account Details/ Service Account

Account Id: 2926
Account Type: Hourly
Client/ Program Time Zone: CST (UTC-6)
Employee: Steph Employee1
Employee Time Zone: CST (UTC-6)
Service Code: RESPITE (Hourly)
Portal Signoff: TRUE
Funding Type: Units
Funding Source: Steph Funding Source
Cost Center: Steph Cost Center test
Unit Type: Hourly
Status: Active

Punch Detail Page

- Additional widgets

EVV Details

EVV Method:	Portal Signoff
EVV:	No
Clock In EVV Location :	Home
Clock In EVV Address:	835 White House Road Mansfield, TX 76063
Clock Out EVV Location :	Home
Clock Out EVV Address:	835 White House Road Mansfield, TX 76063
Employee Fail InHome Validation:	No
Supervisor Approved Failed InHome Validation:	NA
EVV Compliant:	No

Reason Codes

Reason Code Name:	Forgot device
Reason Code:	10
Free Text Note:	forgot

Actions 1

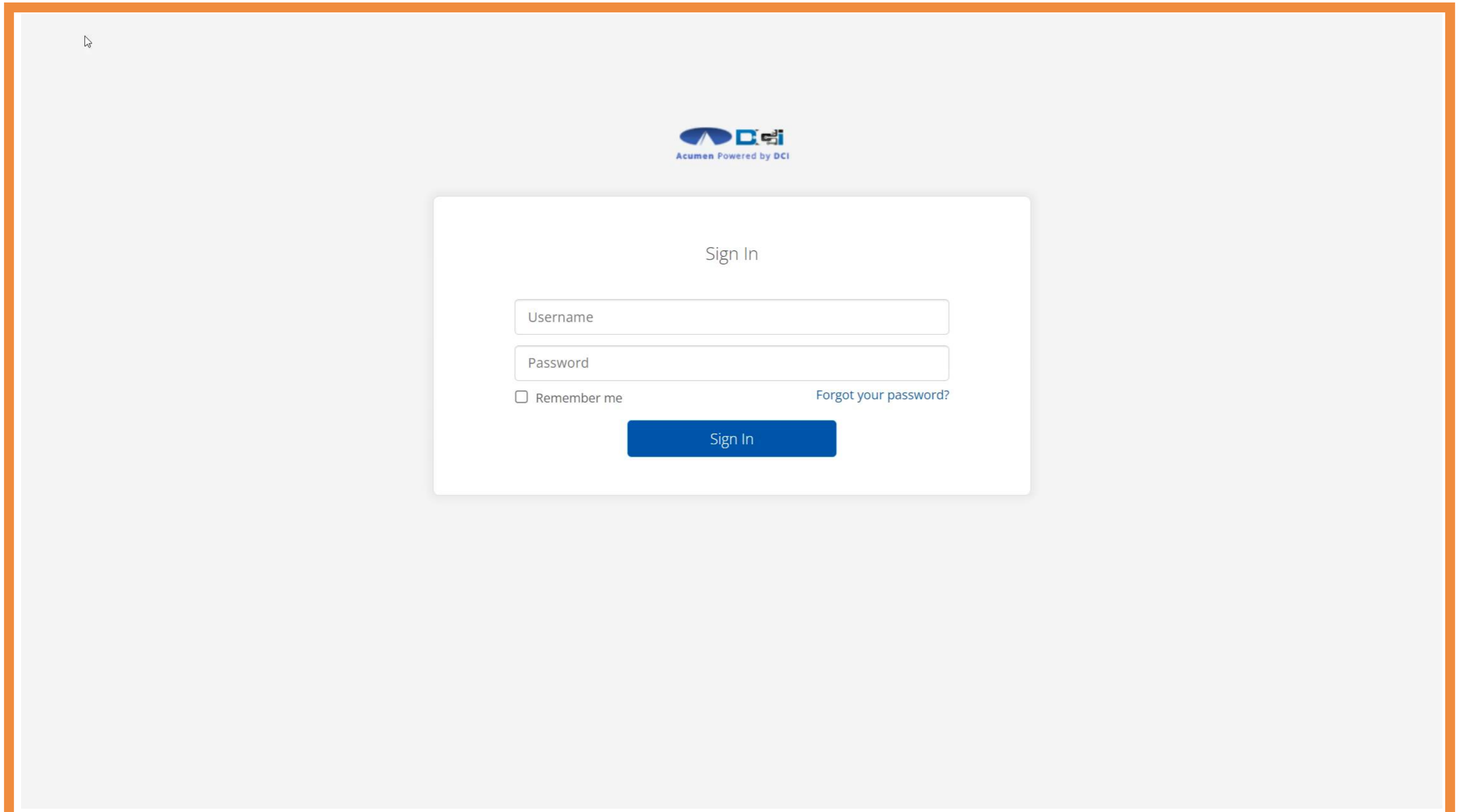
- New Note
- New Attachment
- Edit Custom Field Values
- Approve 2
- Reject 2
- Edit Entry

