



General FAQ's – Texas Transition (VDC program)

1. **Q: Why is our program changing fiscal intermediaries (FI)?**

- **A:** Alamo Area Council of Government contracts with fiscal intermediaries to meet the needs of the VDC program. AACOG has decided to change providers and has selected Acumen as the new fiscal intermediary for the Veteran Directed Care program.

2. **Q: Who is Acumen?**

- **A:** Acumen is a fiscal intermediary (FI) provider for veteran-directed services in multiple states and programs across the US. Acumen was founded in 1995 and has extensive industry experience with programs just like yours. Acumen assists in maintaining compliance with program rules, State and Federal employment regulations and tax reporting. Our technology platform (known as DCI) helps families to track their budget balances, vendor payment requests and employee hours.

3. **Q: Where do I send my employee's timesheet?**

- **A:** Acumen offers a digital platform called DCI where employees can login and create shift entries and submit their hours digitally, and where employers can review and approve hours electronically as well. Employees can use either the mobile app option to clock in and out in real time at the beginning and end of each shift, or they can log into the DCI portal (website) to manually create their shift reports on or before the time submission deadlines each pay period. Training on how to use Acumen's time entry system will be provided in early September so please watch for updates.

4. **Q: What is DCI?**

- **A:** DCI or Direct Care Innovations is a web time entry system for agencies like Acumen that provides multiple options for managing time entry, vendor payment requests, managing authorizations/budgets and billing.

5. **Q: Will my pay schedule change with Acumen?**

- **A:** Yes, the payment dates with Acumen will change. You will receive a written schedule detailing time submission deadlines and pay dates with your "Good to Go"



letter when your enrollment is complete. The schedule will also be available on the Texas page of Acumen's website before the program goes live in mid-September.

6. Q: When is the last date CDS in Texas will accept my hours/vendor requests?

- **A:** All employee hours and vendor payment requests through 9/15/25 must be submitted to CDS in Texas by time submission deadline for that pay period.

7. Q: What date do I begin to submit to Acumen?

- **A:** Your enrollment with Acumen must be completed before you can submit employee hours and vendor requests. The start date for services with Acumen is 9/16/25, for employee hours for the second pay period of September. If your paperwork is returned complete and correct by the deadline of 8/30/25, Acumen will issue a "Good to Go" letter with a start date of 9/16/25. CDS in Texas cannot process employee hours or vendor payment requests after the first pay period of September, so it's important that you respond timely with your Acumen enrollment paperwork and any correction requests from Acumen by the deadline of 8/30/25 to avoid a gap in payments. The first time submission deadline with Acumen will be 10/1/25, for the second pay period of September. The first pay date with Acumen will be 10/8/2025

8. Q: What enrollment forms are needed?

- **A:** Acumen prefilled a supplemental enrollment packet on your behalf and sent it to you by email. The email address we used was the one AACOG had on file for you (the employer of record). If you do not see the prefilled packet in your email inbox, please check spam or junk. For those with no email addresses on file, Acumen sent the prefilled documents via USPS mail. If you have paid employees, we prefilled an employment packet for you and your employee(s).
- Employers document list:
 - i. TX AACOG ER Packet Cover - Transition
 - ii. TX AACOG Employer Agreement
 - iii. Acumen Authorization Form
 - iv. Form C-42 Written Authorization
 - v. TX AACOG VDC WC Opt Out (Optional)
 - vi. 2678

9. Q: How will I initiate enrollment?

- **A:** You will start by accessing an Enroll Now link found in email communication and/or Acumen's website



10. Q: When will I receive my packet (or transition forms)?

- **A:** July 7th will be the first day to begin enrollment

11. Q: Who do I contact if I have a question or concern during the transition?

- **A:** Your Veteran Care Specialist is your best and fastest resource to answer questions during the enrollment and transition process. Acumen has trained the Veteran Care Specialists on the enrollment paperwork, so they will be able to assist you while Acumen stays focused on the processing of the enrollments into our system. Your VCS/Case manager is welcome to reach out to Acumen if they cannot answer your question. Or you can also contact Customer Service for assistance directly.

