

# Account Statements

**Welcome to Acumen!**  
Thank you for joining the Acumen Family!



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

# Where to Find Account Statements

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# Where to Find Account Statements

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Account Statements (as well as Employee paystubs) can be found inside the  
**DCI Messaging Module.**

There are **three** different places to find the messaging module!

**DCI Web Portal:** Accessible on desktop/laptop computers

**Mobile Web:** Mobile friendly; accessible on mobile devices; limited functionality; using web browser on the phone.

**Mobile App:** Mobile DCI EVV app on a mobile device or tablet



# DCI Web Portal: Messaging Module

# View Account Statements in DCI Web Portal



1. Navigate to the **DCI Web Portal** or use the link in previous step

- <https://acumen.dcisoftware.com/>

2. Enter **Username** and **Password**

- Credentials provided by Acumen

3. Utilize **Forgot Password** link if necessary

- Contact your Acumen Agent with any login issues

4. Click **Sign In**

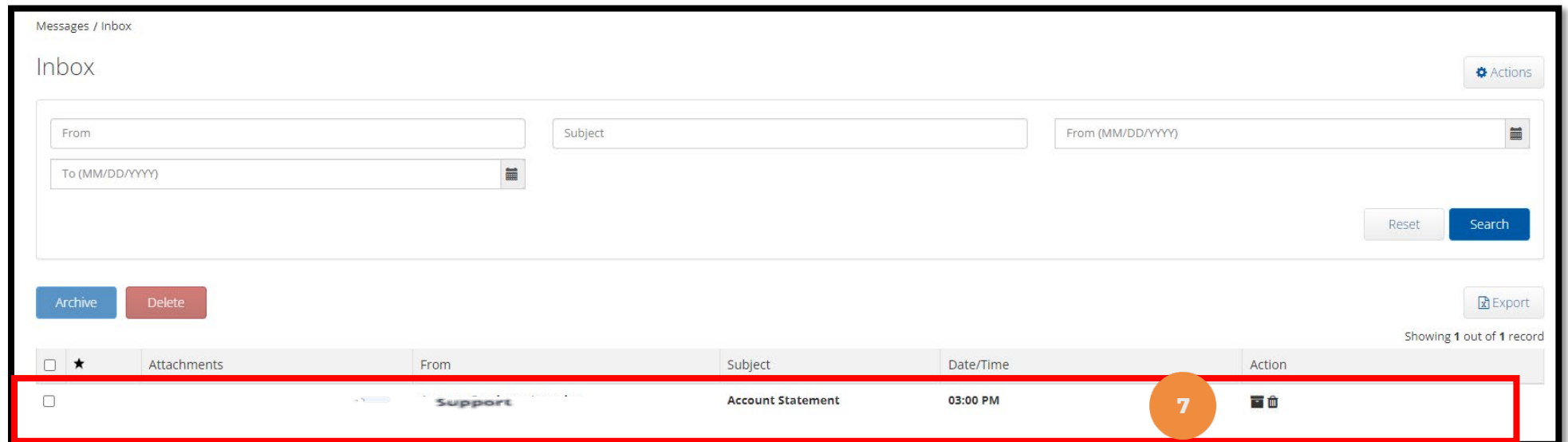
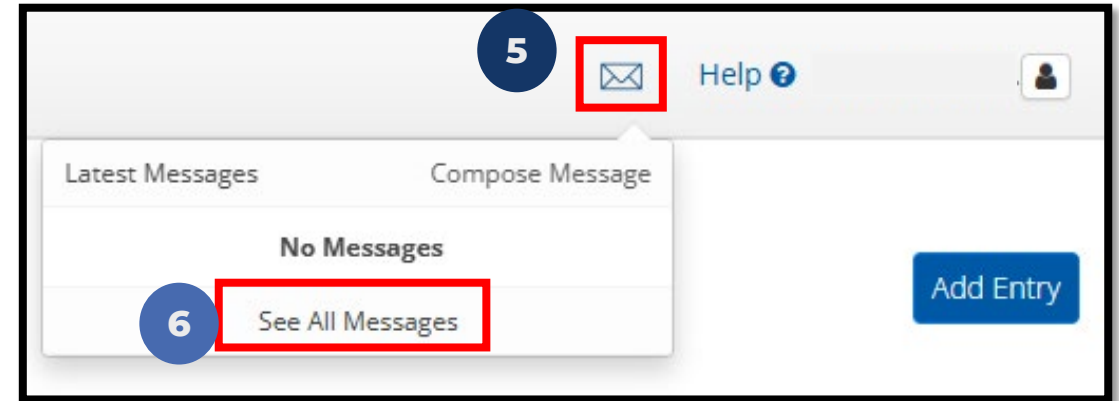
A screenshot of the DCI Web Portal sign-in page. The page header includes the DCI logo and "Acumen Powered by DCI". The main heading is "Sign In". There are four numbered callouts: 1 (orange circle) points to the top of the page; 2 (blue circle) points to the "Username" input field; 3 (blue circle) points to the "Forgot your password?" link, which is highlighted with a red rectangle; 4 (orange circle) points to the "Sign In" button. The "Password" field is also visible, along with a "Remember me" checkbox.