Approve or reject the entry from the punch detail page or return to pending entries to manage

1. Click **Actions**
2. Select from the drop-down menu

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

Employer Web Portal Video
Manage Entries



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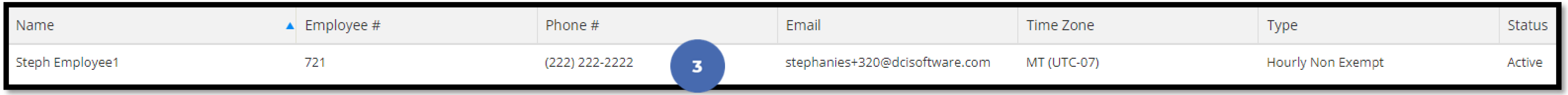
Employees, Clients & Reports

Employee Details Page

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



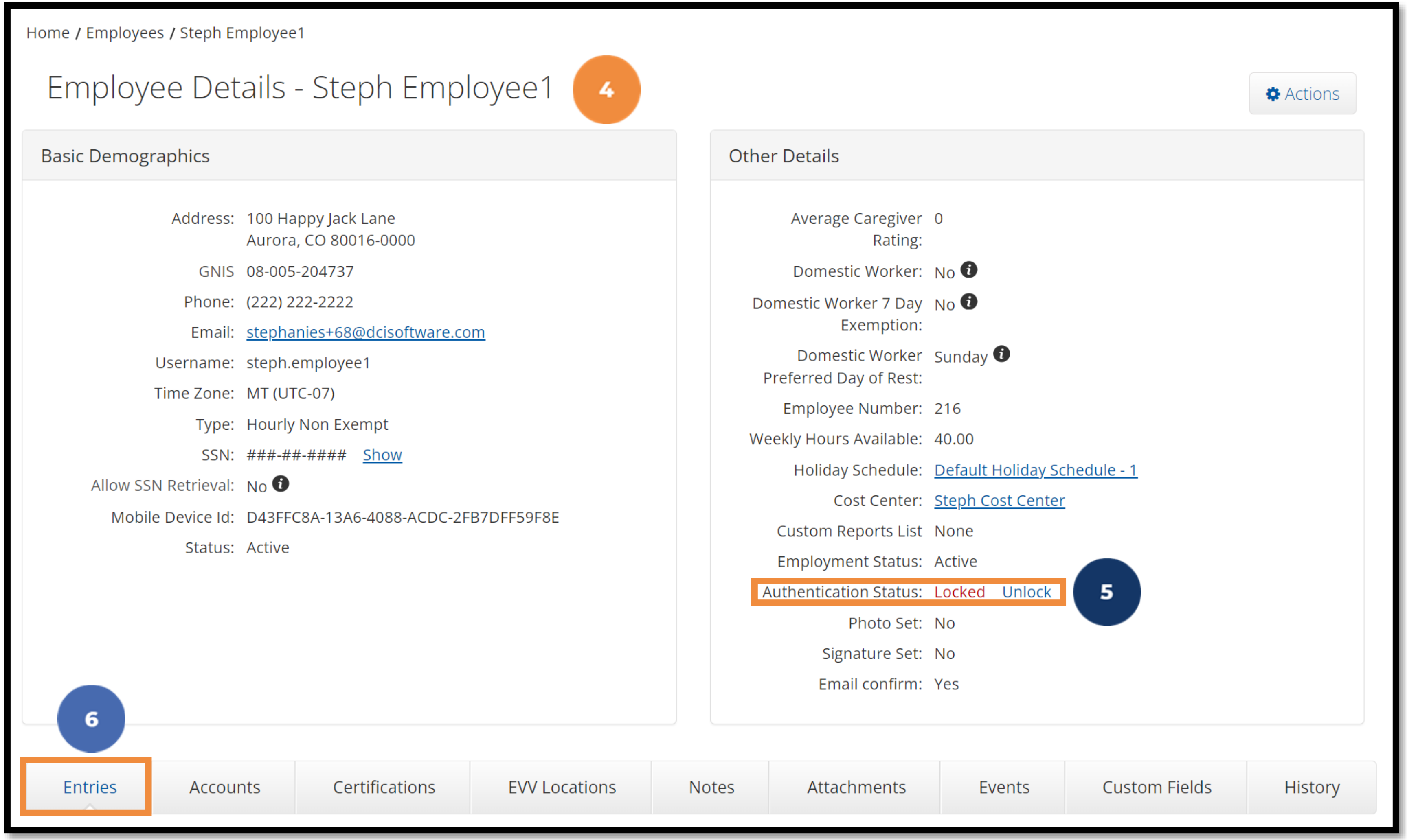
Name	Employee #	Phone #	Email	Time Zone	Type	Status
Steph Employee1	721	(222) 222-2222	stephanies+320@dcisoftware.com	MT (UTC-07)	Hourly Non Exempt	Active

