

Massachusetts Training for Participants and Families



Acumen Fiscal Agent

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Agenda



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Overview & Requirements



Mobile App



Web Portal



Payroll Schedule & Deadlines



Resources

Quick Resources

- Short step-by-step resource documents have been added to the [Massachusetts – Training Materials](#) page providing instructions for reviewing budgets, reports, and viewing vendor payment entries submitted by your state representative for program support in the web portal.
- **Resources:**
 - ✓ Download the DCI Mobile EVV App & Log In
 - ✓ Logging into the Web Portal or the Mobile App
 - ✓ Employer Manage Budgets



Critical Dates & Deadlines



- [December 22nd – January 4th](#): Employers and workers begin submitting time. Program workers and support brokers submit payment submission on behalf of the participant.
- [December 30th](#): Deadline for program workers and support brokers to submit payment submission on behalf of the participant
- [January 3rd](#): First payday with Acumen for payment submissions (reimbursements & vendor payments)
- [January 6th](#): Deadline to submit time to Acumen
- [January 10th](#): First payday with Acumen for hourly employees
- 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



IMPORTANT

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



DCI Mobile App

Proprietary: For Acumen and Customer Use Only

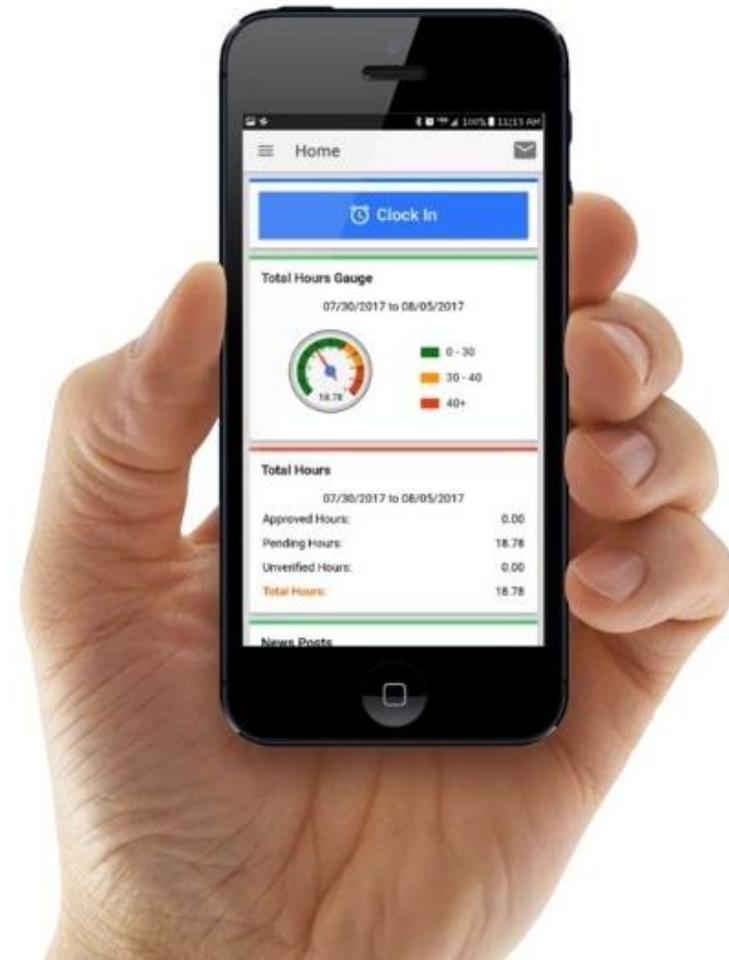




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Mobile App Basics

- Can be downloaded on a mobile device or tablet
- Quick, easy, and convenient!
- View all entries including status & details



Download DCI Mobile EVV

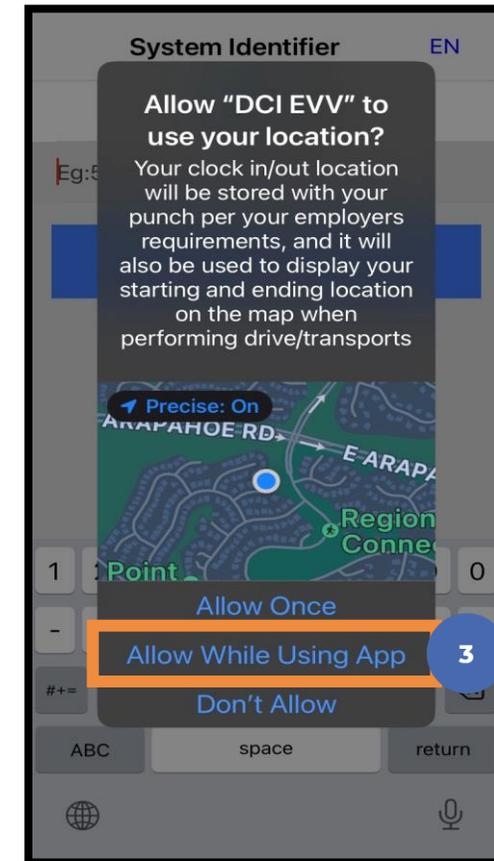
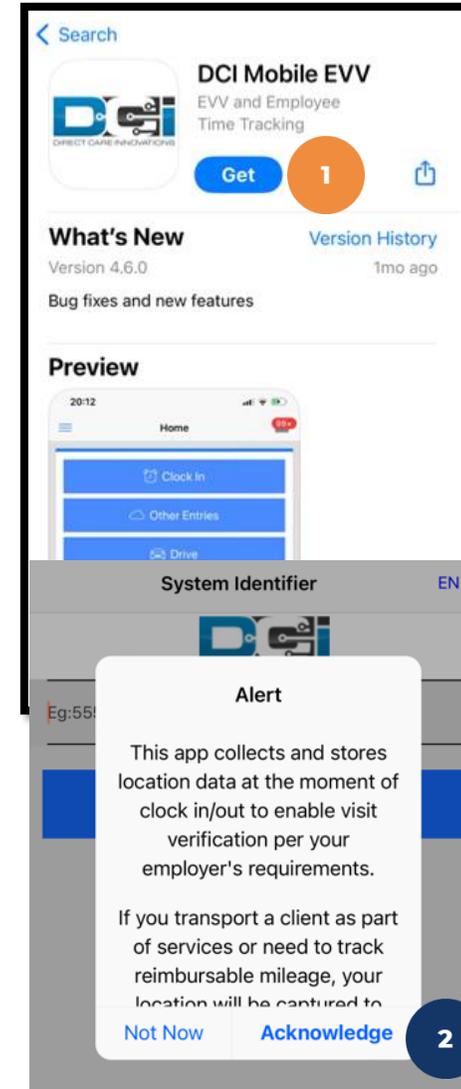
1. [Download](#) the **DCI Mobile EVV** App



2. Select Acknowledge on the Alert
 - The alert states the app collects and stores location data at clock in and clock out, if you transport a client as part of services and/or need to track reimbursable mileage
3. Select **Allow While Using App** only when accessing the app for the first time or after a new download to give the app access to the device's location
 - Location is only captured at clock in & out

*Please note!

- There is more than one DCI app available. Please be sure to select the one labeled **DCI Mobile EVV**.
- Users may need to set app permissions. Media access is not necessary.



Initial Agency Selection



1. After downloading the app, the Select Agency screen appears with a Search Agency field.
2. **Type at least three consecutive characters of the agency name OR the system identifier in the Search Agency field.**
 - ❖ The Acumen system identifier for All Other States & Programs (including Kansas Helpers) is **228636**
 - ❖ The consecutive characters can be located anywhere in the agency name or system identifier

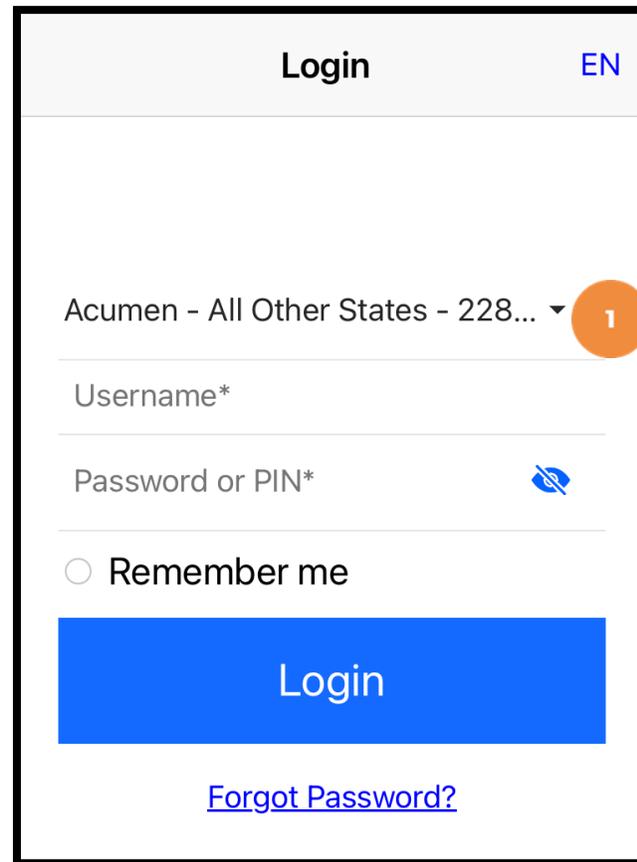
3. **Select the agency** from the list
4. Click the blue **Next** button
5. The agency is now selected and appears on the login screen

The image displays three sequential screenshots of the mobile application interface, illustrating the initial agency selection process. Each screenshot is annotated with a numbered circle (1-5) corresponding to the steps in the adjacent list.