# View Messages in DCI Web Portal

5. In the upper right-hand corner, click on the **envelope** icon.

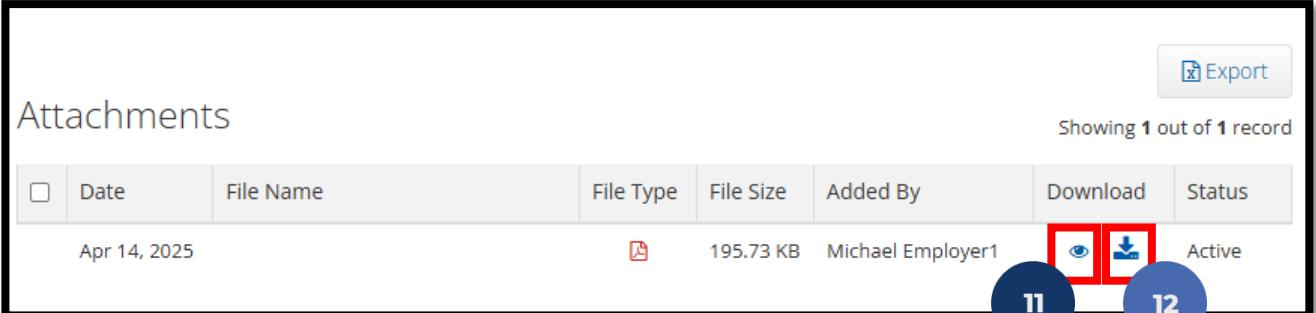
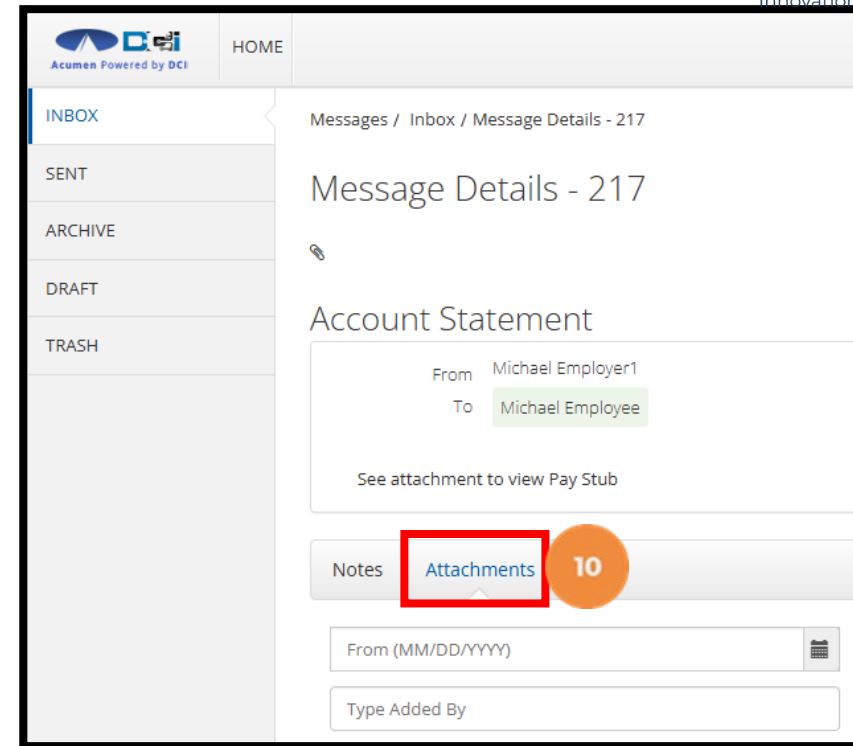
6. Select **See All Messages**

7. Click on the message to review






# View Messages in DCI Web Portal

10. Click the **Attachments** tab
11. Option 1: In the Download column, click the **view** icon (eye) to view the attachment.
  - The attachment will open in a new tab in the web browser
12. Option 2: In the Download column, click the download icon to download the attached statement.
  - The attachment will be downloaded to the computer (typically saved in a dedicated "Downloads" folder on the computer)



Attachments

Showing 1 out of 1 record

<input type="checkbox"/>	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Apr 14, 2025			195.73 KB	Michael Employer1	 	Active

# **DCI Mobile Web: Messaging Module**

# View Messages in Mobile Web



Acumen Fiscal Agent  
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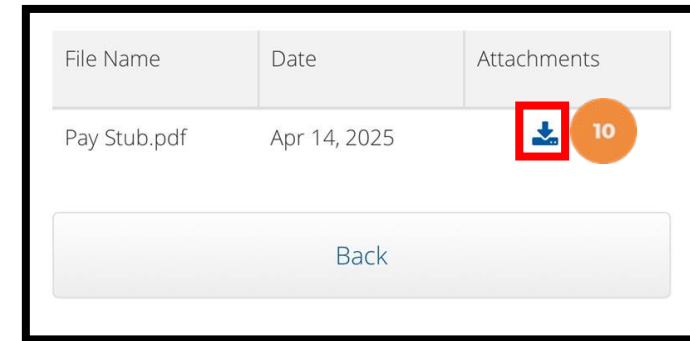
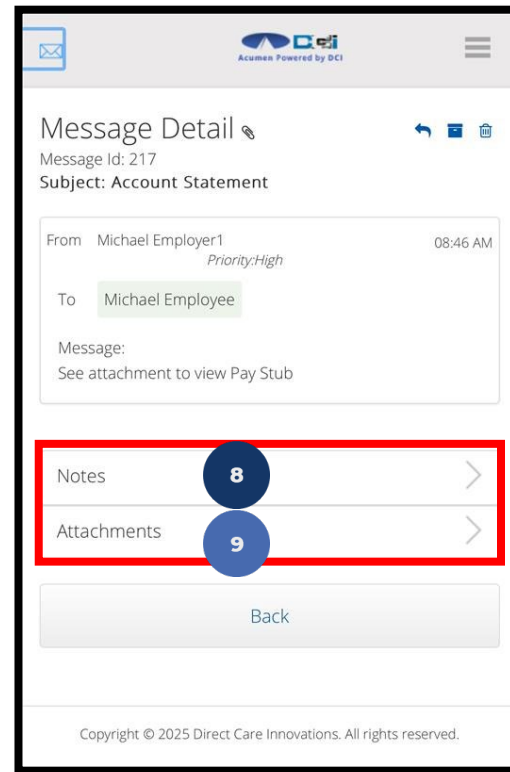
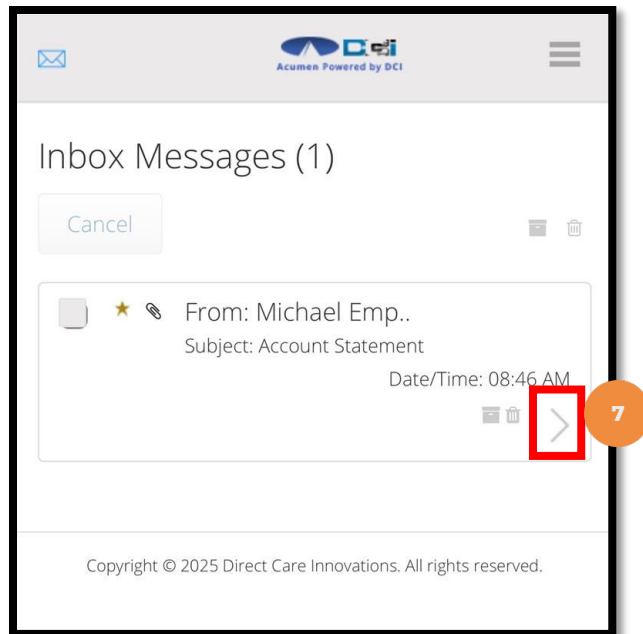
1. Log in to the DCI Web Portal from an internet browser on a mobile device. Enter your **username** and **password** OR **PIN**.
2. Tap **Sign In**
3. Tap the **Menu** in the top-right corner of the screen
4. Please note: The **Mail** icon (envelope) in the upper-left corner of the Dashboard takes users directly to the **Inbox**
5. Tap the **Message** drop-down to expand the submenu
6. Tap **Inbox** from the submenu to view messages

A screenshot of the login page for Acumen Fiscal Agent. The page features a white background with a blue header containing the Acumen logo and "Acumen Powered by DCI". Below the header are two input fields: "Username" and "Password/ Pin". A red box highlights the "Password/ Pin" field with a blue circle containing the number "1". Below the input fields is a "Remember me" checkbox and a "Forgot your password?" link. A large blue "Sign In" button is centered, with a red box highlighting it and a blue circle containing the number "2". Below the button is a "Go to Full Site" link. At the bottom, there is a copyright notice: "Copyright © 2025 Direct Care Innovations. All rights reserved." A small "EN" language selector is in the top right corner.