Employee Details Page

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

5. Unlock Employee Profile if needed

6. Scroll down to the tabs and select the Entries tab



Employee Details Page

Entries Tab

- View the punch entries for the employee
- Use the Status column to ensure all time for the pay period is entered and approved before the payroll & timely filing deadlines
- Click anywhere on an entry row to see the punch details

Export

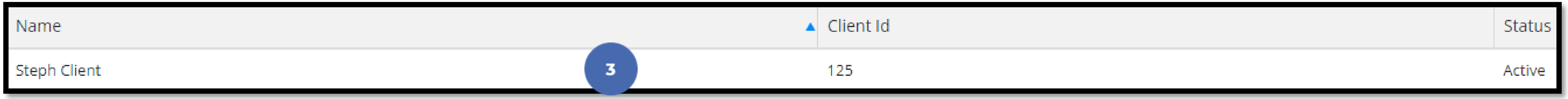
Entries

Showing **13** out of **13** records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client/ Program Name	Service Code	Amount	Status
1897873	Jul 12, 2023			Client Transportation	1897872	Steph Cost Center - 75	Steph Client1	Client Transportation	0.00	Approved
1894616	Jun 07, 2023	05:00 AM	08:00 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:03:00	Approved
1894612	Jun 04, 2023	04:00 PM	05:00 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:01:00	Approved
1894611	Jun 03, 2023	04:00 PM	06:00 PM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:02:00	Approved
1897872	Jul 12, 2023	06:22 AM	06:25 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:03	Pending
1894620	Jun 23, 2023	07:18 AM	07:19 AM	Hourly		Steph Cost Center - 75	Steph Client1	Hourly Respite	0:00:01	Pending

