

# 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



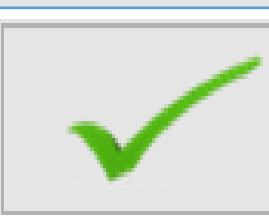
**Where to find Acct Statements (Portal, Mobile Web, Mobile App)**



**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/>

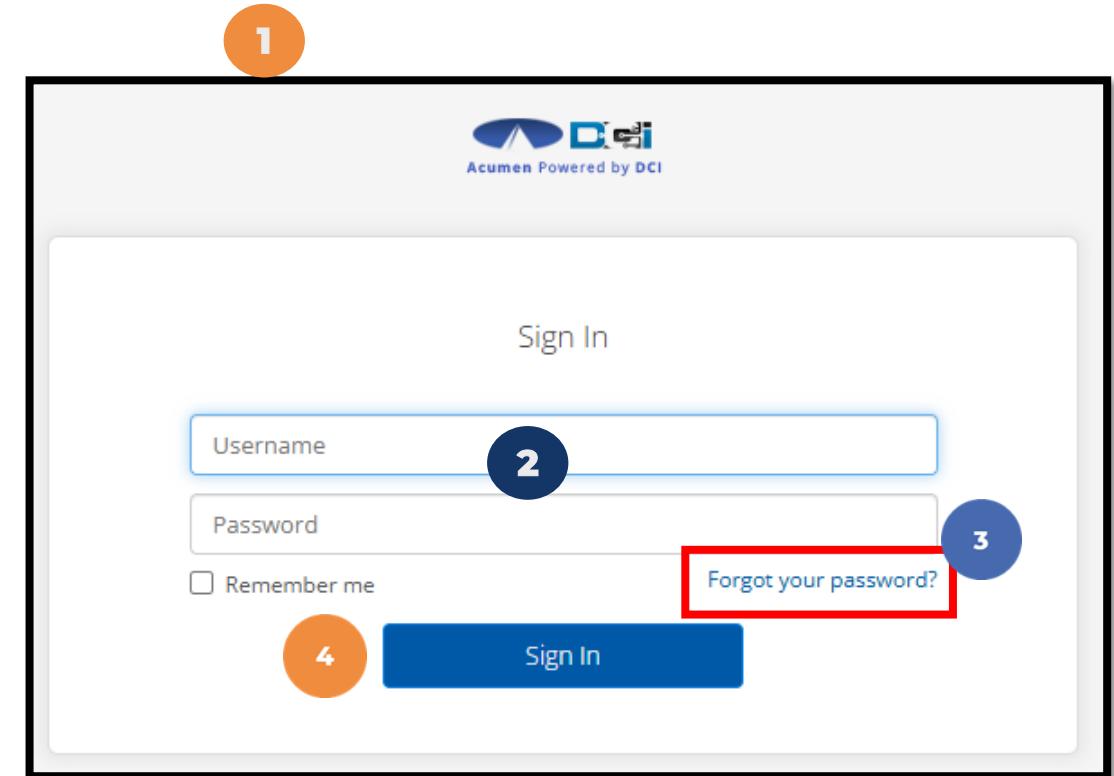
2. Enter **Username** and **Password**