A composite image showing two parts of the mobile web interface. The top part is a dashboard with a grey header containing a mail icon (circled in red with a blue "4"), the Acumen logo, and a menu icon (circled in red with a blue "3"). Below the header is a "News Posts" section with a "No records to display" message. The bottom part is a dropdown menu for a user named "michael.employee". The menu items are: Home, New Entry, Authorization Check, Entries, Message (circled in red with a blue "5"), New Message, Inbox (circled in red with a blue "6"), Sent, Archive, Trash, Search, and Logout.

# View Messages in DCI Mobile Web

7. Tap the **arrow (>)** to view a message
8. Tap the **Notes** button to view the associated notes/or to add notes to the message
9. Tap on the **Attachments** tab to load the attachment
10. After selecting Attachments, tap the **download** icon to download the attachment.



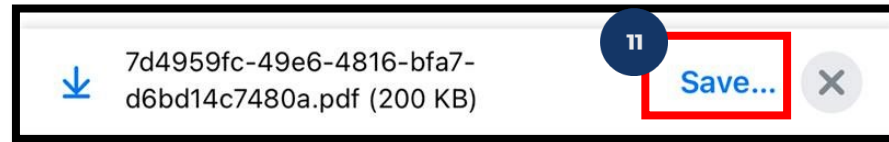
# Attachment View Options



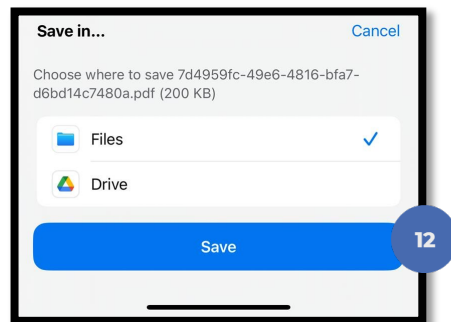
## iPhone Users:

11. An option to “**Save in**” appears at the bottom of the screen

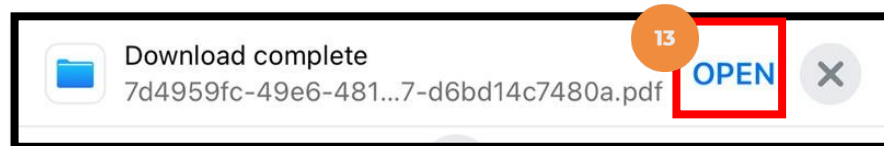
- Tap “**Save...**” to choose where to save the attachment on the device (Files, Downloads, etc.)



12. Tap “**Save**” again to save the attachment to the chosen location



13. A confirmation message appears indicating the download is complete. Tap **Open** to open and view the attachment.



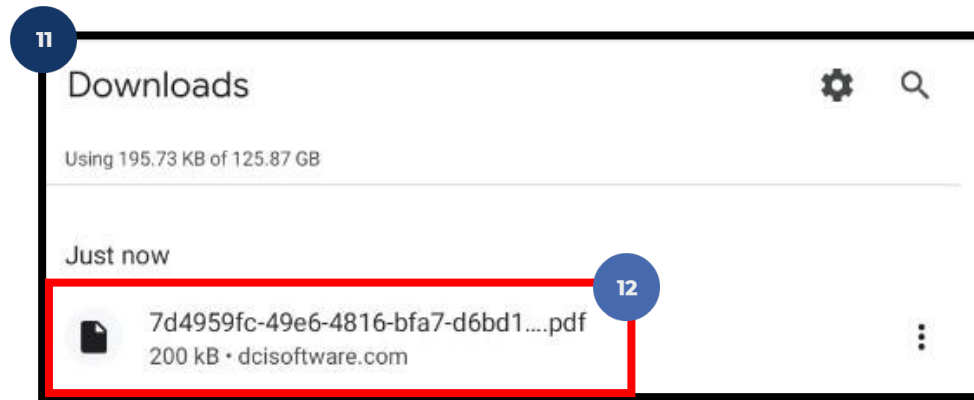
# Attachment View Options



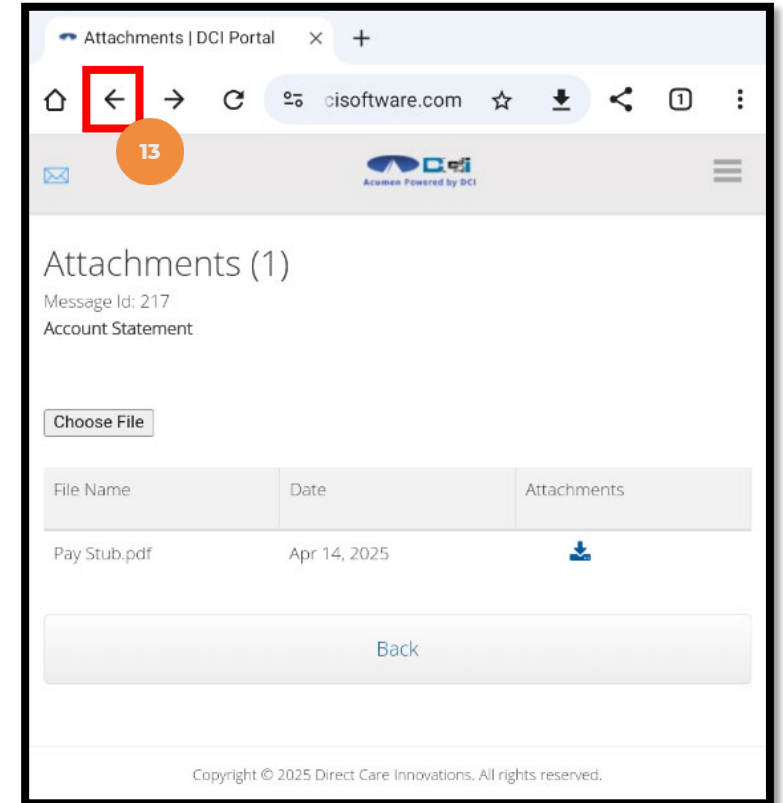
## Android Users:

11. The Downloads screen appears and displays the link to view the downloaded attachment

12. Tap on the file to view



13. Tap the **Back** arrow to return to the DCI Mobile Web Attachments screen

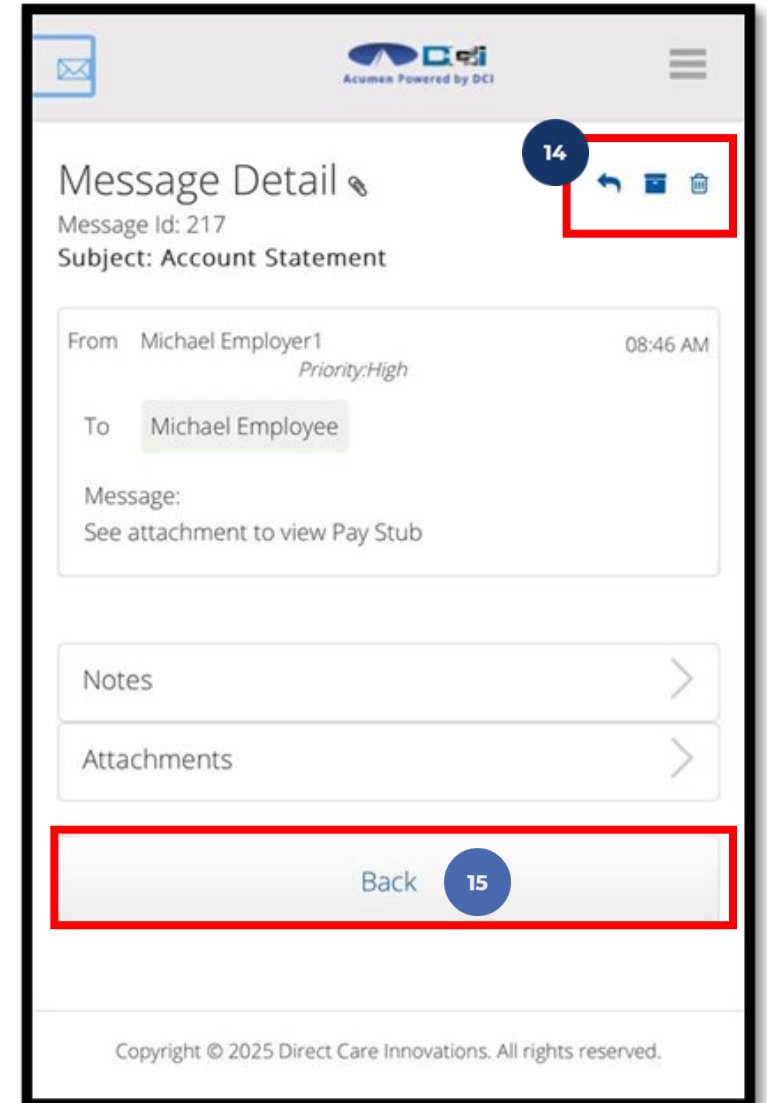


# View Messages in DCI Mobile Web

14. The icons at the top of a message allow the user to take action. Those icons include:

- **Left Arrow** – Respond to the message
- **File cabinet** – Archive the message
- **Trash can** – Delete the message

15. Tap the **Back** button to exit the message



# **DCI Mobile App: Messaging Module**

# Log into the DCI Mobile EVV App

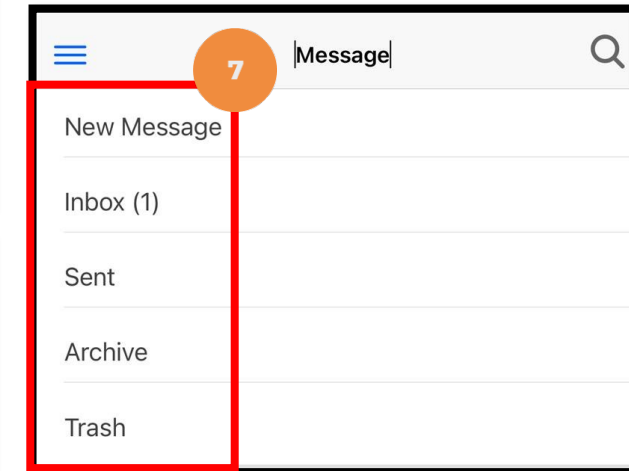
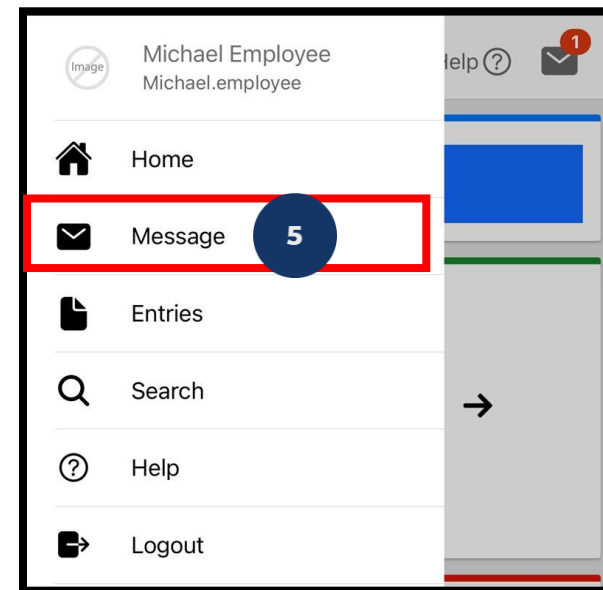
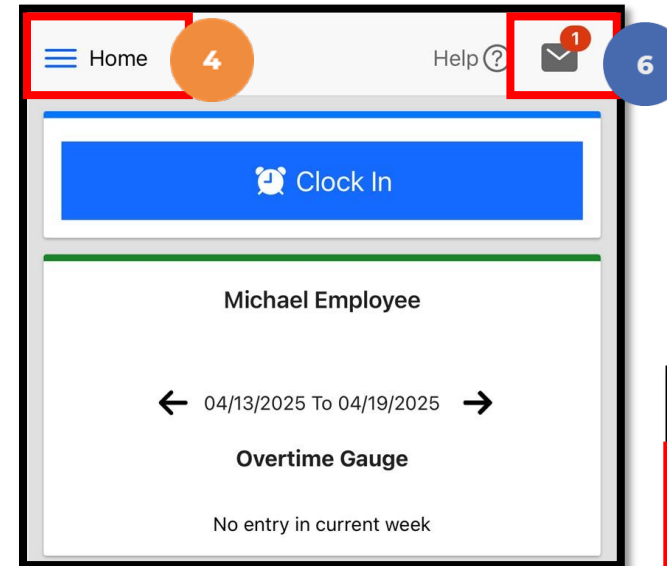


1. Enter employee credentials
  - ✓ Acumen provides a **username** and **password** on the Good to Go/Welcome letter
2. Optionally, select the **Remember me** button to remember the username.  
**\*Please note:** Do not use on a shared device
3. Tap the blue **Login** button to access the mobile app
  - ✓ The **Forgot Password** link is available if necessary but requires a valid email address to be on file
  - \*Please note:** Contact Acumen customer service or your support coordinator with any login issues

A screenshot of the mobile app login interface. At the top, it says "Login" and "EN". Below that is a dropdown menu showing "Acumen - All Other States - 228...". There are two input fields: "Username\*" with a callout "1" and "Password or PIN\*" with a callout "2" and a toggle icon. Below the password field is a radio button for "Remember me" with a callout "2". At the bottom is a large blue "Login" button with a callout "3" and a "Forgot Password?" link below it.