- Screenshot 1:** Shows the 'Select Agency' screen. The search field contains 'acu' and is highlighted with a blue circle '1'. A blue 'Next' button is at the bottom.
- Screenshot 2:** Shows the search results. The first result, 'Acumen - All Other States & Programs (including Kansas Helpers) - 228636', is highlighted with a blue circle '3'. The 'Next' button is highlighted with a blue circle '4'.
- Screenshot 3:** Shows the 'Login' screen. The dropdown menu is set to 'Acumen - All Other States - 228...' and is highlighted with a blue circle '5'. The 'Login' button is at the bottom.

Add More Agencies

1. To add more agencies, click the **drop-down** on the agency field.
2. If the desired agency is not listed, click **Add New** on the Agency results list.



Login EN

Acumen - All Other States - 228... ▾ 1

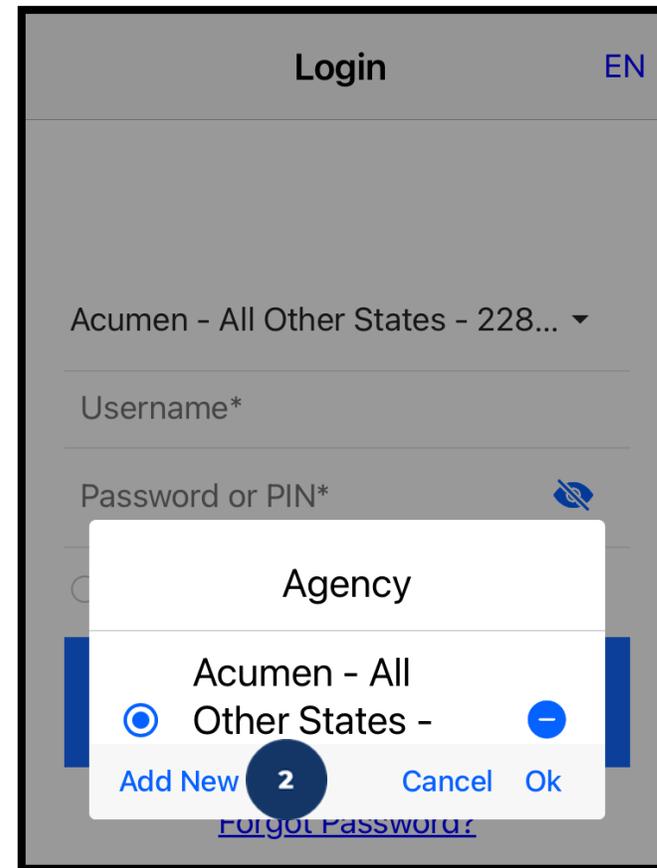
Username*

Password or PIN* 

Remember me

Login

[Forgot Password?](#)



Agency

Acumen - All Other States - 

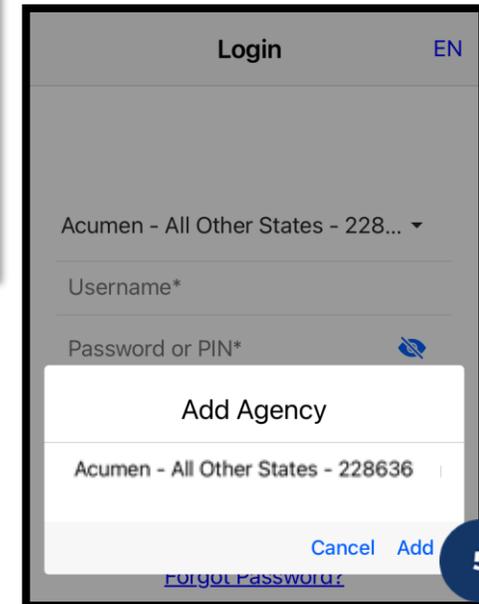
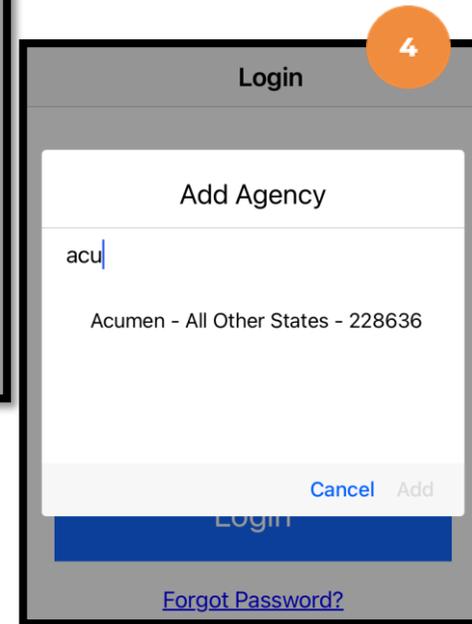
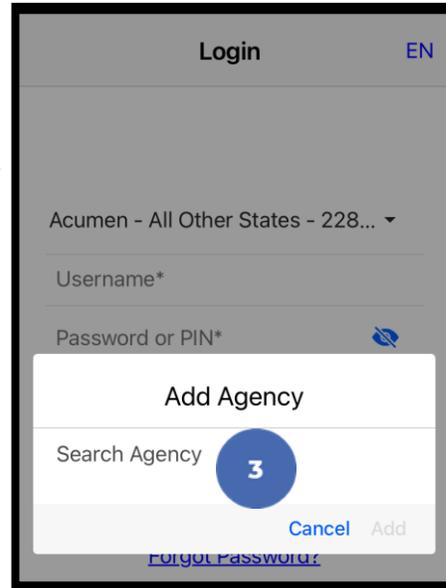
Add New 2 Cancel Ok

[Forgot Password?](#)



Add More Agencies

3. On the Add Agency window, type at least three consecutive characters of the agency name OR the system identifier in the Search Agency field.
 - ❖ The consecutive characters can be located anywhere in the agency name or system identifier
4. Select the agency from the list
5. Click Add



The agency is now added and displays on the agency drop-down menu. At each log in, select the appropriate agency.

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. Click 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's login interface. At the top, it says "Login" and "EN". Below that is a dropdown menu for "Acumen - All Other States - 228...". There are two input fields: "Username*" and "Password or PIN*", both with a red circle containing the number "1" next to them. Below the password field is a radio button for "Remember me" with a red circle containing the number "2" next to it. At the bottom is a large blue button labeled "Login" with a red circle containing the number "3" next to it. Below the button is a blue link that says "Forgot Password?".

EN

Acumen - All Other States - 228... ▾

Username* 1

Password or PIN* 1

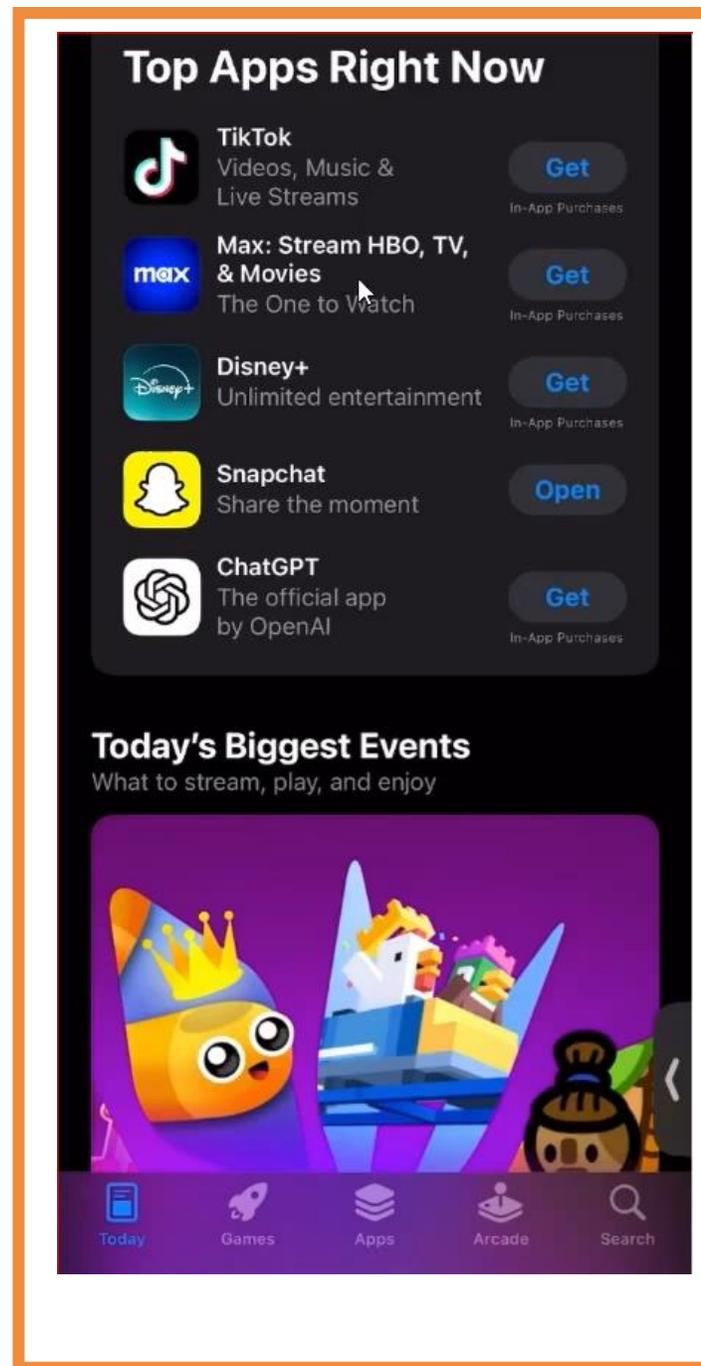
Remember me 2

Login 3

[Forgot Password?](#)

