Acumen Call Tree: Massachusetts Agents

**Payment Issues, Enrollment Status, Profile/Account Maintenance, DCI New User Training**

**Central West:** **Liane Pereira**

Phone: (617) 221-8473

Email: liane.pereira@acumen2.net

Personal booking link: [Book with me](https://outlook.office.com/bookwithme/user/1c0b7c74fc1e43ee964eabe2cf4a9af0%40acumen2.net?anonymous&ismsaljsauthenabled=true)

**Southeast Region:**  **Meredith McMahon**

Phone: (602) 638-3947

Email: meredith.mcmahon@acumen2.net

Personal booking link: [Book with me](https://outlook.office.com/bookwithme/user/19abd8cf58be41fe9c951fafd3b2087a%40acumen2.net?anonymous&ismsaljsauthenabled)

**Northeast Region:** **Rolanda Masse**

Phone: (617) 249-3821

Email: rolanda.masse@acumen2.net

Personal booking link: [Book with me](https://outlook.office.com/bookwithme/user/700da62c881e4a36a69fb9d2b201ca90%40acumen2.net?anonymous&ismsaljsauthenabled=true)

**Metro Region:** **Cheryl Segree**

Phone: (617) 203-8685

Email: cheryl.segree@acumen2.net

Personal booking link: [Book with me](https://outlook.office.com/bookwithme/user/2a45a83091d9461c89bea04907f088e5%40acumen2.net?anonymous&ismsaljsauthenabled=true)

**If agent does not respond in 48 hours**

Contact **Jabetsky Eduard**, Agent Supervisor– 617-221-6993 Email: jabestky.edouard@acumen2.net

**If further escalation is needed**

Contact **Amorissa McQuarters**, Director: 617-221-7869

email: amorissa.mcquarters@acumen2.net

**DCI Troubleshooting**

* Clocking in/out
* Login help
* Entering time
* Approving Time
* Accessing Pay Stubs

**Call Acumen Call Center:**

866-427-1739