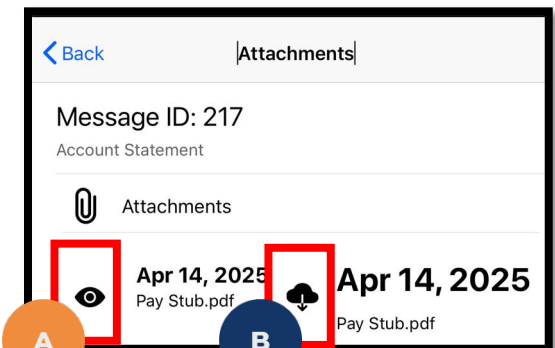
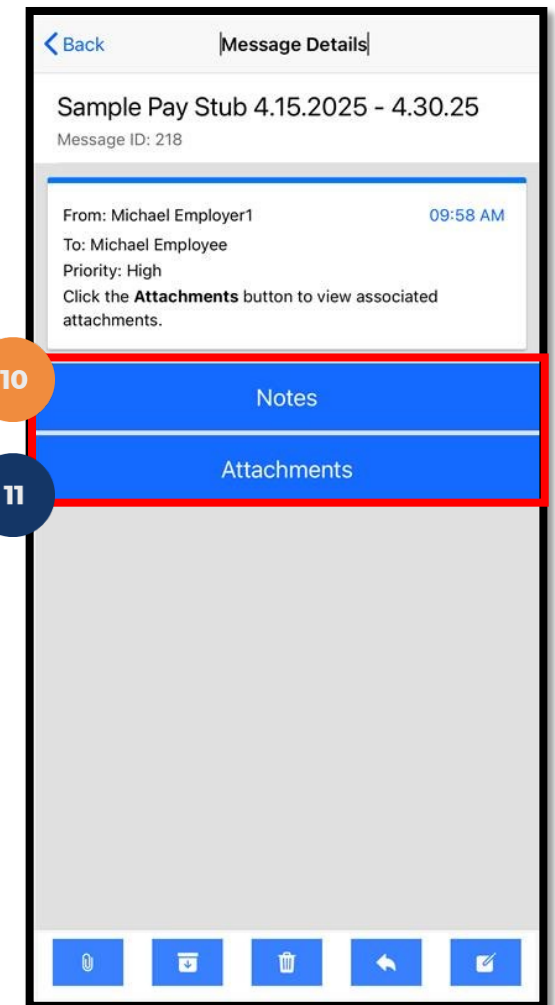
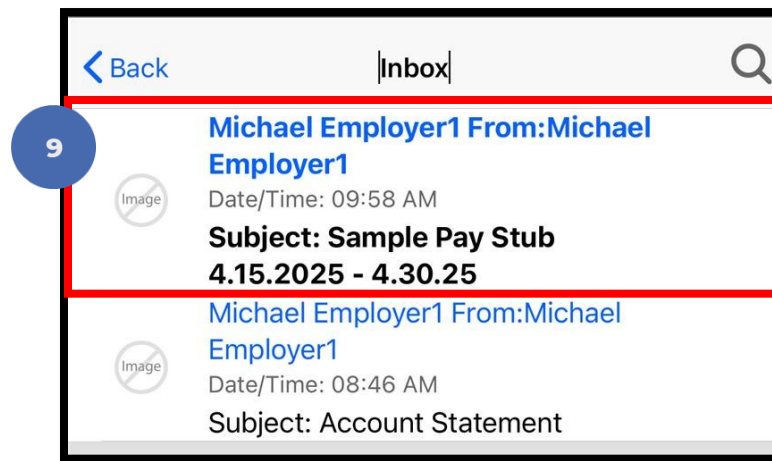
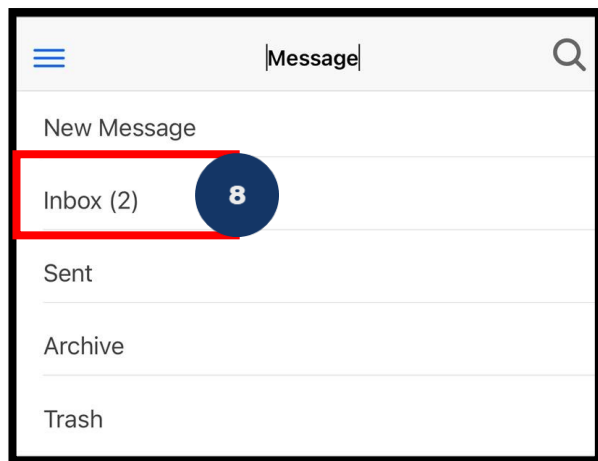
# View Messages in DCI Mobile App

4. Tap the **Menu** icon in the upper-left corner (three horizontal lines)
5. Select **Message**
6. **\*Please note:** The **Mail** icon (envelope) in the upper-right corner of the Dashboard takes users directly to the **Inbox**
7. The submenu for the messaging module contains the following tabs:
  - New Message – Tap to compose
  - Inbox – Where messages are stored
  - Sent – Access sent messages
  - Archive – Access archived messages
  - Trash – Deleted messages. Please note: This folder empties automatically.



# View Messages in DCI Mobile App

8. Tap **Inbox** from the messaging module submenu
9. Tap on a message to view
10. Tap the **Notes** button to view the associated notes/or to add notes to the message
11. Tap the **Attachments** button
  - Option A: Tap the **view** icon (eye) to view the attachment
  - Option B: Tap the **download** icon (cloud) to download the attached statement