- Credentials provided by Acumen

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

- Contact your Acumen Agent with any login issues

4. Click **Sign In**



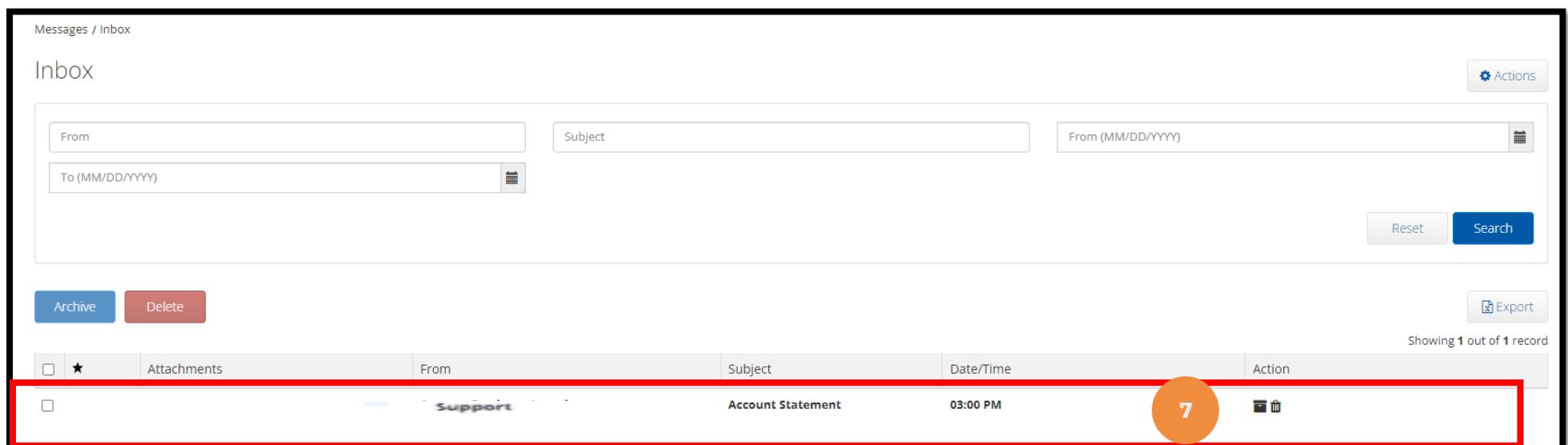
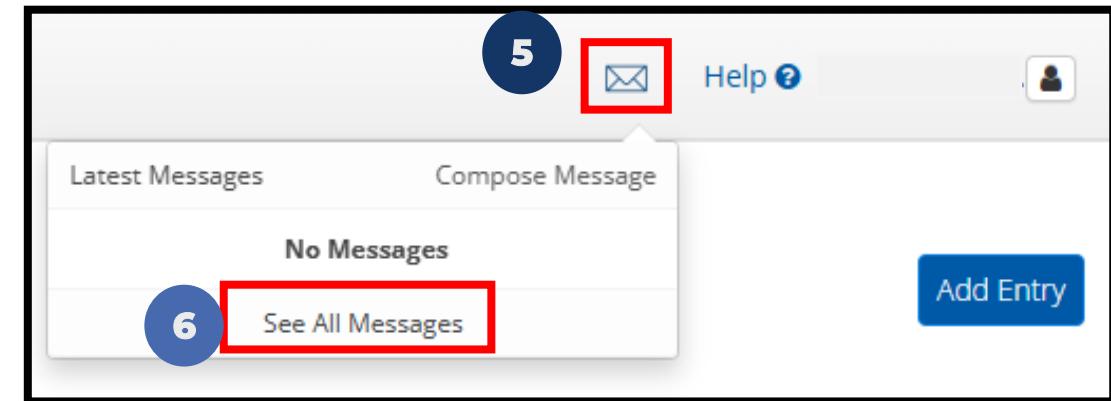
# View Messages in DCI Web Portal



