

# September SDAB Training

## Account Statements and Paystubs

**September 3, 2025**

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



**Acumen powered by DCI**

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

# Agenda



**Where to find Acct Statements (Portal, Mobile Web, Mobile App)**



**What Statements Look Like**



**How to Read a Statement**



**Employee Paystubs**



**Resources and Q/A**

# **Where to Find Account Statements**

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# Where to Find Account Statements



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**

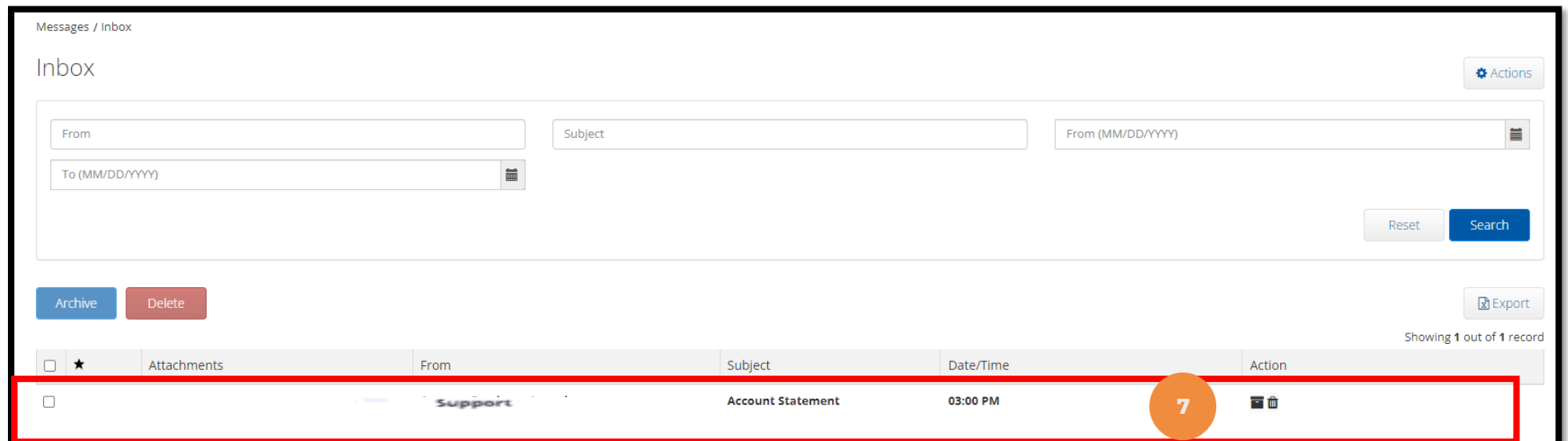
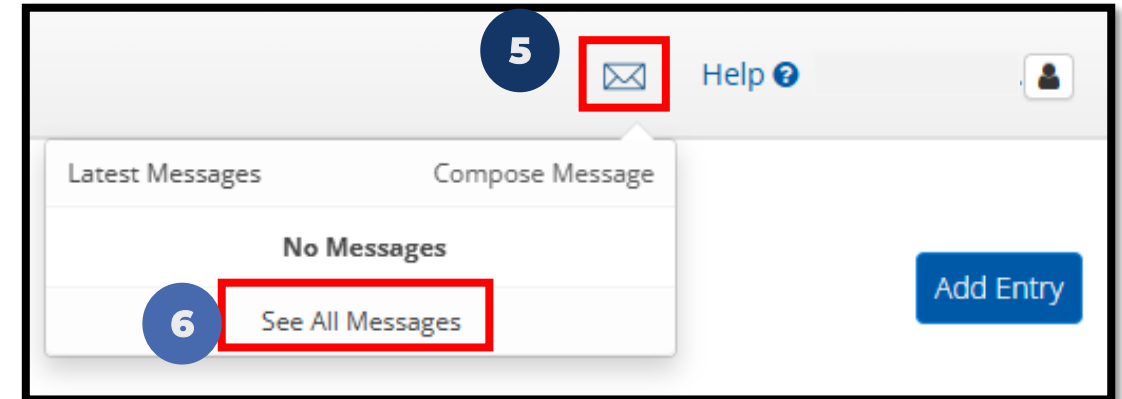
A screenshot of the DCI Web Portal Sign In page. The page has a light gray header with the DCI logo and "Acumen Powered by DCI". The main content area is white and contains a "Sign In" form. The form includes a "Username" field (labeled with a blue circle 2), a "Password" field, a "Remember me" checkbox, and a "Forgot your password?" link (labeled with a blue circle 3). A blue "Sign In" button (labeled with a blue circle 4) is at the bottom. A red box highlights the "Forgot your password?" link. An orange circle with the number 1 is positioned above the header.