Client Details Page

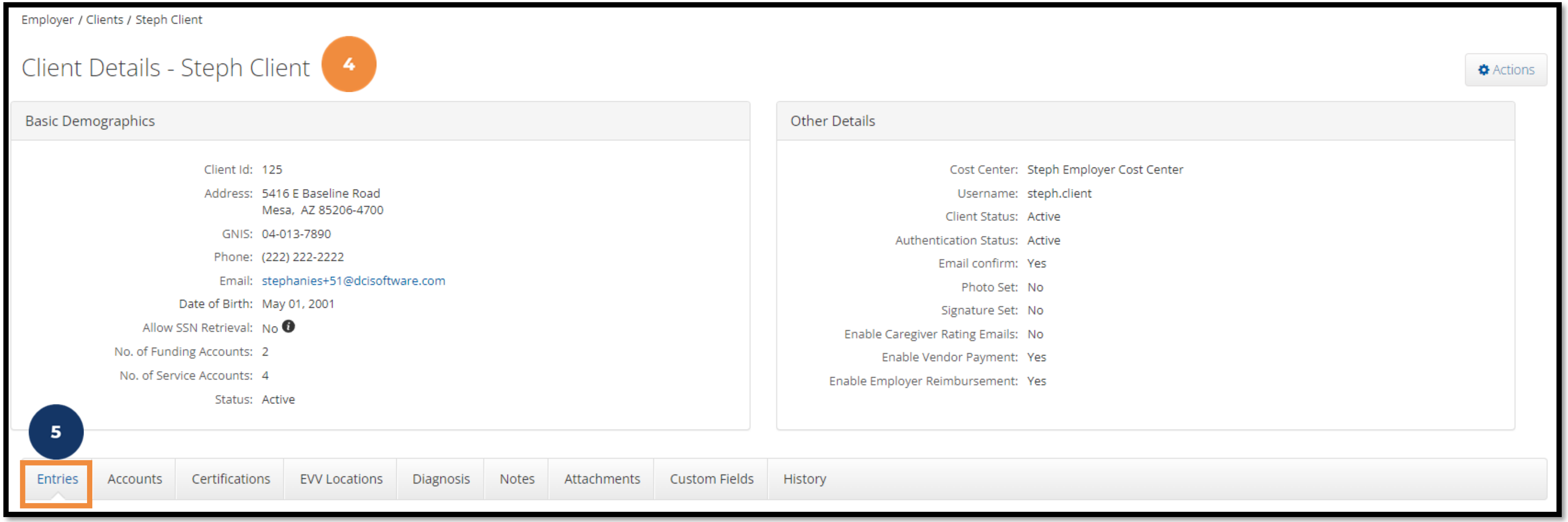
1. Click **Employer** on the main menu
2. Select the **Clients** tab from the submenu
3. Click anywhere on the selected client's line



Client Details Page

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

5. Scroll down to the tabs and select the Entries tab



Client Details Page

Entries Tab

6. View all entries associated with the client
7. Click the Type column to sort by entry type – Punch, Vendor Payment, or Employer Reimbursement
8. Use the Status column to ensure all time for the pay period is <u>entered</u> and <u>approved</u> before the payroll & timely filing deadlines
9. Click anywhere on an entry row to see the details