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

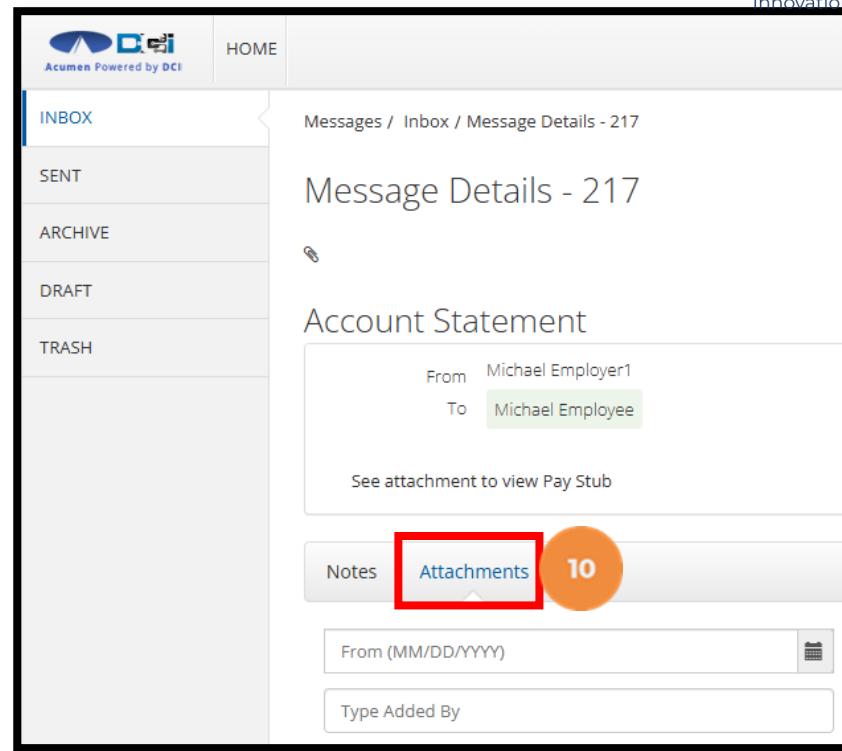
6. Select **See All Messages**

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)

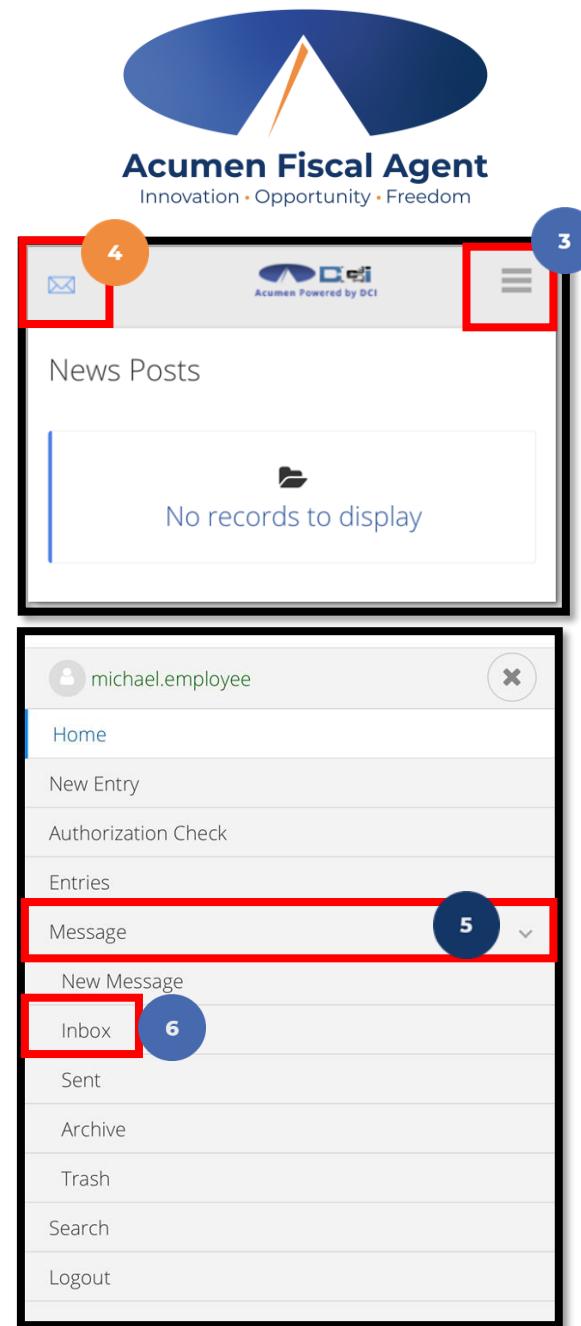
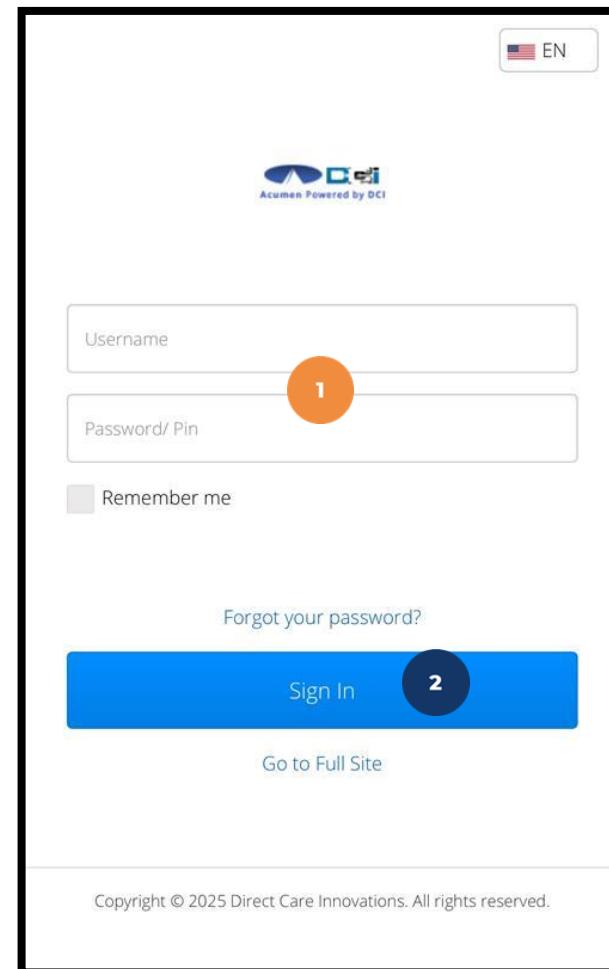