# View Messages in DCI Web Portal

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

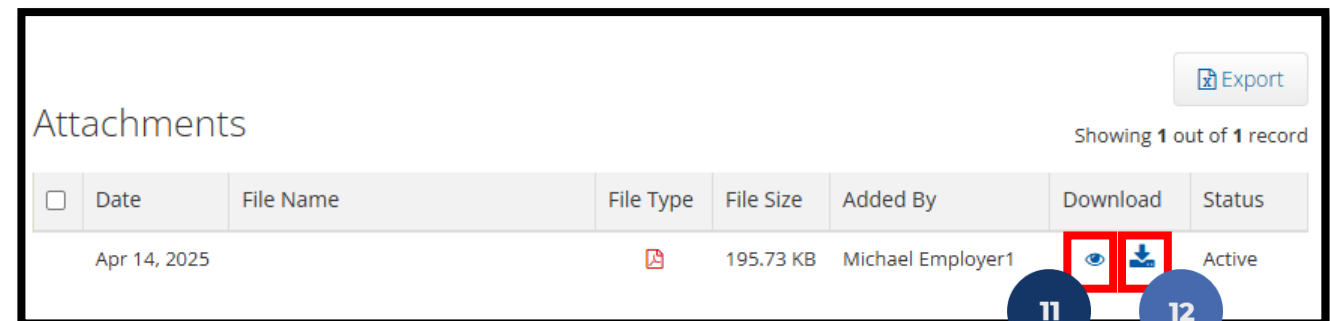
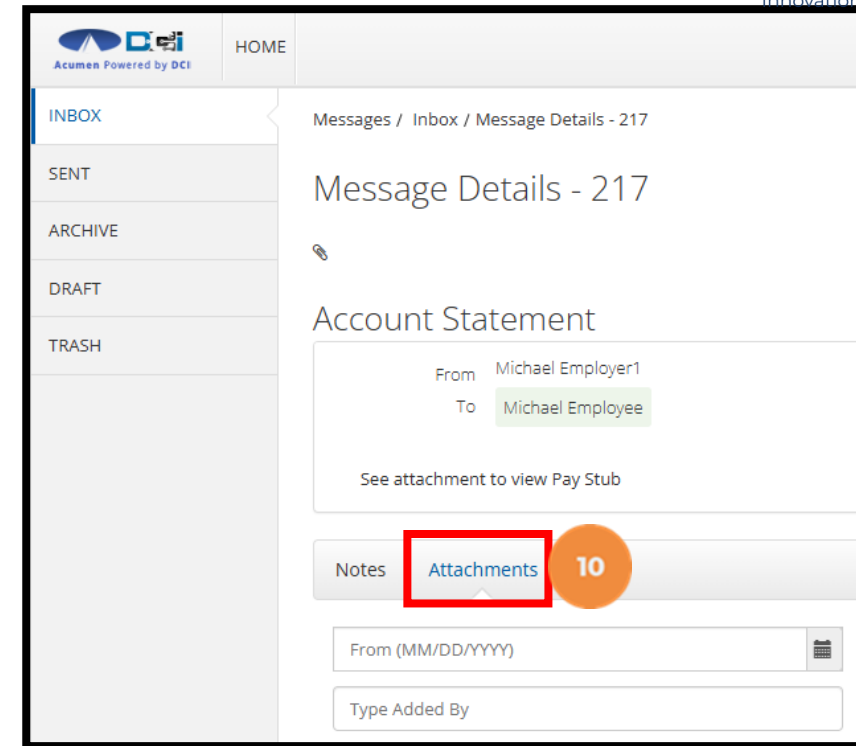
6. Select **See All Messages**