# Attachment View Options



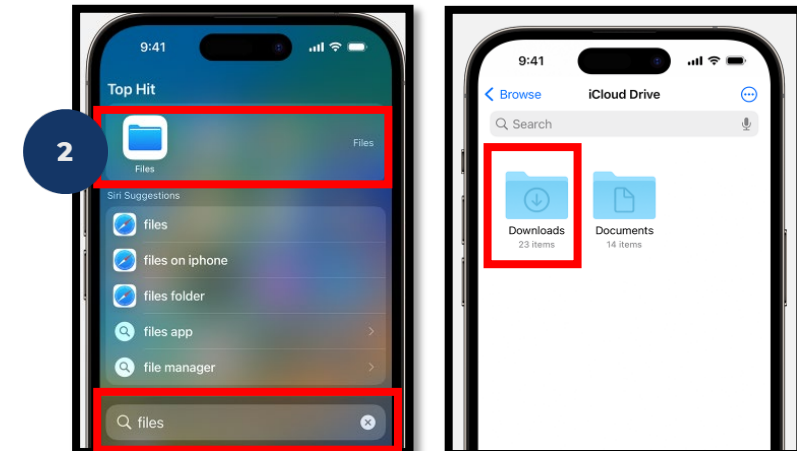
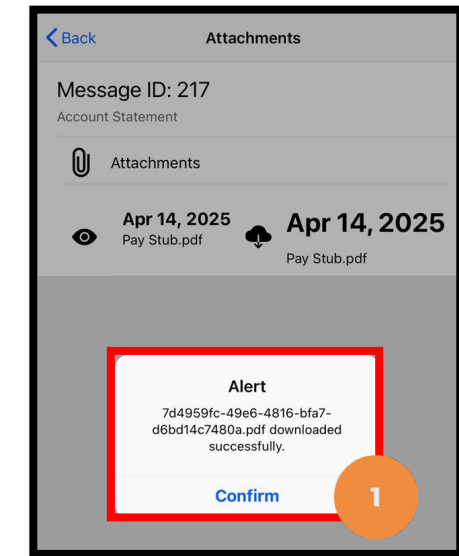
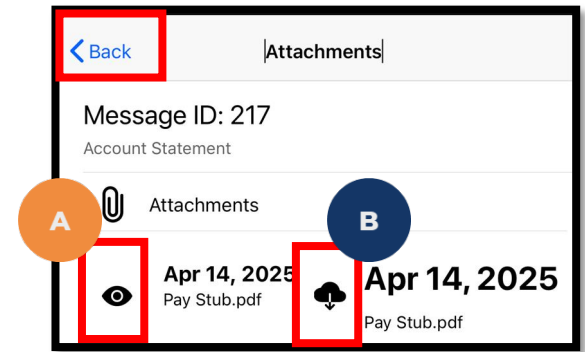
## iPhone Users:

**Option A:** Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view.
- Tap the **<Back** button to return to the Message Details, Inbox or Dashboard.

**Option B:** Tap the **download** icon (cloud) to download the attachment:

1. An **alert** appears indicating the download was successful. Tap **Confirm**.
2. Open the **Files** app. If unable to locate, swipe down from the center of your Home screen, then search for the Files app.
3. Tap the **Browse** tab
4. Tap **iCloud Drive**
5. Tap the **Downloads** folder to see the attachment. **\*Please note:** If attachment is not in iCloud Drive > Downloads, tap the **Browse** tab, then choose another location such as **On My iPhone** to search for the attachment.



# Attachment View Options



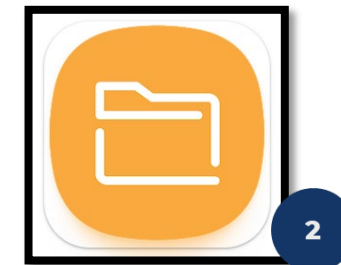
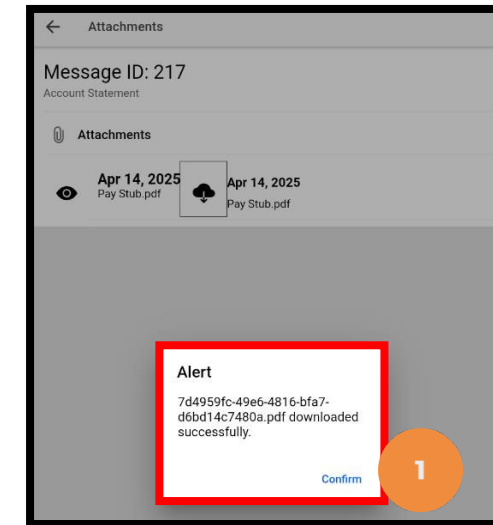
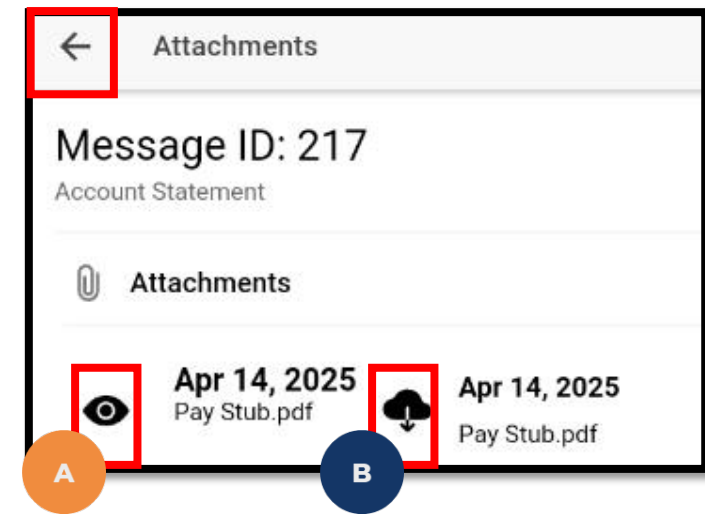
## Android Users:

**Option A:** Tap the **view** icon (eye) to view the attachment:

- The screen will display the attachment to view
- Tap the **back arrow** to return to the Message Details, Inbox or Dashboard.

**Option B:** Tap the **download** icon (cloud) to download the attachment:

1. An alert appears indicating the download was successful. Tap **Confirm**.
2. Open the **Files** or **My Files** app. If unable to locate, use the Search bar from the center of your Home screen to search for the Files or My Files app.
3. The **Files** or **My Files** app displays the most recent files downloaded. Locate the attachment within the **Recents** list.