Mobile App Video

Download the DCI Mobile EVV App



View Vendor Payment Entries

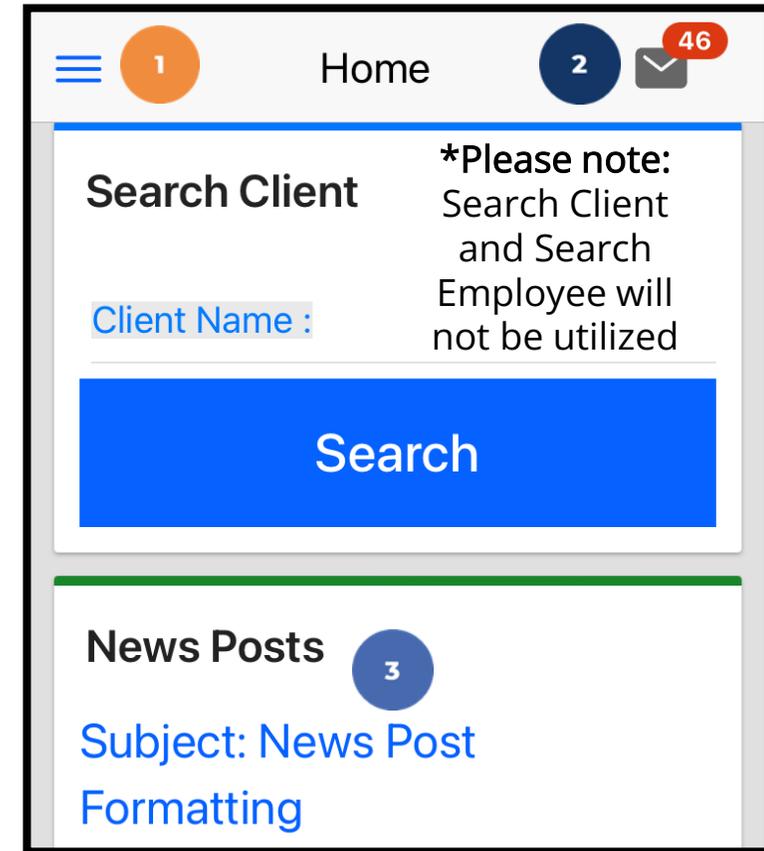
Authorized support brokers and program staff will submit vendor payments and goods and services requests to Acumen for payment on your behalf based upon program requirements

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 and send secure messages within DCI
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.



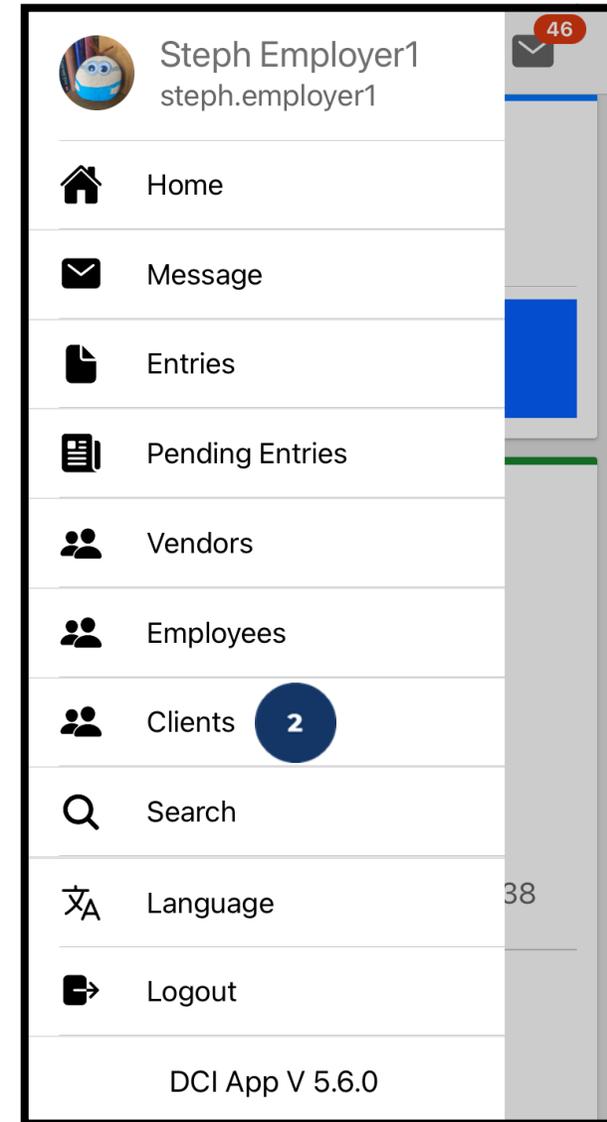
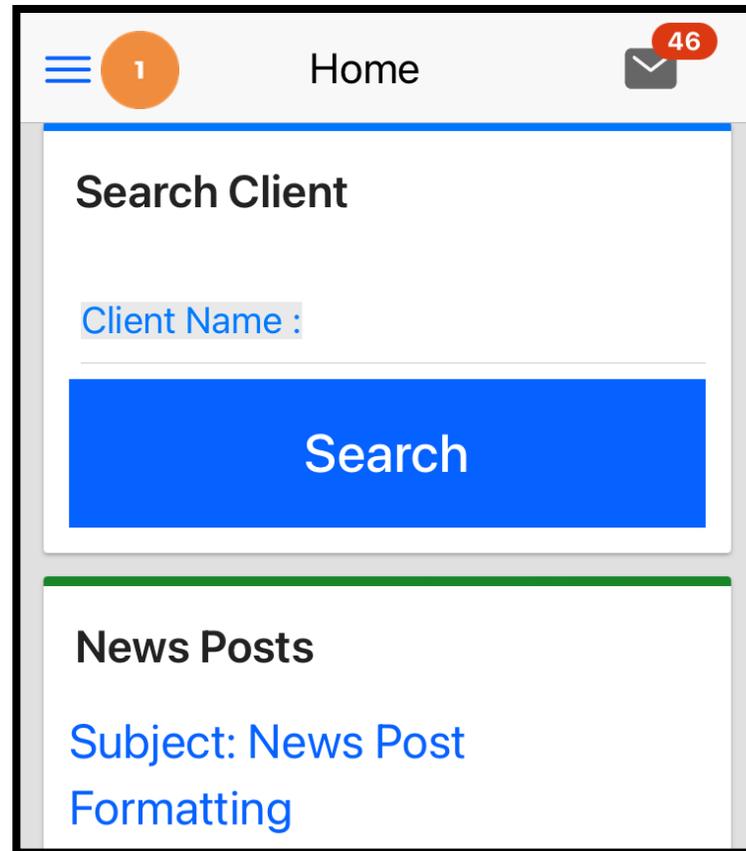
View By Client