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

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

US EN

Acumen Powered by DCI

Username

Password/ Pin

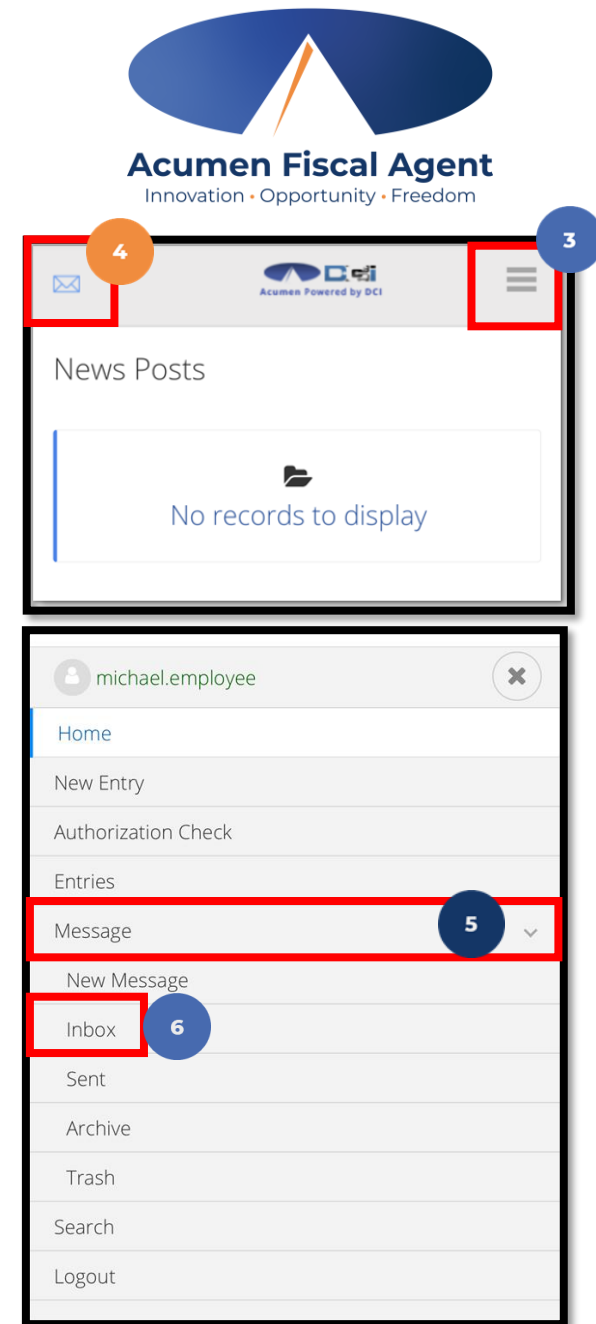
☐ Remember me

[Forgot your password?](#)