12. Q: Will my employee's payrate change?

- **A:** No. Acumen will receive existing payrate information and continue to pay at the same rate for all existing, transitioning employees.

13. Q: Will my employees continue to get paid through direct deposit, paycard?

- **A:** Acumen is able to issue payments via direct deposit. For existing, transitioning employees we will receive information about the existing method of payment and set up your employee(s) accordingly. If a problem arises and we cannot confirm direct deposit information, first paychecks will be issued with a paper check until we can get it sorted out.

14. Q: Will I receive training on DCI?

- **A:** Yes. Acumen will schedule virtual webinar-style DCI training sessions on time entry for families in early September. One of these sessions will be recorded and made available to view at your convenience. Additionally, written guides will be available for those who prefer a guide over a webinar. Please watch for notifications leading up to early September. You can also check with your Veteran Care Specialist as that time draws near, because they will be apprised of the schedule as well.

15. Q: What is the deadline for submitting my paperwork?

- **A:** To ensure there are no gaps in payment, Acumen must receive all enrollment documents by 8/31/2025. From that point, Acumen enrollment staff may reach out to you if they have questions or need corrections. The normal method that Acumen uses to communicate about such issues is email. For those who do not have an email address on file, we will reach out by phone. We cannot issue your "Good to



Go” date until all paperwork is received complete and correct, so timely response from you throughout the transition is important. Please stay watchful over your email inbox (or mailbox for those without email) to make sure you don’t miss an important message.

16. Q: Will Acumen hold back my employee’s pay if I do not submit my paperwork by the due date?

- **A:** You will not be able to enter time to be paid until you have received a “Good to Go” letter from us, which means Acumen has received all required paperwork complete and correct. When enrollment is complete, Acumen will send “Good to Go” notification to you using the same method that you received your prefilled enrollment packet (email or USPS mail).

17. Q: What is Acumen’s phone number/fax number/email address/website/address?

- Fax: (855) 264-3287
- Email: enrollment-txvets@acumen2.net
- Phone: (866) 759-9524
- Website: <https://www.acumenfiscalagent.com>
- Mail: Acumen Fiscal Agent, 1130 E. Arapaho Rd. Ste 525 Richardson, TX. 75081

18. Q: What is Acumen’s fees?

- **A:** Acumen is paid a flat rate per client per month for the services we provide for you. The program pays Acumen directly, outside of the services budget that you are authorized to access.

19. Q: Will my program rules be changing? (budget amount, etc)

- **A:** Program rules are the same and your budget will carry over to Acumen with no changes. Acumen will have a different pay schedule which will be provided to you with your “Good to Go” packet. Acumen will also offer a new way to submit employee hours and vendor payment requests using DCI and/or forms developed for Acumen services, but otherwise you should feel no difference. It is important that you discontinue using CDS in Texas forms when the time comes to submit employee hours and any vendor payment requests to Acumen, as CDS in Texas forms will not be accepted.

20. Q: Will employees need to complete a new W4 for tax withholding preferences?

- **A:** Yes

21. Q: Will my employees have to complete all new paperwork to transition to Acumen?



- **A:** No. Acumen will receive some of this information from the previous FMS. However, there are some forms that your employees will need to complete, and these can be completed thru our Electronic Enrollment System.

22. Q: If I am an authorized rep for a veteran, do I register myself or them into EES?

- **A:** You will register the Veteran with the Veteran's information into EES, and the Docusign Forms will have the Veteran's name to sign via electronic signature.

23. Q: If I am an employee assisting my veteran with registering in EES, can I use my own email address as the email for the Veteran?

- **A:** The Veteran and employee will need to have two separate email addresses in order to receive the forms for electronic signature. You can use a secondary email address for yourself or set up an email account for the Veteran. You will need to make sure that both email addresses can be regularly monitored as we will utilize these to send out communications and reminders.