Acumen Fiscal Agent

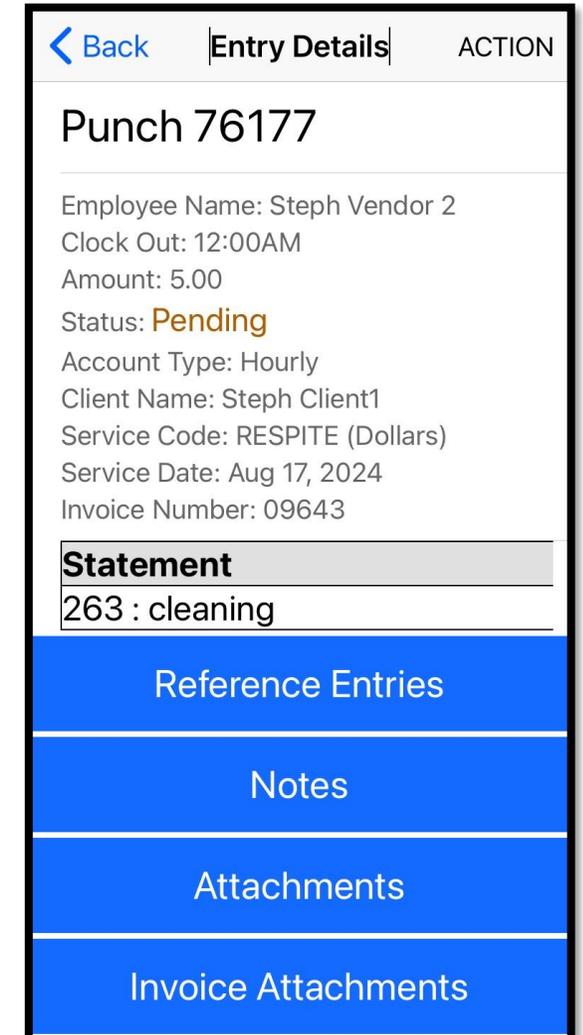
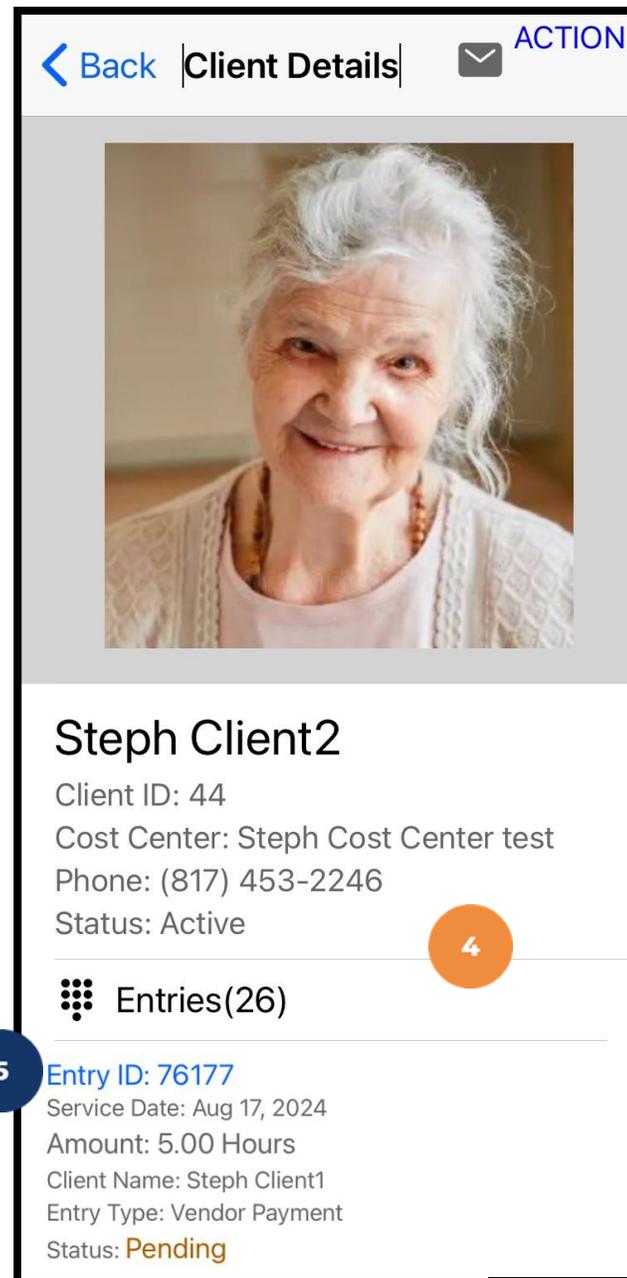
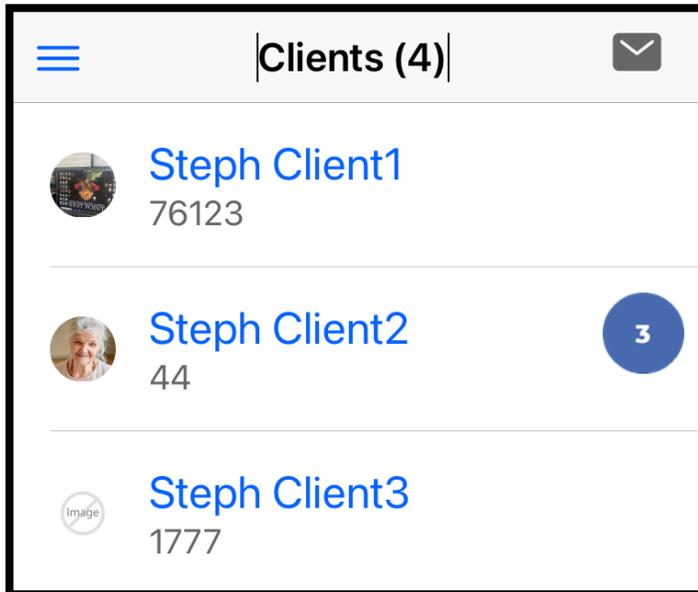
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1. Click the **Menu** in the top left corner of the screen
2. Select **Clients** on the submenu



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 vendor entry details



View By Vendor

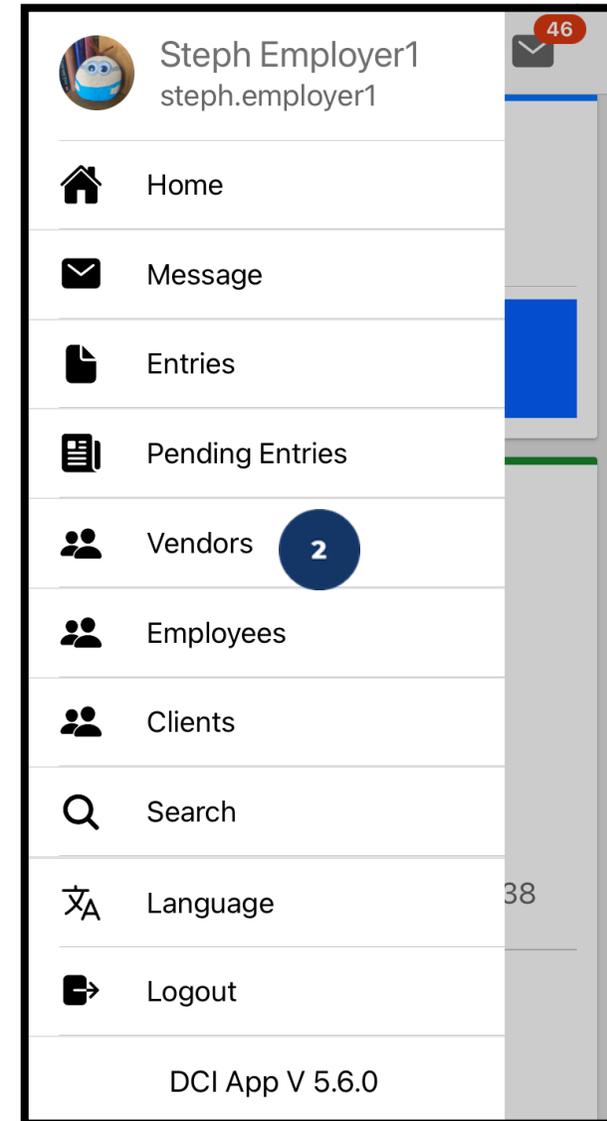
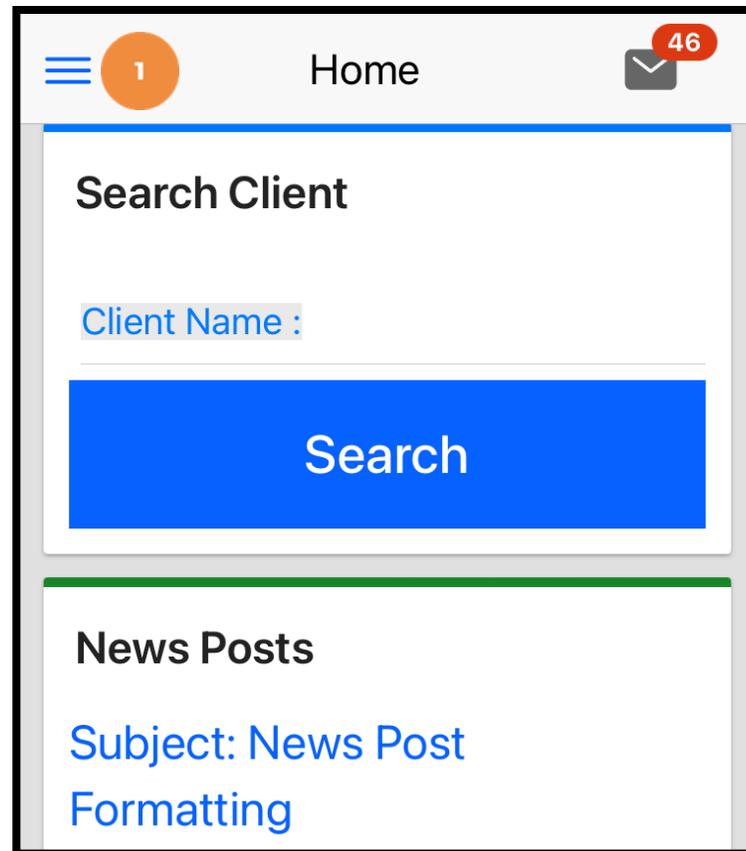


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To check the status of the vendor payment entry:

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



View By Vendor



3. Click on the vendor's name (blue hyperlink) to select it
4. View the list of entries for that vendor
5. Click on an entry to select it
6. View the Entry Details page

Vendor (80) ACTION

- Vendor Name: Vendor 9212
Vendor ID: 8429
- Vendor Name: Eric Vendor
Vendor ID: 8394
- Vendor Name: Juan Vendorf1
Vendor ID: 8224
- Vendor Name: CQ Vendor
Vendor ID: 8136
- Vendor Name: JVK Vendor
Vendor ID: 8128
- Vendor Name: Boys and Girls Club
Vendor ID: 8118
- Vendor Name: Reilly Vendor
Vendor ID: 8026
- Vendor Name: Ernesto vendor
Vendor ID: 7985
- Vendor Name: Steph test **3**
Vendor ID: 7929

Back Vendor Details ACTION

Name: Steph test
Vendor ID: 7929
Tax ID: ##-#####
Cost Center: Steph Cost Center test
Phone: (222) 222-2222
Status: Active

Entries(6) **4**

- Aug 18, 2024 10.00
Steph Client1, Vendor Payment **5**
Pending
- Jul 29, 2024 16.00
Steph Client1, Vendor Payment
Pending
- Jul 20, 2024 25.00
Steph Client1, Vendor Payment
Pending
- Jul 21, 2024 5.00
Steph Client1, Vendor Payment
Pending