**Sign In**

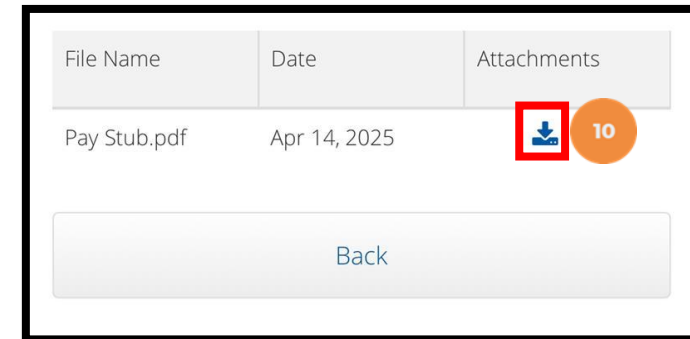
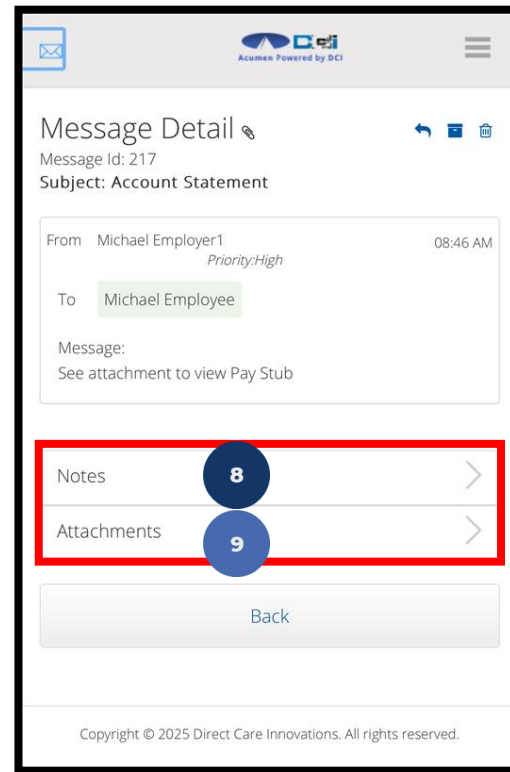
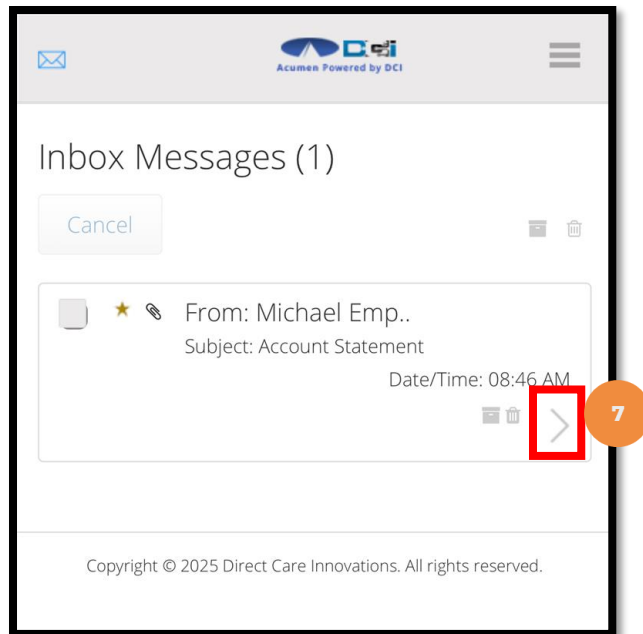
[Go to Full Site](#)

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# 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.