# View Messages in DCI Mobile App



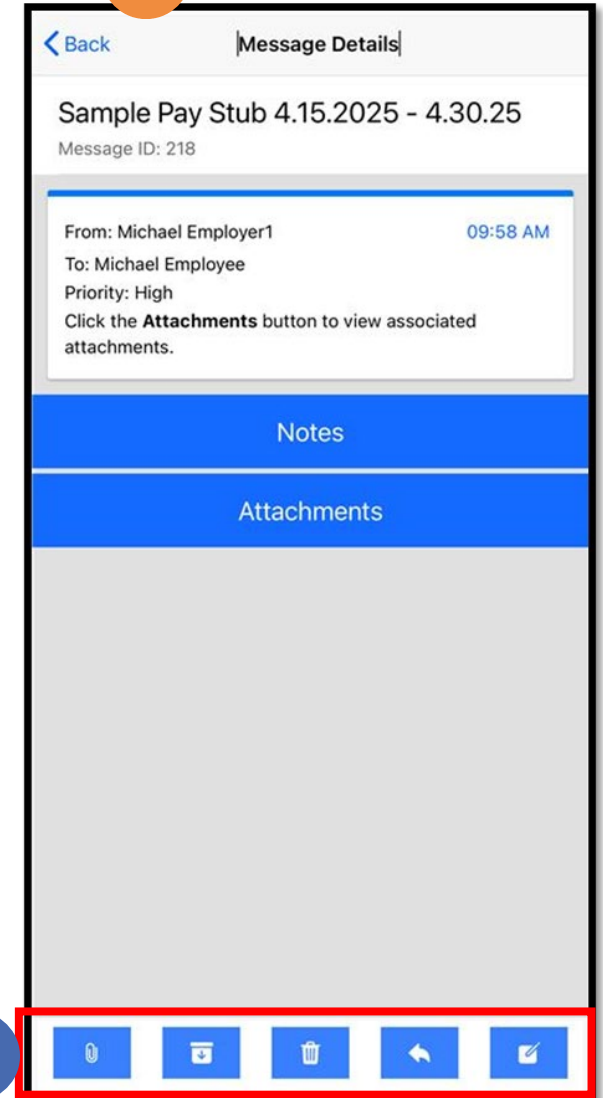
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12. The icons at the bottom of a message allow the user to take action. Those icons include:

- **Paper clip** – Access the device camera to attach a picture to the message
- **File cabinet** – Archive the message
- **Trash can** – Delete the message
- **Left Arrow** – Respond to the message
- **Paper & Pencil** – Create a new message

13. To exit a message, tap the **<Back** icon in the top left-hand corner of the open message.



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# Account Statements

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What do they look like?

# Account Statements (Employer)

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**To provide enhanced privacy and security, Acumen has activated a new feature in DCI for employers:**

- DCI Messaging for Account Statements notifies users when the account statement has been generated and is available for review
- Additionally, the messaging feature will allow users the ability to maintain, delete or archive their messages.
- Archiving messages provides the ability to save previous messages and attachments for record keeping

# Account Statement Information

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The following is a sample account statement which describes the information that is provided. Once Acumen processes an initial payment as the fiscal agent, the employer or authorized representative will begin receiving account statements. The account statement provides very important information that is essential in managing the individual's services. It is important that the reader understand this information. The date range is shown at the top right of the account statement. The account statement **ONLY** reports checks issued during this date range. The balance does not reflect any submissions for payments that have not been processed. The activity period does not reflect service dates; it reflects check processing dates. The statement is similar to the information provided on a bank statement when checks are written. A check may have been written on Monday but may not have been deducted from the account before the bank statement is provided. Remember that one of the benefits of using Web Time Entry is that you can access your account information 24 hours a day, 7 days a week. If you have any questions after reviewing the account statement sample or after receiving your account statement, please contact Acumen for assistance. Our Customer Service Representatives will be glad to assist you.

# How to Read an Account Statement


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# Account Statements



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Acumen Fiscal Agent Account Statement

**1**

**Employer: SHORE, ALAN**  
**4 JERSEY ST**  
**BOSTON MA, 02225-0000**

**2**

**Statement Date:** 08/07/2025  
**Participant ID:** MA0000  
**Program:** MA PDP

**3**

Employer Rates		
Rate Type	Amount	Start Date
FICA	0.0620	1/01/2025
FICA	0.062	01/01/2025
FUTA	0.006	01/30/2025
Medicaid	0.0145	01/01/2025
SUTA	0.026	02/14/2025
WorkersComp	0.029	01/01/2025

**4**

Account Information						
	Authorization Type	Initial Balance	Utilization	Remaining Balance	Pending Entries	Available
5300 Flex Funds 07/01/2024 -06/30/2025	Dollar	700.00	695.98	4.02	0.00	4.02
5728 Goods/Services 07/01/2024 -06/30/2025	Dollar	2400.00	2399.64	0.36	0.00	0.36
5704 Day Support 07/01/2024 -06/30/2025	Dollar	68290.00	68015.08	274.92	0.00	274.92
5711 Beh Sup - MA 07/01/2025 -06/30/2026	Dollar	19904.00	0.00	19904.00	530.24	19373.76
5282 Personal Agent 07/01/2025 -06/30/2026	Dollar	9800.00	0.00	9800.00	0.00	9800.00
5704 Day Support 07/01/2025 -06/30/2026	Dollar	56491.00	7152.61	49338.39	868.74	48469.65
5703 Home Support 07/01/2025 -06/30/2026	Dollar	46052.00	6734.66	39317.34	284.85	39032.49
<b>Totals</b>		<b>\$203637.00</b>	<b>\$84997.97</b>	<b>\$118639.03</b>	<b>1683.83</b>	<b>\$116955.20</b>

1. Employer Demographic Information
2. Date of the Statement, Acumen Participant ID Number and Program Name
3. Employer Burden Rates (Taxes/Workers Comp). The cost to pay Employees.
4. Account Information
  - **Initial Balance:** Original amount
  - **Utilization:** What has already been used
  - **Remaining Balance:** What is available (including what is in pending entries)
  - **Pending Entries:** In the workflow to be approved and paid
  - **Available:** What is available currently (minus what is in pending entries)

# Account Statements



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5. Employee Name, Status and Acumen Employee ID #

6. Code and Rate Information

- Each Employee will be listed as well as the type of service they are approved to provide
- Start date to provide that service
- Payrate for the Employee to provide that specific service

## Employee Information 5

Employee Name	Status	Employee #
SHIRLEY SCHMIDT	Active	MA1111
DENNY CRANE	Active	MA2222
DENISE BAUER	Active	MA3333
MOORE DENNIS	Active	MA4444
CRANE POOLE AND SCHMIDT Behavioral Solutions LLC	Active	MA5555
TARA WILSON	Active	MA6666
BRAD CHASE	Active	MA7777
LORI COLSON	Active	MA8888
KATIE LLOYD	Active	MA-33-4444

## Code and Rate Information 6

Employee Name	Description	Start Date	End Date	Rate
SHIRLEY SCHMIDT	5703 Home Support-Standard	04/08/2025		26.00
DENNY CRANE	5728 Goods/Services-Standard	12/22/2024		1.00
DENISE BAUER	5704 Day Support-Standard	05/29/2025		27.00
MOORE DENNIS	5703 Home Support-Standard	12/22/2024		26.00
CRANE POOLE AND SCHMIDT Behavioral Solutions LLC	5300 Flex Funds-Standard	12/22/2024		1.00
TARA WILSON	5704 Day Support-Standard	05/22/2025		30.00
BRAD CHASE	5704 Day Support-Standard	02/03/2025		66.24
LORI COLSON	5703 Home Support-Standard	06/17/2025		28.00
KATIE LLOYD	5704 Day Support-Standard	01/29/2025		30.00
SHIRLEY SCHMIDT	5703 Home Support-Standard	12/22/2024		30.00
DENNY CRANE	5728 Goods/Services-Standard	12/22/2024		1.00
DENISE BAUER	5704 Day Support-Standard	04/08/2025		26.00
DEVLIN MOORE	5711 Beh Sup - MA-Standard	02/03/2025		132.56
CRANE POOLE AND SCHMIDT Behavioral Solutions LLC	5704 Day Support-Standard	06/17/2025		28.00
TARA WILSON	5703 Home Support-Standard	05/29/2025		27.00
BRAD CHASE	5704 Day Support-Standard	01/22/2025		26.00
LORI COLSON	5703 Home Support-Standard	05/22/2025		30.00