Attachments								Export
	Date	File Name	File Type	File Size	Added By	Download	Status	
	Apr 14, 2025	195.73 KB	Michael Employer1	 	Active	 	11	12

# DCI Mobile Web: Messaging Module

# View Messages in Mobile Web

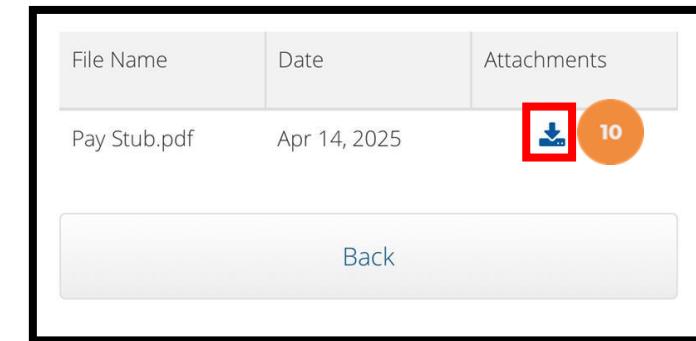
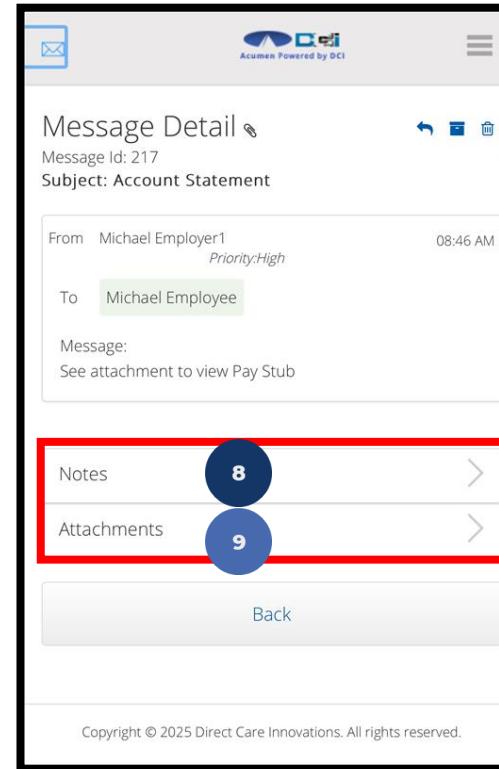
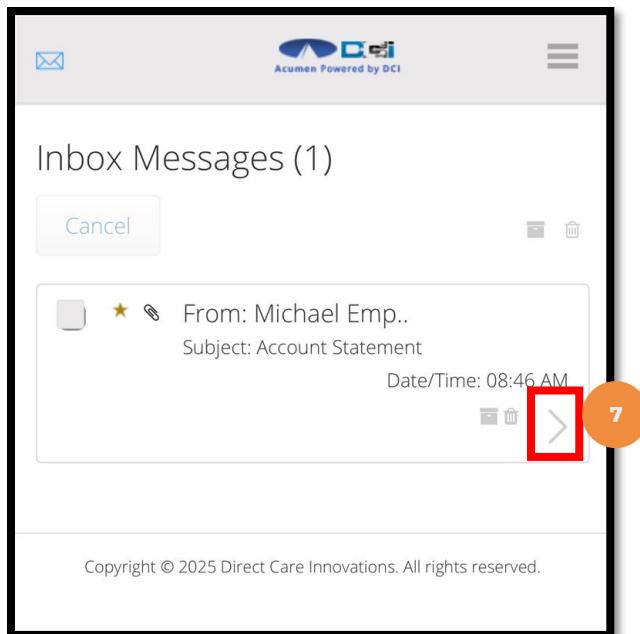
1. Log in to the DCI Web Portal from an internet browser on a mobile device. Enter your **username** and **password** OR **PIN**.
2. Tap **Sign In**