Back Entry Details ACTION

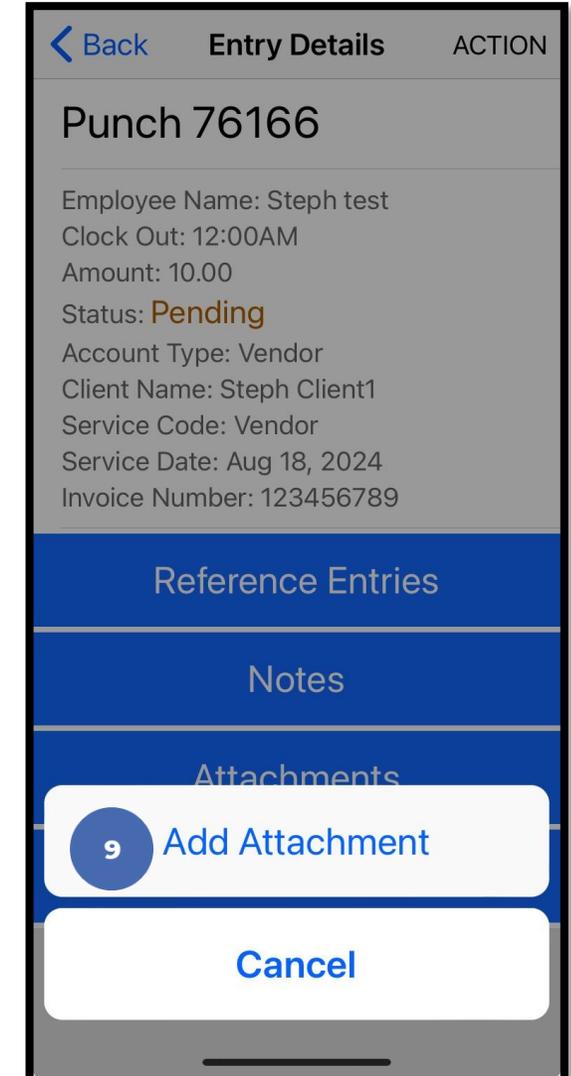
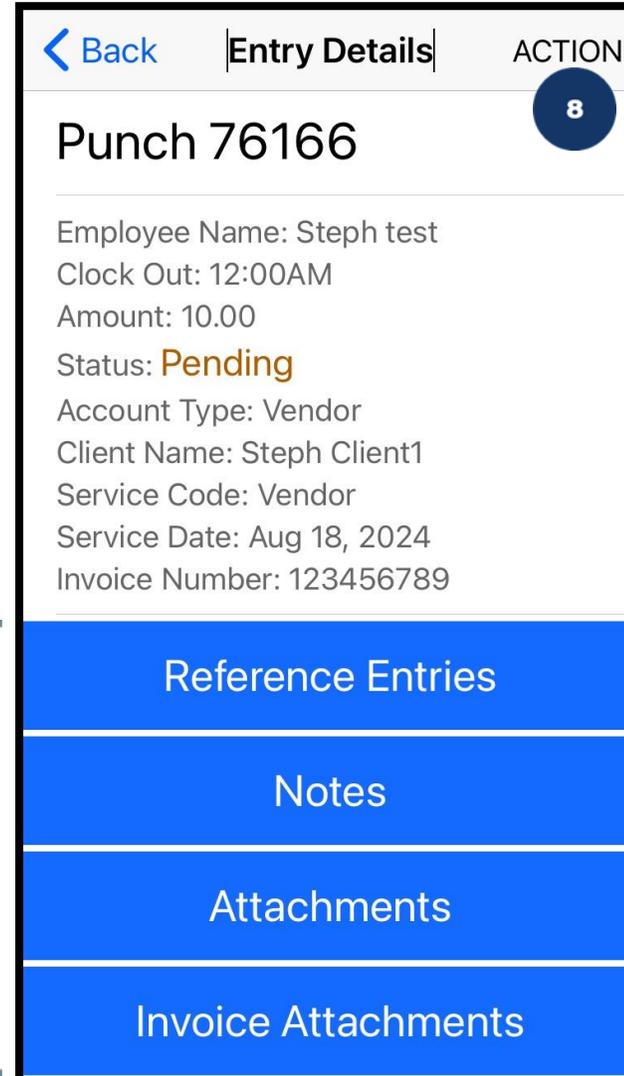
Punch 76166 **6**

Employee Name: Steph test
Clock Out: 12:00AM
Amount: 10.00
Status: Pending
Account Type: Vendor
Client Name: Steph Client1
Service Code: Vendor
Service Date: Aug 18, 2024
Invoice Number: 123456789

- Reference Entries
- Notes
- Attachments
- Invoice Attachments

View By Vendor

- Optionally click on any of the blue buttons to view or add additional information:
 - ✓ Reference Entries (view)
 - ✓ Notes (view or add)
 - ✓ Attachments (view)
 - ✓ Invoice Attachments (view)
- Optionally click **ACTION** in the upper right corner
- Optionally select **Add Attachment** to access the device camera and add an attachment to the entry



DCI Web Portal

Proprietary: For Acumen and Customer Use Only



Navigation

**Full Site – Most compatible when
accessed via desktop or laptop**



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Web Portal Basics

- The employer (ER)/designated representative (DR) views vendor payments
- Users may update profile settings



Accessing the DCI Web Portal



1. Open an internet browser on a computer or mobile device (Google Chrome is preferred) and navigate to the [DCI Web Portal](#)
2. Enter **username** and **password**
 - Credentials provided by Acumen
3. Utilize the “Forgot your password?” link if needed
4. Click the blue **Sign In** button

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

A screenshot of the Acumen DCI Web Portal sign-in page. The page title is "acumen.dcisoftware.com" with a callout "1" pointing to the URL. The main heading is "Sign In". Below it are two input fields: "Username" with callout "2" and "Password" with callout "3". There is a "Remember me" checkbox and a "Forgot your password?" link with callout "3". A blue "Sign In" button with callout "4" is positioned below the fields. At the bottom, there is an "Or" separator and a "Create a profile" link.

1 **acumen.dcisoftware.com**

Sign In

Username 2

Password 3

Remember me [Forgot your password?](#) 3

Sign In 4

Or

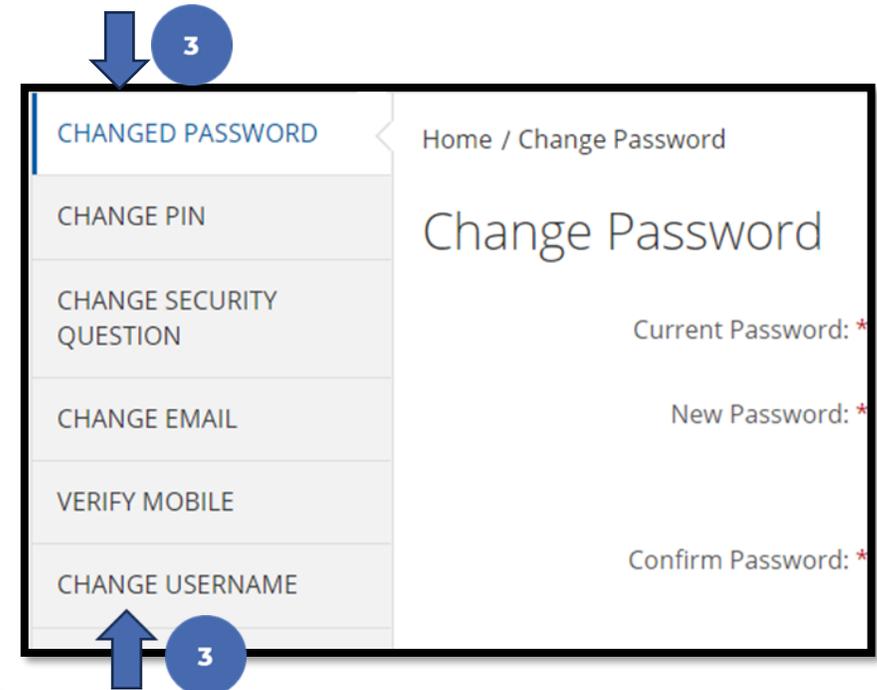
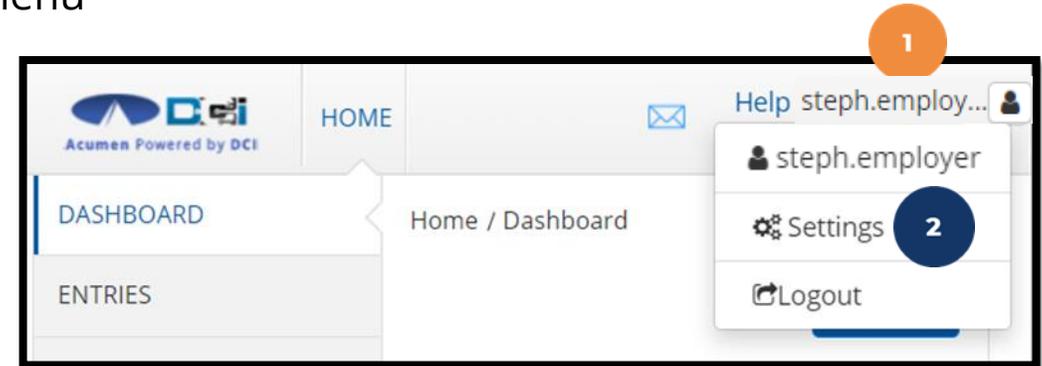
[Create a profile](#)