# **DCI Mobile App: Messaging Module**

# Log into the DCI Mobile EVV App

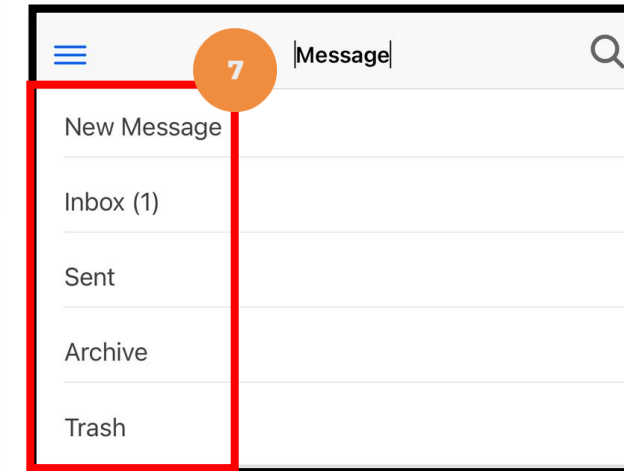
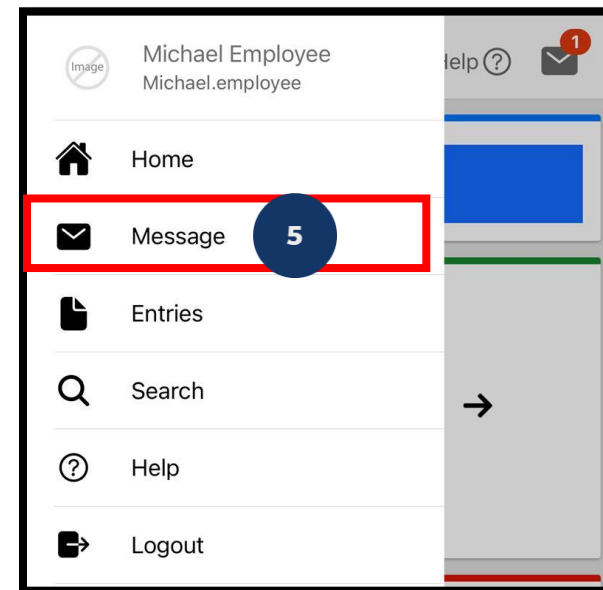
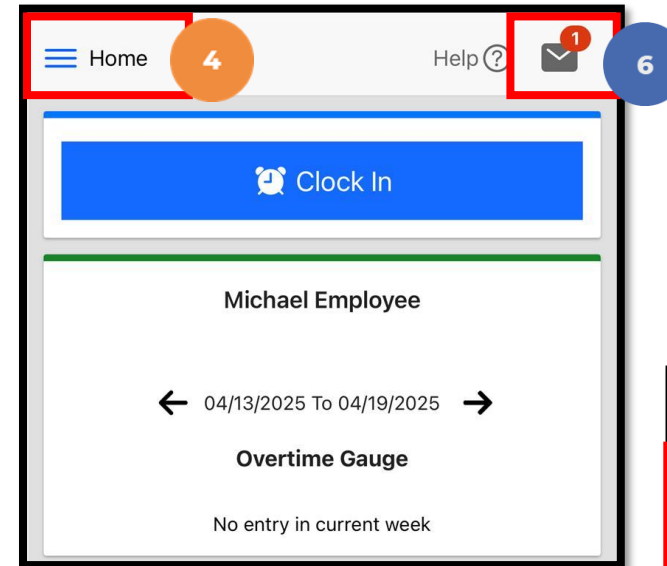


1. Enter employee credentials
  - ✓ Acumen provides a **username** and **password** on the Good to Go/Welcome letter
2. Optionally, select the **Remember me** button to remember the username.  
**\*Please note:** Do not use on a shared device
3. Tap the blue **Login** button to access the mobile app
  - ✓ 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 Acumen Agent with any login issues

A screenshot of the mobile application's login interface. At the top, the word "Login" is centered, and "EN" is in the top right corner. Below this is a dropdown menu showing "Acumen - All Other States - 228...". The form contains two input fields: "Username\*" and "Password or PIN\*", with a blue eye icon for toggling visibility. Below the password field is a "Remember me" option with a radio button. At the bottom is a large blue "Login" button and a blue underlined link that says "Forgot Password?". Three numbered callouts are present: an orange circle with "1" next to the Username field, a dark blue circle with "2" next to the Remember me radio button, and a dark blue circle with "3" next to the Login button.