3. Tap the **Menu** in the top-right corner of the screen
4. Please note: The **Mail** icon (envelope) in the upper-left corner of the Dashboard takes users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



# 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

Location: Acumen - All Other States - 228...

Username\*

1

Password or PIN\*

2

Remember me

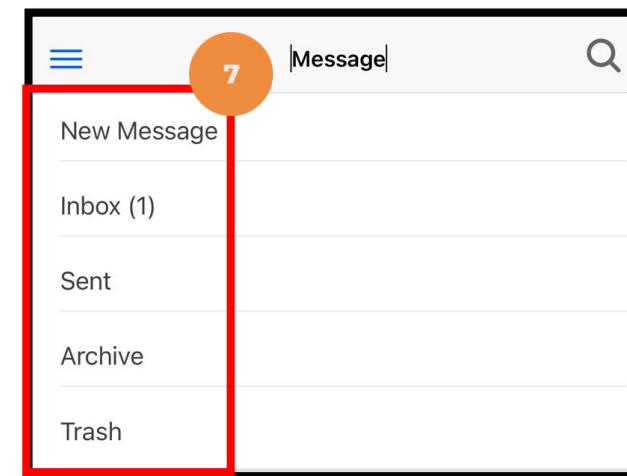
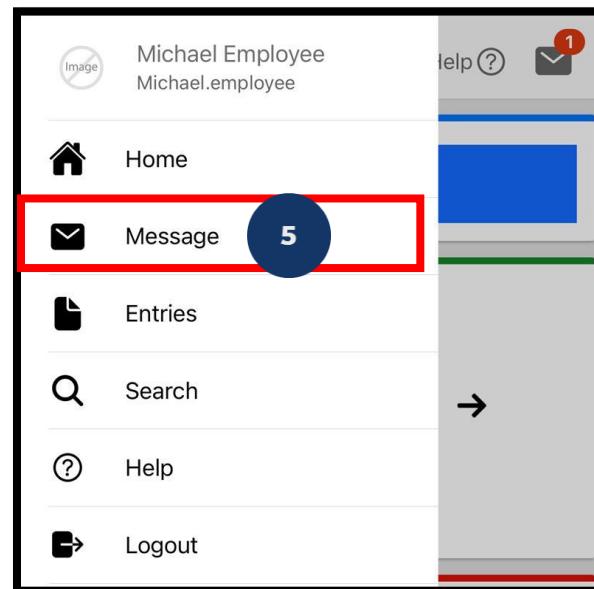
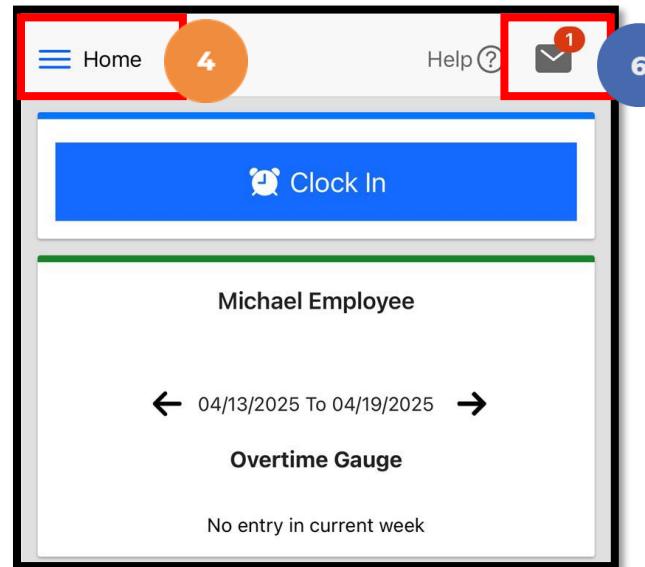
3