Entries

Export

Showing **30** out of **199** records

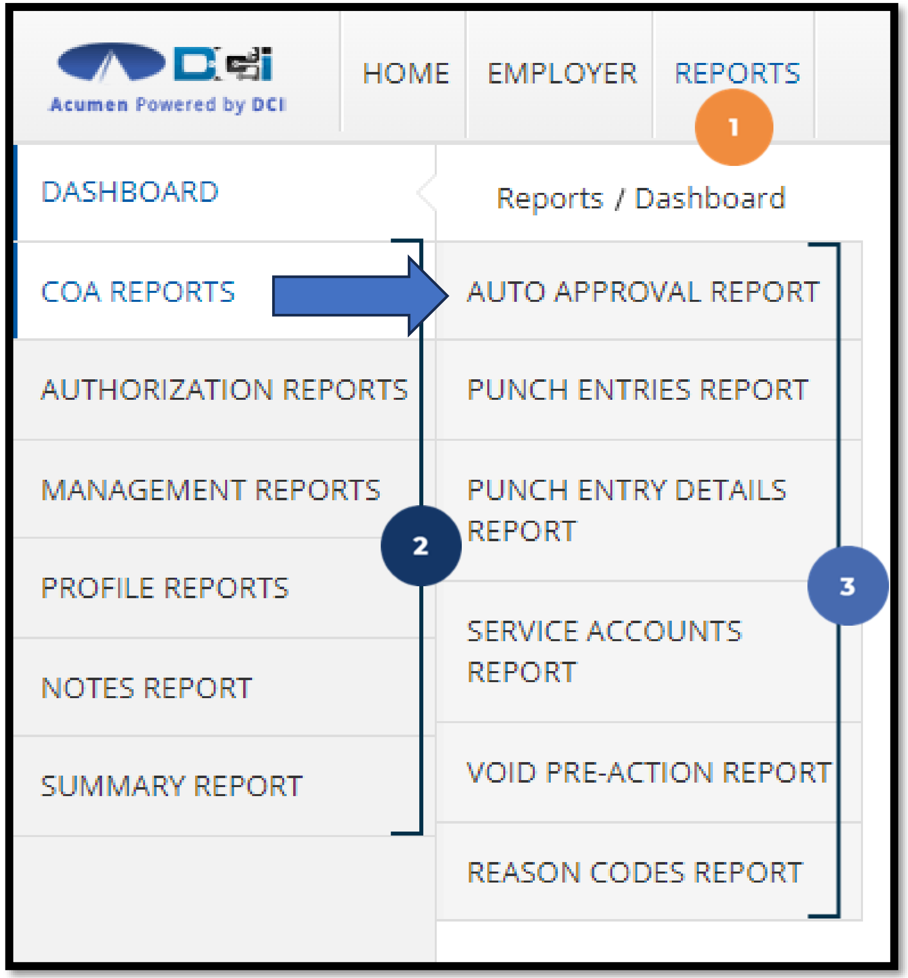
Id	Service Date	Type	Service Code	Cost Center	Employee /Program /Vendor Name	Ref.	Amount	Unit Type	Status	Portal Sign-off
80407	Feb 03, 2025	Vendor Payment	Steph Vendor 2	Steph Cost Center test - Steph Cost Center test	Steph Vendor 2		0:00:00	Dollar	Pending	N/A
80386	Jan 02, 2025	Vendor Payment	Steph Vendor 2	Steph Cost Center test - Steph Cost Center test	Steph Vendor 2		0:00:00	Dollar	Pending	N/A
80859	Feb 24, 2025	Punch	Client Transportation	Steph Cost Center test - Steph Cost Center test	Steph Employee1		0.00	Miles	Approved	No
80858	Feb 24, 2025	Punch	Client Transportation	Steph Cost Center test - Steph Cost Center test	Steph Employee1		0.00	Miles	Pending	No

Using Reports

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

   *Popular reports include:

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



Troubleshooting

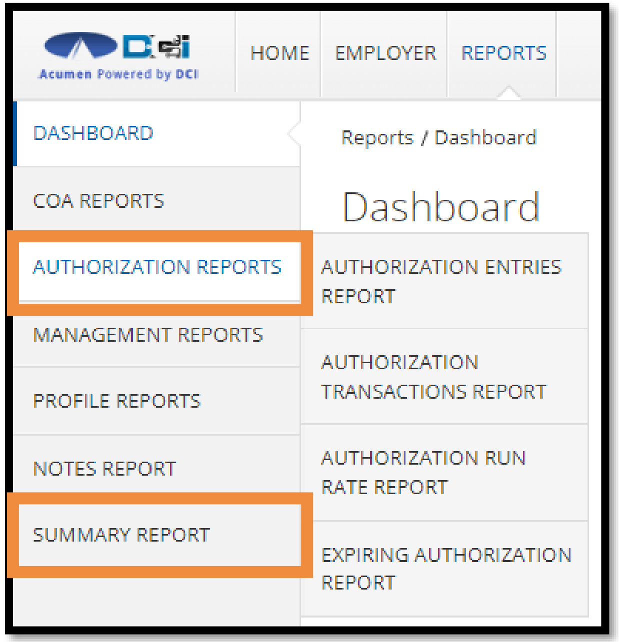
Alerts

- Access the **Business Rule Alerts** article on the training page to learn more about alerts you may receive
- Many of these alerts pertain to the authorization (budget)
- Please reach out to your Employer for guidance

Alert	Business Rule Name	Reason	How to Proceed
"Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry."	Authorization Remaining Balance	There are not enough funds available in the authorization to cover the hours submitted	The entry cannot be saved. Ask the employer to review their budget utilization. Adjust entry as needed.
"Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry."	No valid pay rate punch entry	There is no pay rate for this employee for the punch date of service and service code.	Ensure the employee is submitting for the correct service and date, If the entry is correct, contact the employer.
"Your punch has one or more violations and cannot be saved. Please review the violations below and click Return to make edits or cancel the entry."	Timely Filing Employees Punch Entry	Punches must be submitted within the number of days determined by the program, of the date of service.	The issue cannot be resolved. Ensure time is submitted promptly. Acumen cannot pay out hours that are submitted beyond the number of days past the date of service.