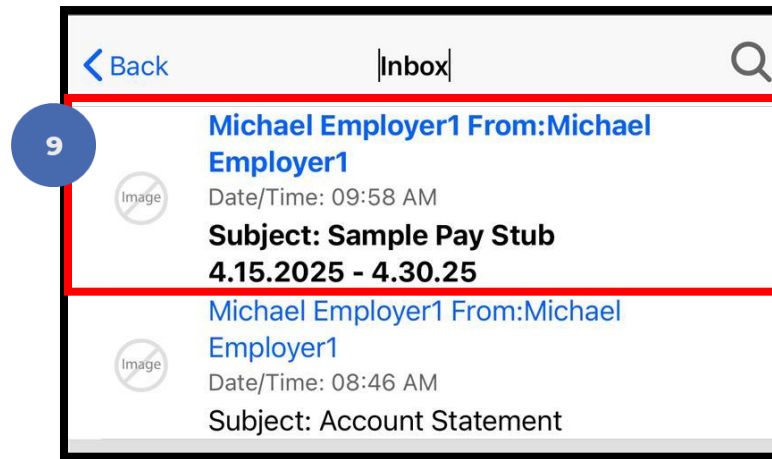
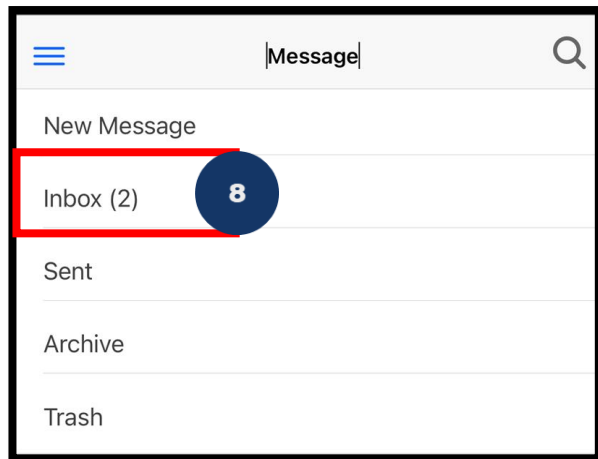
# View Messages in DCI Mobile App

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.

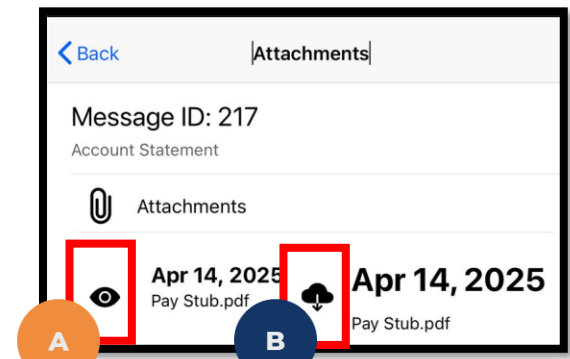
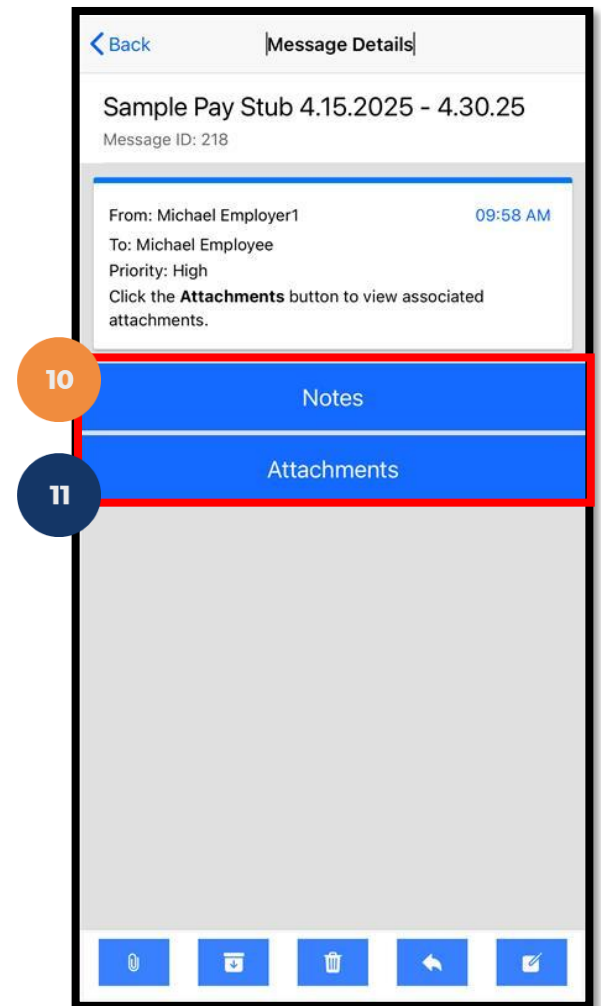