Login

[Forgot Password?](#)

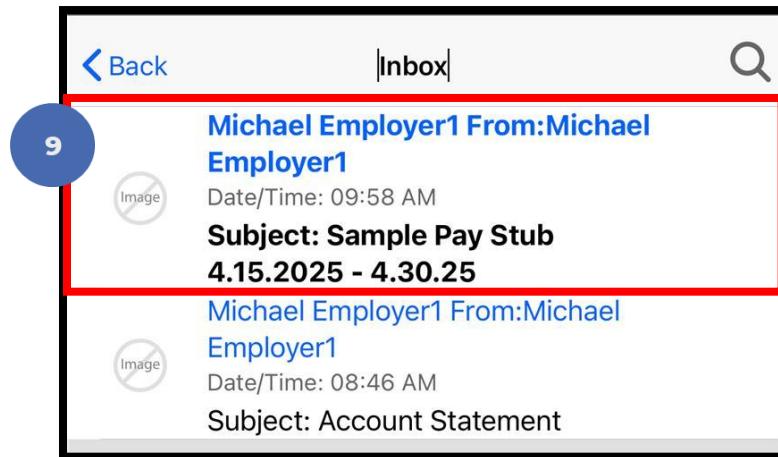
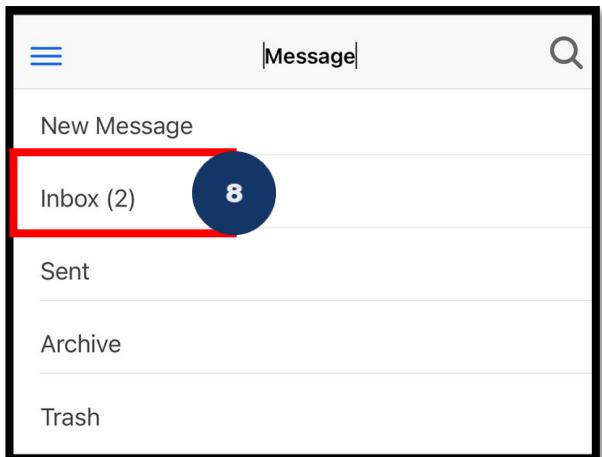
# View Messages in DCI Mobile App

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.