Alerts in Review

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



Authorizations

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

Authorization for Client: **Steph Client**

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

Payroll Schedule & Deadlines

Important Reminders!

- Time must be **entered and approved** online **by the due date**, ***even if it falls on a weekend or holiday***.
  - ❖ Time entries approved after the due date will be processed on the following pay period's pay date
- Provider payment requests must be received by the Submissions Due date
  - ❖ Requests submitted after the due date will be processed on the following pay period's pay date
- After 30 days the entry will be prohibited as it will violate the timely filing business rule
  - ❖ All time entries must be **entered and approved** within **30 days of the date of service**
  - ❖ All vendor & reimbursement payment entries must be **submitted** within **30 days of the date of service**

Provider Payment Schedule

Acumen Fiscal Agent
Innovation · Opportunity · Freedom

- Ensure time entries & vendor payment requests are received by the Submissions Due Date
- Time & vendor payment requests submitted after the due date will be processed in the following pay period
- Pay day is every other Friday
- Time must be **entered and approved** within **30 days of the date of service**

If you have questions or concerns, contact our Customer Service Department at **(866) 427-1739** or email us
Enrollment@acumen2.net.
For Vendor submission please send to "vendor-ma@acumen2.net"

Please keep a copy in a safe place for easy reference.

"Payment Period End Date" is the last day of services in pay period.

"MONTH" refers to the month that services were provided

"Submissions Due Date - NO Later Than" is the last date that your clock-in time entry or invoice can be submitted and approved, for the pay period to be paid as scheduled.

"Direct Deposit/ Check Date" shows the date that payment will be issued. For those payees that have selected electronic fund transfers, this is also the date that funds will be available in their accounts.

MONTH	Payment Period End Date	Submissions Due Date NO Later Than	Direct Deposit/Check Date
January	Sat, 01/04/25	Mon, 01/06/25	Fri, 01/10/25
	Sat, 01/18/25	Mon, 01/20/25	Fri, 01/24/25
February	Sat, 02/01/25	Mon, 02/03/25	Fri, 2/07/25
	Sat, 02/15/25	Mon, 02/17/25	Fri, 02/21/25
March	Sat, 03/01/25	Mon, 03/03/25	Fri, 03/07/25
	Sat, 03/15/25	Mon, 03/17/25	Fri, 03/21/25
	Sat, 03/29/25	Mon, 03/31/25	Fri, 04/04/25
April	Sat, 04/12/25	Mon, 04/14/25	Fri, 04/18/25
	Sat, 04/26/25	Mon, 04/28/25	Fri, 05/02/25
May	Sat, 05/10/25	Mon, 5/12/25	Fri, 05/16/25
	Sat, 05/24/25	Mon, 5/26/25	Fri, 05/30/25
June	Sat, 06/07/25	Mon, 06/09/25	Fri, 06/13/25
	Sat, 06/21/25	Mon, 06/23/25	Fri, 06/27/25
July	Sat, 07/05/25	Mon, 07/07/25	Fri, 07/11/25
	Sat, 07/19/25	Mon, 07/21/25	Fri, 07/25/25
August	Sat, 08/02/25	Mon, 08/04/25	Fri, 08/08/25

Please keep a copy in a safe place for easy reference.

Purchasing Items, Submitting Vendor Payments & Reimbursements

- This process is staying the same! Continue to work with your support broker to purchase items, and to request vendor payments and reimbursements.
  - ✓ Submit itemized receipt (with payment date and amount) or an invoice to your support broker
- Support broker submits it to Acumen for payment

Where to go for help?

- **Utilize the website acumenfiscalagent.zendesk.com for more help**
    - This will give you a full list of Training Materials for DCI

Acumen – (866) 427-1739

https://acumenfiscalagent.com/state/massachusetts/

For payment or other questions, please complete the Contact Us form at www.acumenfiscalagent.com/contact or email us at enrollment@acumen2.net.

Additionally, contact your state agent directly.

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Questions?

Thank you!

Visit the Acumen Help Center to learn more at: acumenfiscalagent.zendesk.com

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