# View Messages in DCI Mobile App

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



Proprietary: For Acumen Use Only




# Account Statements

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# Account Statements



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

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

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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

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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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## Payroll Check Information

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

## Disbursement Information

CheckNumber:000333333

CheckDate:07/25/2025

CheckNet:2399.64

## Payroll Check Information

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

## Disbursement Information

CheckNumber:0444444

CheckDate:07/25/2025

CheckNet:2640.32

## Payroll Check Information

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

## Disbursement Information

CheckNumber:033333333

CheckDate:07/25/2025

CheckNet:2012.13

## Payroll Check Information

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	DENISE BAUER	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!

Payroll Summary <span>9</span>			
Payee	Total Hours	Total Funds	Total Payment Received
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

# Paystubs

# Paystubs (Employee & Vendor)

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- Employees (including compensated caregivers) who use direct deposit/Money Market pay card for their paychecks will only retrieve electronic paystubs in their secure message center on DCI messaging
- Vendors will only receive mailed paystubs to the business address on file
- DCI messaging is secure
- If you currently receive paper paychecks, you will continue to receive paystubs attached to your paychecks in the mail.
- **Wells Fargo:** You are now able to retrieve paystubs from the DCI Messaging Portal, no need to use a separate Wells Fargo site.

# Paystubs (Employee)

## Paystub Call Outs:

1. Portal Reference Number is the Acumen Employee Number
2. Different Rates = Different Service Codes
  - Overtime will be listed as time and a half the regular hourly rate
3. If Employee has garnishments, it will be listed under deductions

<b>PATRICIA EMPLOYEE</b> Employee Type: Hourly Non-Exempt 1234 SESAME RD BOSTON MA 05438 LAST 4 TAX IDENTIFIER: 1234 PORTAL REFERENCE: MA23407		<b>Acumen Fiscal Agent, on behalf of</b> <b>ER: JONI M EMPLOYER</b> 16460 HWY 234 BOSTON MA 54438 PHONE NO.: (985) 123-1234 TAX IDENTIFIER: 12-1212121 STATE TAX ID: 00000-001-300		PAY DATE: 08/22/2025 PERIOD START: 07/27/2025 PERIOD END: 08/09/2025		
<b>HOURS AND EARNINGS</b>		<b>DEDUCTIONS</b>		<b>TAXES</b>		
	HOURS	RATE	EARNINGS			
REGULAR	2.98	\$ 16.31	\$ 48.60		MEDICARE \$ 1.08	
REGULAR	2.00	\$ 12.91	\$ 25.82		FICA \$ 4.61	
TOTALS	4.98		\$ 74.42			
GROSS PAY:			\$ 74.42	TOTAL DEDUCTIONS:	\$ 0.00	
YEAR TO DATE (YTD) EARNINGS				YEAR TO DATE (YTD) DEDUCTIONS		
REGULAR			EARNINGS \$ 74.42	MEDICARE \$ 1.08		
TOTALS			\$ 74.42	FICA \$ 4.61		
TOTAL YTD EARNINGS:			\$ 74.42	TOTAL YTD DEDUCTIONS:		\$ 0.00
TOTAL YTD TAXES:				TOTAL YTD TAXES:		\$ 5.69
<b>DIRECT DEPOSIT / CHECK DETAILS</b>						
PAYMENT METHOD:			LIVE CHECK	AMOUNT:		\$ 68.73
TOTAL NET PAY:						\$ 68.73