Profile Settings

***Please note!** Profile settings are only available on the full site



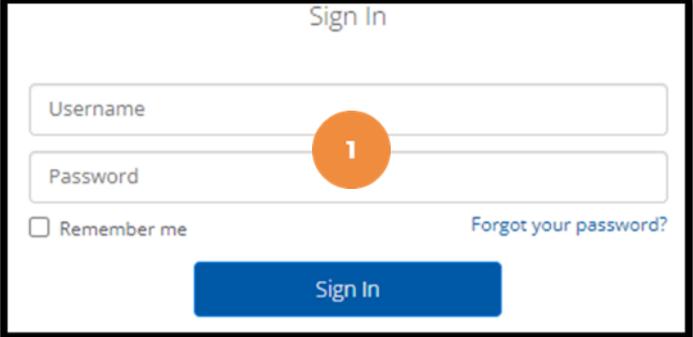
1. Click the **username** in the top right corner of the main menu
2. Click **Settings**
3. Select a submenu tab to update:
 - Change Password – Used for login
 - Change PIN – A number that can be used instead of a password when logging into the mobile app.
 - Change Security Question
 - Change Email – A valid and correct email address is required for password recovery
 - Verify Mobile
 - Change Username – Used for login



Add / Change PIN

***Please Note!** The PIN can only be added or changed in the web portal

1. Log in to the DCI web portal
2. Click the username in the top right corner of the main menu
3. Click **Settings** from the drop-down menu
 - ✓ Add New PIN after a reset
 - ✓ Change PIN anytime
5. Enter password
6. Click the blue **Verify** button



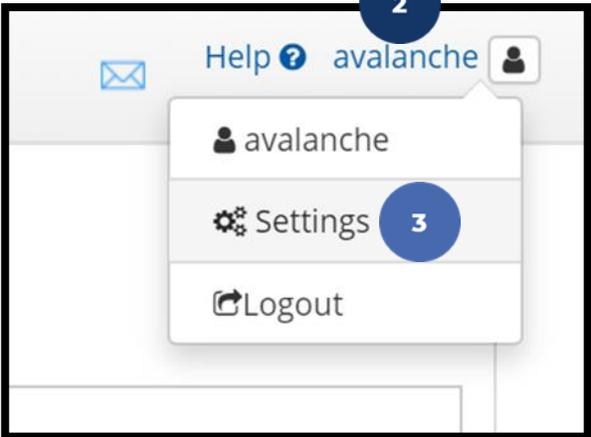
Sign In

Username **1**

Password

Remember me [Forgot your password?](#)

Sign In

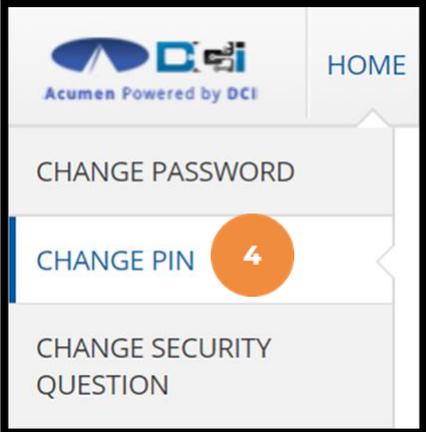


Help ? avalanche **2**

avalanche

Settings **3**

Logout

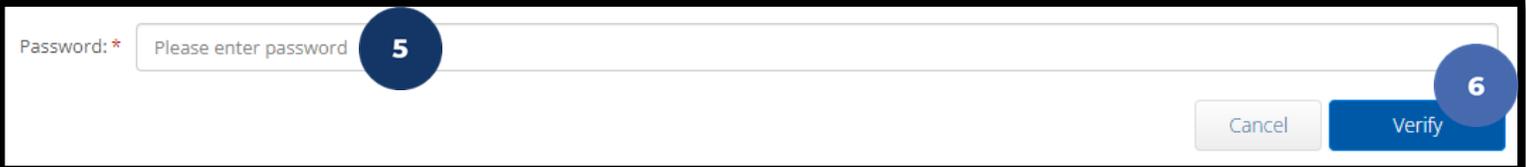


HOME

CHANGE PASSWORD

CHANGE PIN **4**

CHANGE SECURITY QUESTION



Password: * Please enter password **5**

Cancel Verify **6**

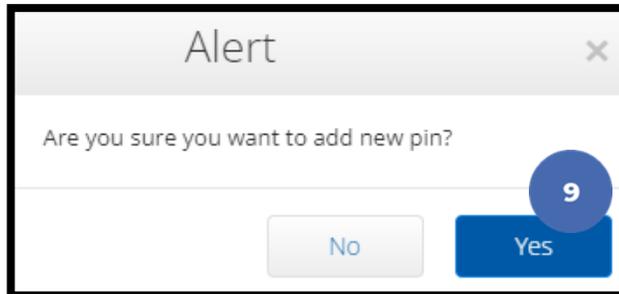
Add / Change PIN (cont.)

7. Complete the New Pin field and retype the pin in the Confirm Pin field
8. Click the blue **Change Pin** button
9. Select **Yes** to confirm the pin change
10. A green bar stating “Pin Changed Successfully!” appears



The screenshot shows a form with two input fields: "New Pin: *" and "Confirm Pin: *". Both fields contain the placeholder text "Please enter New Pin" and "Please Confirm Pin" respectively. A blue circle with the number 7 is positioned over the "Confirm Pin" field. To the right of the fields are two buttons: a grey "Cancel" button and a blue "Change Pin" button. A blue circle with the number 8 is positioned over the "Change Pin" button.

***Please Note!** The PIN can only be added or changed in the web portal

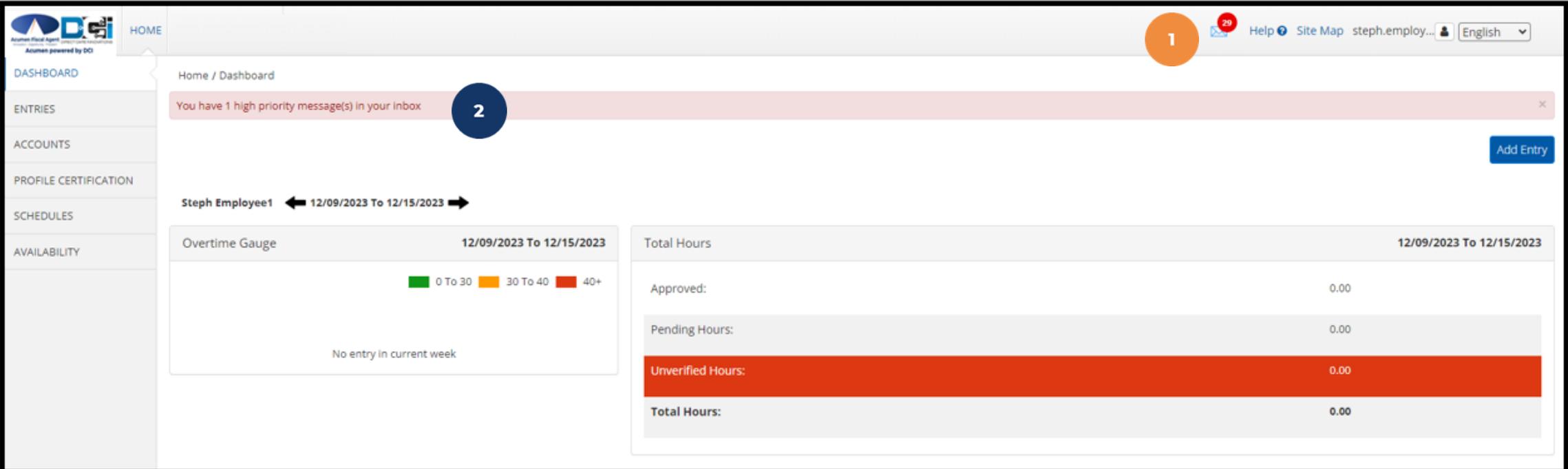


The screenshot shows a dialog box titled "Alert" with a close button (X) in the top right corner. The text inside the dialog reads "Are you sure you want to add new pin?". At the bottom of the dialog are two buttons: a grey "No" button and a blue "Yes" button. A blue circle with the number 9 is positioned over the "Yes" button.



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.



The screenshot shows the Acumen Fiscal Agent web portal dashboard. In the top right corner, there is a mail icon with a red notification bubble containing the number '1'. Below the navigation bar, a red banner displays the message: "You have 1 high priority message(s) in your inbox". A blue circle with the number '2' highlights this banner. The dashboard also features an overtime gauge for "Steph Employee1" for the period "12/09/2023 To 12/15/2023", which shows "No entry in current week". To the right, a "Total Hours" summary table is visible.