# Account Statements



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<b>Payroll Check Information</b>		
Remittance#:3333333 Date:07/25/2025 Payee: SHIRLEY SCHMIDT Total Net:2399.64 Gross:2399.64	Medicare:0.00 FICA:0.00 SUTA:0.00 FUTA:0.00 Work Comp:0.00	Billing:2399.64
<b>Disbursement Information</b>		
CheckNumber:000333333	CheckDate:07/25/2025	CheckNet:2399.64
<b>Payroll Check Information</b>		
Remittance#:333333333 Date:07/25/2025 Payee: DENISE BAUER Total Net:2640.32 Gross:3551.31	Medicare:51.49 FICA:220.19 SUTA:92.33 FUTA:21.31 Work Comp:102.99	Billing:4039.62
<b>Disbursement Information</b>		
CheckNumber:0444444	CheckDate:07/25/2025	CheckNet:2640.32
<b>Payroll Check Information</b>		
Remittance#:3333333 Date:07/25/2025 Payee: TARA WILSON Total Net:2012.13 Gross:2582.16	Medicare:37.44 FICA:160.09 SUTA:67.14 FUTA:15.49 Work Comp:74.88	Billing:2937.20
<b>Disbursement Information</b>		
CheckNumber:033333333	CheckDate:07/25/2025	CheckNet:2012.13
<b>Payroll Check Information</b>		
Remittance#:3333333 Date:07/25/2025 Payee: DENISE BAUER Total Net:1038.58 Gross:1281.60	Medicare:18.58 FICA:79.46 SUTA:0.00 FUTA:0.00 Work Comp:37.17	Billing:1416.81

## 7. Details for each payroll check information

- **Remittance#:** Acumen Remittance Number
- **Date of Check**
- **Payee:** Employee who is receiving paycheck
- **Total Net:** Check amount after burden is removed
- **Gross:** Hours times the payrate
- **Medicare, FICA, SUTA, FUTA and Worker Comp** = Employer Burden
- **Check Net:** Same as Total Net
- **Billing:** Employer cost to pay that Employee to pay for that pay period, this is what is deducted from the authorization

# Account Statements

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Payroll Check - Punch Details								
Check Number	Employee Name	Service Code	Work Date	Start Time	End Time	Pay Type	Wage	Hours
123456	SHIRLEY SCHMIDT	5728 Goods/Services	02/02/2025	12:00AM	12:00AM	Reimbursement	1.00	495.95
123456	SHIRLEY SCHMIDT	5728 Goods/Services	03/01/2025	12:00AM	12:00AM	Reimbursement	1.00	100.00
123456	SHIRLEY SCHMIDT	5728 Goods/Services	04/30/2025	12:00AM	12:00AM	Reimbursement	1.00	1166.00
123456	SHIRLEY SCHMIDT	5728 Goods/Services	05/29/2025	12:00AM	12:00AM	Reimbursement	1.00	108.87
123456	SHIRLEY SCHMIDT	5728 Goods/Services	05/29/2025	12:00AM	12:00AM	Reimbursement	1.00	138.11
123456	SHIRLEY SCHMIDT	5728 Goods/Services	05/29/2025	12:00AM	12:00AM	Reimbursement	1.00	59.95
123456	SHIRLEY SCHMIDT	5728 Goods/Services	06/01/2025	12:00AM	12:00AM	Reimbursement	1.00	287.50
123456	SHIRLEY SCHMIDT	5728 Goods/Services	06/23/2025	12:00AM	12:00AM	Reimbursement	1.00	43.26
123457	TARA WILSON	5704 Day Support	07/08/2025	10:00AM	7:11PM	Regular	30.00	9.18
123457	TARA WILSON	5704 Day Support	07/09/2025	10:00AM	7:02PM	Regular	30.00	9.03
123457	TARA WILSON	5703 Home Support	07/12/2025	5:00PM	8:08PM	Regular	30.00	3.13
123457	TARA WILSON	5704 Day Support	07/15/2025	10:00AM	7:14PM	Regular	30.00	9.23
123457	TARA WILSON	5704 Day Support	07/16/2025	10:13AM	7:02PM	Regular	30.00	8.82
123457	TARA WILSON	5703 Home Support	07/18/2025	5:00PM	8:20PM	Regular	30.00	3.33
123458	DENISE BAUER	5704 Day Support	06/02/2025	11:00AM	7:00PM	Regular	27.00	8.00
123458	DENISE BAUER	5704 Day Support	06/04/2025	11:00AM	7:00PM	Regular	27.00	8.00
123458	DENISE BAUER	5704 Day Support	06/12/2025	1:00AM	6:00PM	Regular	27.00	17.00
123458	DENISE BAUER	5704 Day Support	06/13/2025	10:00AM	3:00PM	Regular	27.00	5.00
123458	DENISE BAUER	5704 Day Support	06/24/2025	8:00AM	12:00PM	Regular	27.00	4.00
123458	DENISE BAUER	5704 Day Support	06/24/2025	1:30PM	7:00PM	Regular	27.00	5.50
123458	DFNISF BAUFR	5704 Day Support	06/26/2025	10:00AM	7:00PM	Regular	27.00	9.00

8. Details of all entries/punches on the paycheck for each Employee, including the service code, date of service, start and end time of the shift, payment type, hourly wage, hours worked per shift. Above you can see the details to Employee Tara Wilson!

# Account Statements



9. The last section on the Account Statement will be your summary for each Employee, including total hours worked and payment received!

<b>Payroll Summary</b>			
<b>Payee</b>	<b>Total Hours</b>	<b>Total Funds</b>	<b>Total Payment Received</b>
LORI COLSON	42.72	0.00	1038.58
KATIE LLOYD	39.96	0.00	976.63
SHIRLEY SCHMIDT	2399.64	0.00	2399.64
DENNY CRANE	695.98	0.00	695.98
DENISE BAUER	58.71	0.00	1271.41
DEVLIN MOORE	131.53	0.00	2640.32
LORI COLSON	75.32	0.00	1670.14
KATIE LLOYD	97.55	0.00	2012.13