



1. Who is Acumen?

Acumen Fiscal Agent was founded in 1995 on a simple premise: There has to be a better, simpler, and more personal and efficient way to provide self-directed services to individuals with disabilities and their families. Acumen Fiscal Agent is one of the oldest fiscal employer agents in the country. We specialize in working with self-determined, self-directed populations and programs.

2. How does Acumen work with DDS?

Acumen and DDS work together to ensure a participant can obtain services they are authorized for. DDS will provide Acumen with the participant information and authorized service information. Acumen will act as the fiscal agent to ensure payments are processed and in alignment with state and federal requirements.

3. How do participants get started with Acumen?

Acumen will receive participant information from DDS, including demographic, budgetary, and service authorization information, and begin the enrollment process.

4. How do staff get started working with Acumen?

Families and participants will interview and select their own staff. Once the potential staff is identified the staff's information will be provided to Acumen and we will begin the new employee paperwork and background checks. When all forms and background checks are complete, Acumen will notify the staff that they may begin providing services.

5. Will the process for purchasing goods and services in the Participant Directed Program (PDP) or DESE Program change?

No. You will continue to send your receipts and invoices to your support broker (PDP) or Navigator (DESE) to review and submit to Acumen.

6. Will participants have a main point of contact outside of general customer service line?

Every participant/employer is assigned a local Acumen Agent to work with them. This person will assist with employer and employee enrollment, training on our web-based time entry platform, training on how to access and use our training module, and day-to questions as they come up.

7. What if I have an issue or question that comes up outside of regular business hours and I cannot speak with my customer service agent?

You can reach out to Acumen's Call Center Support line 24-7.

8. Will there be a disruption to my staff's pay during the transition?

Acumen will work diligently to ensure that participants have all the tools and training to enter and approve their staff's time appropriately in Acumen's Direct Care Innovations (DCI) platform to avoid any delays when processing payments. Acumen will begin processing timesheets on 12/22/24 for all staff. Staff should continue to submit their timesheets to PPL up until 12/21/24. Final checks for staff will be issued by PPL on 12/27/24.

9. What is Electronic Visit Verification (EVV)?

EVV is software that electronically verifies whether personal care providers and home health providers have delivered or rendered services as billed. Acumen offers a simple and accessible mobile app equipped with EVV and multiple verification options including PIN/password, facial recognition, voice recognition, and signature. The mobile app can be used in off-line mode in low service areas. For those who do not have a smartphone, there is a landline call in option available as well.

10. Will an online application be available for new staff I hire?

Yes, for new employees enrolling in January post initial implementation. Acumen uses DocuSign to manage all electronic applications, and your Acumen agent can assist with the onboarding process if any questions come up.

11. What will my staff and I have to do to be set up in the DCI system?

Our Acumen Agents will be assigned to participants/employers of record (EORs) and as a part of the onboarding process the agent will offer detailed training and education to ensure that the participant/EOR and employees can setup and access all the functions they will need within the Acumen DCI system.



Acumen Fiscal Agent
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