Total Hours	12/09/2023 To 12/15/2023
Approved:	0.00
Pending Hours:	0.00
Unverified Hours:	0.00
Total Hours:	0.00

Web Portal Messaging Module

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



<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>			DCI Support	Account Statement	07:42 AM	
<input type="checkbox"/>	★		DCI Support	Pin Added	06/04/2024 03:28 PM	
<input type="checkbox"/>	★		DCI Support	User Profile Unlocked	12/05/2023 02:53 PM	
<input type="checkbox"/>	★		DCI Support	User Locked Out	12/05/2023 02:48 PM	

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

<input type="checkbox"/>	★	Attachments	From	Subject	Date/Time	Action
<input type="checkbox"/>			DCI Support	Account Statement	07:42 AM	 

Notes **Attachments** 2

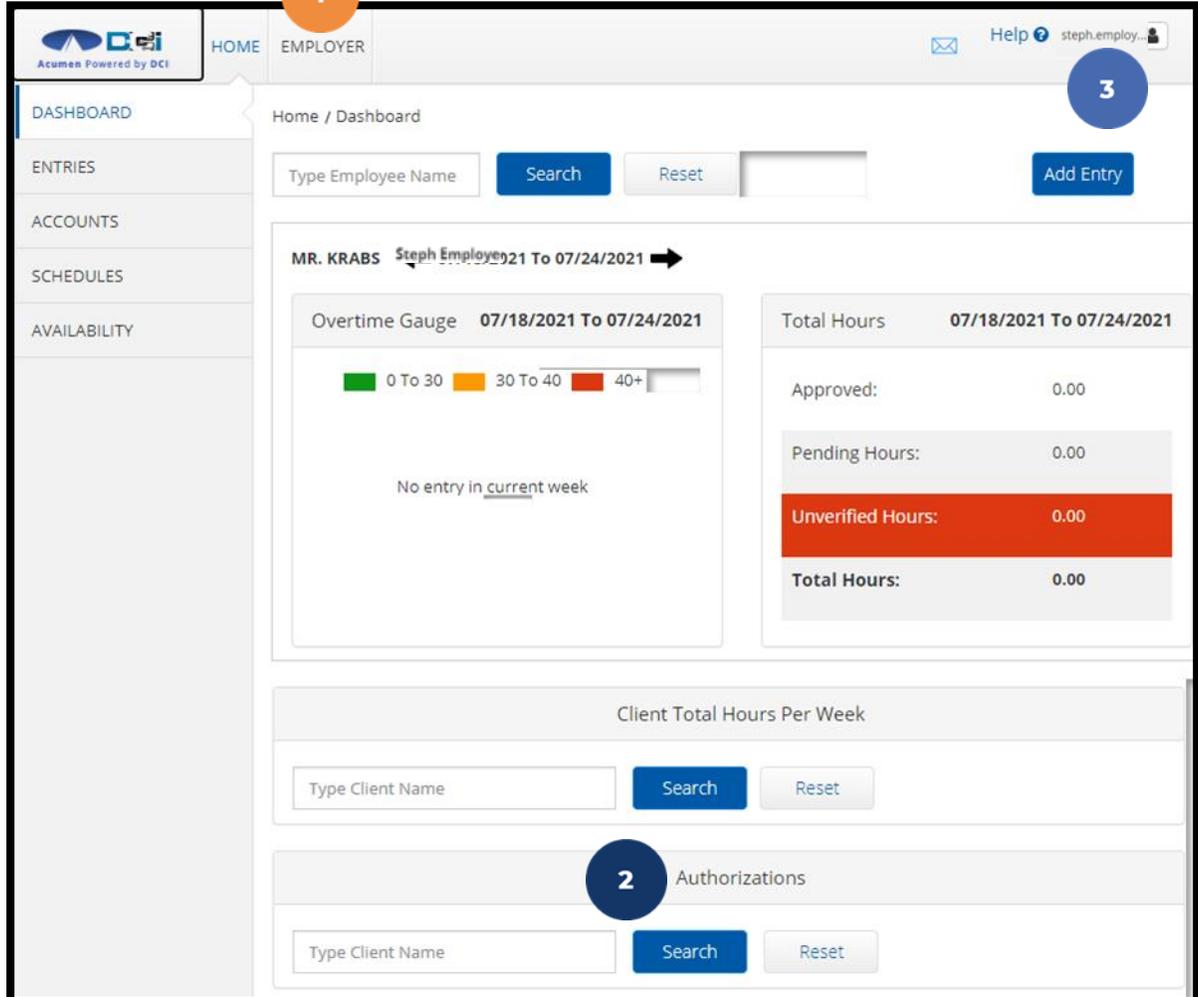
<input type="checkbox"/>	Date	File Name	File Type	File Size	Added By	Download	Status
<input type="checkbox"/>	Aug 27, 2024	Account Statement.pdf		82.16 KB	Stephanie Smith	 	Active

3

Home Tab Details

The Dashboard is the landing page

1. Select **Home** on the main menu
2. 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
3. Profile Settings



The screenshot displays the Acumen Fiscal Agent dashboard. At the top, there is a navigation bar with 'HOME' and 'EMPLOYER' tabs. A red circle with the number '1' highlights the 'HOME' tab. Below the navigation bar, there is a search bar for 'Type Employee Name' with a blue 'Search' button and a grey 'Reset' button. A blue circle with the number '3' highlights the 'Add Entry' button. The main content area shows details for 'MR. KRABS' with an 'Overtime Gauge' and a 'Total Hours' summary table. The 'Total Hours' table includes 'Approved: 0.00', 'Pending Hours: 0.00', 'Unverified Hours: 0.00', and 'Total Hours: 0.00'. Below this, there is a 'Client Total Hours Per Week' section with a search bar and a blue 'Search' button. A red circle with the number '2' highlights the 'Authorizations' section, which also has a search bar and a blue 'Search' button.

Authorizations (Budget) Widget



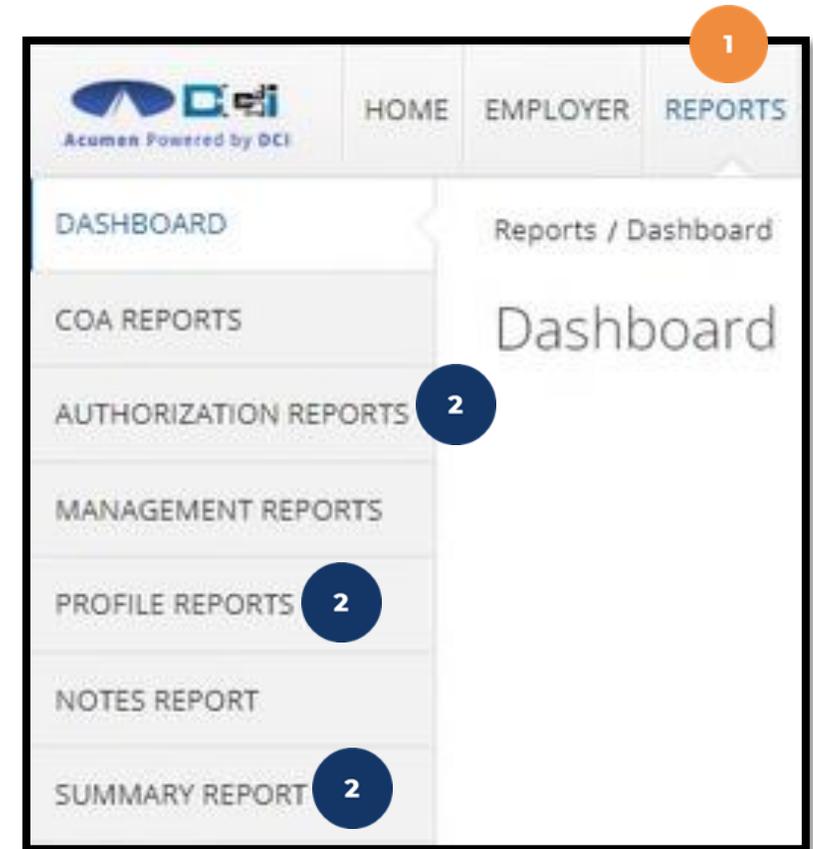
- The authorizations (budget) widget allows the user to search by client (required) or optionally use the date filter to view approved authorizations (budgets) in the past, present, or future.
- As vendor payments are submitted, they will be deducted from the authorization and placed into a pre-authorization hold.
- Dollars in a pre-authorization hold remain in that status until billing and payroll have been processed. After payroll and billing completion, the dollars that were previously in a pre-authorization hold status will be deducted from the remaining balance and an updated remaining balance will be displayed.

Service Code	Start Date	End Date	Initial Balance	Remaining Balance	Pre Authorization Holds	Current Available Balance	Monthly Max	Weekly Max	Daily Max
PCS	01/17/2022	01/31/2024	1000.00 Dollars	785.00 Dollars	0.30 Dollars	784.70 Dollars	100.00 Dollars	100.00 Dollars	20.00 Dollars

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

Using Reports

1. Select **Reports** on the main menu
2. Select a report category from the submenu
 - ✓ **Authorization (Budget) Reports**
 - Authorization Run Rate Report – View the budget usage breakdown by client, account type, or service code.
 - ✓ **Profile Reports**
 - Vendors Report – View approved vendors
 - ✓ **Summary Report** - Breakdown of punches and percentages of budget remaining

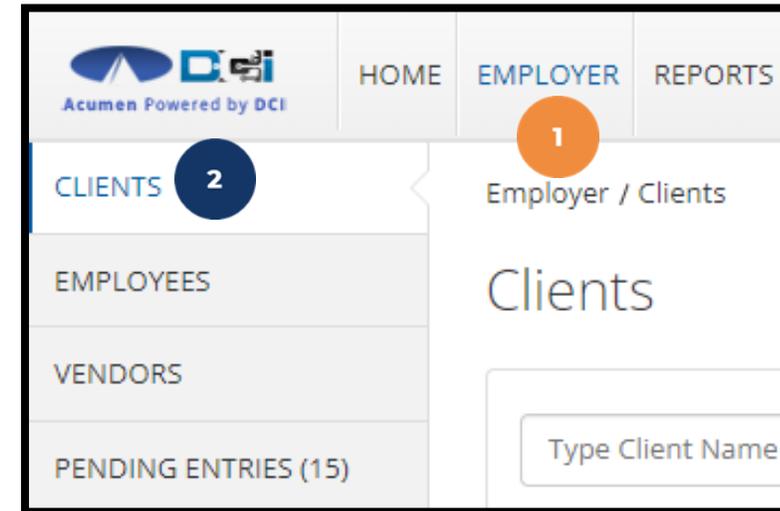


View Clients & Submitted Entries

View Clients & Submitted Entries

To view clients and check the status of their vendor payment entries:

1. Click **Employer** on the main menu
2. Select the **Clients** tab from the submenu
3. Click anywhere on the **client row**



Name	Client Id	Status
Steph Client	125	Active

View Submitted Entry



4. From the Client Details page, scroll down to select the **Entries** tab.

Acumen Powered by DCI | HOME | EMPLOYER | REPORTS | Help | steph.employ... | [User Icon]

CLIENTS | EMPLOYEES | VENDORS | PENDING ENTRIES (15)

Employer / Clients / Steph Client

Client Details - Steph Client

[Actions]

Basic Demographics	Other Details
Client Id: 125	Cost Center: Steph Employer Cost Center
Address: 5416 E Baseline Road Mesa, AZ 85206-4700	Username: steph.client
GNIS: 04-013-7890	Client Status: Active
Phone: (222) 222-2222	Authentication Status: Active
Email: stephanies+51@dcisoftware.com	Email confirm: Yes
Date of Birth: May 01, 2001	Photo Set: No
Allow SSN Retrieval: No ⓘ	Signature Set: No
No. of Funding Accounts: 1	Enable Caregiver Rating Emails: No
No. of Service Accounts: 1	Enable Vendor Payment: Yes
Status: Active	Enable Employer Reimbursement: Yes

4

Entries | Accounts | Certifications | EVV Locations | Diagnosis | Notes | Attachments | Custom Fields | History

View Submitted Entry



5. Select **Vendor Payment** from the Select Type filter
6. Click the blue **Search** button to return results

A screenshot of a web application interface for viewing submitted entries. The interface includes a navigation bar with tabs: Entries, Accounts, Certifications, EVV Locations, Diagnosis, Notes, Attachments, Custom Fields, and History. Below the navigation bar are several input fields: "From (MM/DD/YYYY)" and "To (MM/DD/YYYY)" with calendar icons, "Type Service Code", "Type Employee Name", "Type Punch Id", "Select Account Type", and "Select Status". A "Select Type" dropdown menu is open, showing options: "Select Type", "Punch", "Vendor Payment" (highlighted with a blue bar and a circled "5"), and "Employer Reimbursement". At the bottom right, there are "Reset" and "Search" buttons. A circled "6" is positioned near the "Search" button.

View Submitted Entry



If more than one Date of Service was entered for the vendor payment, an entry is created for each and the entry for the total amount is canceled.

Entries											
Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client Name	Service Code	Amount	Status	
75689	Jul 29, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending	
75316	Jul 20, 2024			Vendor	75314	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	25.00	Pending	
75315	Jul 21, 2024			Vendor	75314	Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	5.00	Pending	
75314	Jul 20, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	30.00	Canceled	



If only one Date of Service was entered for the vendor payment, only one entry is created.

75689	Jul 29, 2024			Vendor		Steph Cost Center test - Steph Cost Center test	Steph Client1	Steph Vendor 2	16.00	Pending	
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7. Click anywhere on the entry row to view the details

View the entry status

Payroll Schedule & Deadlines

Proprietary: For Acumen and Customer Use Only



Important Reminders!



- December 22nd – January 4th: Employers and workers begin submitting time. Program workers and support brokers submit payment submission on behalf of the participant.
- December 30th: Deadline for program workers and support brokers to submit payment submission on behalf of the participant
- January 3rd: First payday with Acumen for payment submissions (reimbursements & vendor payments)
- January 6th: Deadline to submit time to Acumen
- January 10th: First payday with Acumen for hourly employees
- 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

Vendor Payment Schedule (vendor payments & reimbursements)



- Ensure provider payment requests are received by the Submissions Due Date
- Requests submitted after the due date will be handled in the following pay period
- First paycheck from Acumen will be January 3rd, 2025.
- Pay day is every Friday
- Vendor payments must be entered and approved within 30 days of the date of service
- Questions? Contact Acumen customer service at (866) 427-1739 or email vendor-ma@acumen2.net

Payment Period End Date last day of services in pay period	MONTH	Payment Period End Date	Submissions Due NO Later Than	Direct Deposit/Check Date	Submissions Due No Later Than is the last date that your vendor payment request can be submitted, to be paid
December		Sat, 12/28/2024	Mon, 12/30/24	Fri, 01/03/25	Direct Deposit \ Check Date is the date the payment will be issued. Payees that have selected direct deposit, this is also the date that funds will be available.
	January	Sat, 01/04/25	Mon, 01/06/25	Fri, 01/10/25	
January		Sat, 01/11/25	Mon, 01/13/25	Fri, 01/17/25	
		Sat, 01/18/25	Mon, 01/20/25	Fri, 01/24/25	
	February	Sat, 01/25/25	Mon, 01/27/25	Fri, 01/31/25	
February		Sat, 02/01/25	Mon, 02/03/25	Fri, 2/07/25	
		Sat, 02/08/25	Mon, 02/10/25	Fri, 02/14/25	
		Sat, 02/15/25	Mon, 02/17/25	Fri, 02/21/25	
March		Sat, 02/22/25	Mon, 02/24/25	Fri, 02/28/25	
		Sat, 03/01/25	Mon, 03/03/25	Fri, 03/07/25	
		Sat, 03/08/25	Mon, 03/10/25	Fri, 03/14/25	
		Sat, 03/15/25	Mon, 03/17/25	Fri, 03/21/25	
April		Sat, 03/22/25	Mon, 03/24/25	Fri, 03/28/25	
		Sat, 03/29/25	Mon, 03/31/25	Fri, 04/04/25	
		Sat, 04/05/25	Mon, 04/07/25	Fri, 04/11/25	
		Sat, 04/12/25	Mon, 04/14/25	Fri, 04/18/25	
May		Sat, 04/19/25	Mon, 04/21/25	Fri, 04/25/25	
		Sat, 04/26/25	Mon, 04/28/25	Fri, 05/02/25	
		Sat, 05/03/25	Mon, 5/05/25	Fri, 05/09/25	
June		Sat, 05/10/25	Mon, 05/12/25	Fri, 05/16/25	
		Sat, 05/17/25	Mon, 05/19/25	Fri, 05/23/25	
		Sat, 05/24/25	Mon, 05/26/25	Fri, 05/30/25	
July		Sat, 05/31/25	Mon, 06/02/25	Fri, 06/06/25	
		Sat, 06/07/25	Mon, 06/09/25	Fri, 06/13/25	
		Sat, 06/14/25	Mon, 06/16/25	Fri, 06/20/25	
		Sat, 06/21/25	Mon, 06/23/25	Fri, 06/27/25	
August		Sat, 06/28/25	Mon, 06/30/25	Thu, 07/03/25	
		Sat, 07/05/25	Mon, 07/07/25	Fri, 07/11/25	
		Sat, 07/12/25	Mon, 07/14/25	Fri, 07/18/25	
		Sat, 07/19/25	Mon, 07/21/25	Fri, 07/25/25	
	Sat, 07/26/25	Mon, 07/28/25	Fri, 08/01/25		

Provider Payment Schedule



Acumen Fiscal Agent

Innovation • Opportunity • Freedom

- Ensure time entries are received by the Submissions Due Date
- Time submitted after the due date will be processed in the following pay period
- First paycheck from Acumen will be January 10th, 2025.
- Pay day is every other Friday
- Time must be entered and approved within 30 days of the date of service
- Questions? Contact Acumen customer service at (866) 427-1739 or email enrollment@acumen2.net

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

“Payment Period End Date” is the last day of services in

“MONTH” refers to the month that services were provided

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

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
February	Sat, 01/18/25	Mon, 01/20/25	Fri, 01/24/25
	Sat, 02/01/25	Mon, 02/03/25	Fri, 2/07/25
March	Sat, 02/15/25	Mon, 02/17/25	Fri, 02/21/25
	Sat, 03/01/25	Mon, 03/03/25	Fri, 03/07/25
April	Sat, 03/15/25	Mon, 03/17/25	Fri, 03/21/25
	Sat, 03/29/25	Mon, 03/31/25	Fri, 04/04/25
May	Sat, 04/12/25	Mon, 04/14/25	Fri, 04/18/25
	Sat, 04/26/25	Mon, 04/28/25	Fri, 05/02/25
June	Sat, 05/10/25	Mon, 5/12/25	Fri, 05/16/25
	Sat, 05/24/25	Mon, 5/26/25	Fri, 05/30/25
July	Sat, 06/07/25	Mon, 06/09/25	Fri, 06/13/25
	Sat, 06/21/25	Mon, 06/23/25	Fri, 06/27/25
August	Sat, 07/05/25	Mon, 07/07/25	Fri, 07/11/25
	Sat, 07/19/25	Mon, 07/21/25	Fri, 07/25/25
	Sat, 08/02/25	Mon, 08/04/25	Fri, 08/08/25

“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.

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

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 phone: (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.



Questions?

Thank you!

**Visit the Acumen Help Center
to learn more at:**

acumenfiscalagent.zendesk.com