<b>Acumen Fiscal Agent</b> 5416 E Baseline Rd Suite 200 Mesa, AZ 85206		<b>0001111125</b>	
DATE <u>August 22, 2025</u>			
PAY TO THE ORDER OF <u>PATRICIA EMPLOYEE</u>		\$ <u>68.73</u>	
<u>Sixty-eight dollars and 73/100</u>		DOLLARS	
MEMO _____		FOR RECORD PURPOSES ONLY **NON-NEGOTIABLE**	
o0003714125o t122105278t 6123013044o			



# Paystubs (Vendor)

## Paystub Call Outs:

1. Payment Type is listed as Vendor Payment
2. Invoice Number includes
  - Participant name
  - Service date(s)
  - Service description (if provided)




<b>VENDOR</b> 1234 MAIN ST BOSTON MA 02453 LAST 4 TAX IDENTIFIER: 1234 PORTAL REFERENCE: 12-3456789		<b>Acumen Fiscal Agent, on behalf of</b> <b>ER: John M EMPLOYER</b> 16460 HWY 234 BOSTON MA 54438 PHONE NO.: (985) 123-1234 TAX IDENTIFIER: 12-1212121 STATE TAX ID: 00000-001-300		<b>PAY DATE:</b> 08/22/2025 <b>PERIOD START:</b> 07/27/2025 <b>PERIOD END:</b> 08/09/2025	
<b>HOURS AND EARNINGS</b>					
INVOICE NUMBER		EARNINGS		DEDUCTIONS	
Jane PARTICIPANT 080125 PROGRAMING		\$ 1000.00			
Jane PARTICIPANT 080525to081125 TRAINING		\$ 2500.00			
<b>TOTALS</b>		<b>\$ 3500.00</b>			
<b>GROSS PAY:</b>		<b>\$ 3500.00</b>		<b>TOTAL DEDUCTIONS:</b> \$ 0.00	
<b>YEAR TO DATE (YTD) EARNINGS</b>		<b>\$ 10530.00</b>		<b>YEAR TO DATE (YTD) DEDUCTIONS</b>	
VENDOR PAYMENT		\$ 10530.00			
<b>TOTALS</b>		<b>\$ 10530.00</b>			
<b>TOTAL YTD EARNINGS:</b>		<b>\$ 10530.00</b>		<b>TOTAL YTD DEDUCTIONS:</b> \$ 0.00	
<b>DIRECT DEPOSIT / CHECK DETAILS</b>					
<b>PAYMENT METHOD:</b>		DIRECT DEPOSIT		<b>AMOUNT:</b> \$ 3500.00	
<b>TOTAL NET PAY:</b>				<b>\$ 3500.00</b>	

<b>Acumen Fiscal Agent</b> 5416 E Baseline Rd Suite 200 Mesa, AZ 85206		<b>0001111125</b>	
<b>PAY TO THE ORDER OF:</b> VENDOR		<b>DATE:</b> August 22, 2025	
Three thousand, five hundred and 00/100		<b>\$ 3500.00</b>	
		DOLLARS	
<b>MEMO:</b>		<b>FOR RECORD PURPOSES ONLY</b> <b>**NON-NEGOTIABLE**</b>	
o0003714125o t122105278t 6123013044o			



# Resources

# Helpful Resources

## Utilize our Websites

-  [Massachusetts- Training Materials](#) for more help
  - This will give you a full list of Training Materials for DCI
-  [Massachusetts State Page](#)
  - This will give you MA specific details with Acumen Fiscal Agent
-  [Messaging Module/Account Statement Article](#)
  - This will give you specific details with about using the messaging module

## Contact the Acumen Support Team

-  help with enrollment questions, DCI system questions, or payment issues
- [Contact Us](#) form at [www.acumenfiscalagent.com/contact](http://www.acumenfiscalagent.com/contact)
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# QUESTIONS?

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# Thank you!

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