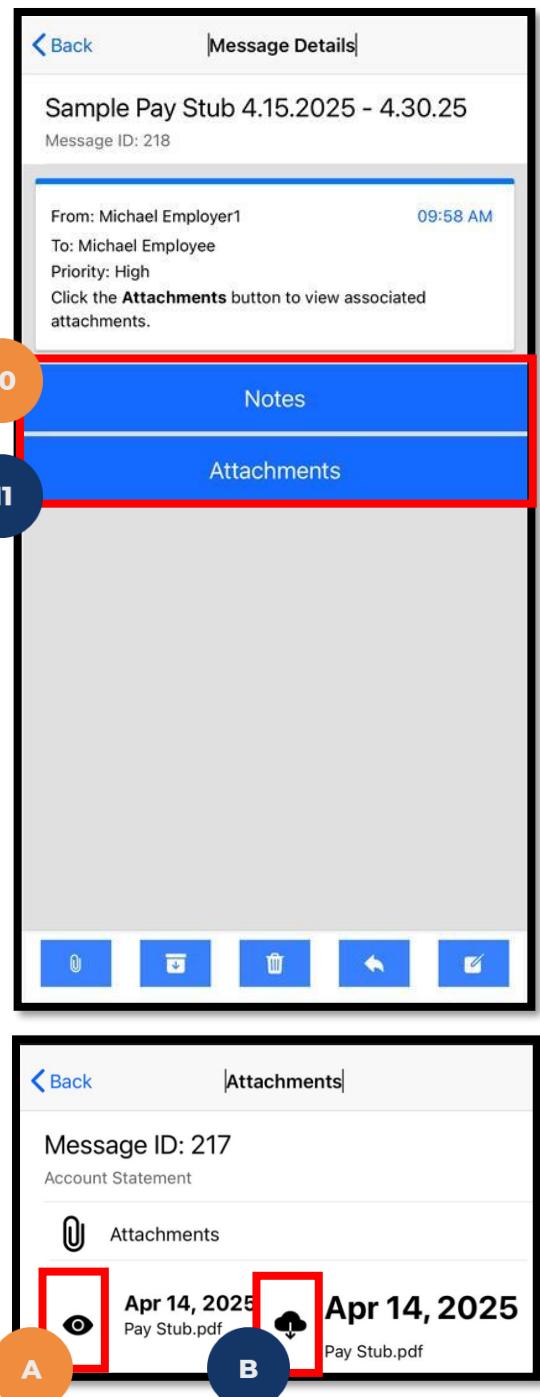


# View Messages in DCI Mobile App

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	01/01/2025
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		5	Status	Employee #
Employee Name			Active	MA1111
SHIRLEY SCHMIDT			Active	MA2222
DENNY CRANE			Active	MA3333
DENISE BAUER			Active	MA4444
MOORE DENNIS			Active	MA5555
CRANE POOLE AND SCHMIDT Behavioral Solutions LLC			Active	MA6666
TARA WILSON			Active	MA7777
BRAD CHASE			Active	MA8888
LORI COLSON			Active	MA-33-44444
KATIE LLOYD				
Code and Rate Information		6	Description	Start Date
Employee Name				End Date
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



7	Medicare:0.00 FICA:0.00 SUTA:0.00 FUTA:0.00 Work Comp:0.00	Billing:2399.64
Payroll Check Information Remittance#:3333333 Date:07/25/2025 Payee: SHIRLEY SCHMIDT Total Net:2399.64 Gross:2399.64	CheckDate:07/25/2025	CheckNet:2399.64
Disbursement Information CheckNumber:000333333	Medicare:51.49 FICA:220.19 SUTA:92.33 FUTA:21.31 Work Comp:102.99	Billing:4039.62
Payroll Check Information Remittance#:333333333 Date:07/25/2025 Payee: DENISE BAUER Total Net:2640.32 Gross:3551.31	CheckDate:07/25/2025	CheckNet:2640.32
Disbursement Information CheckNumber:0444444	Medicare:37.44 FICA:160.09 SUTA:67.14 FUTA:15.49 Work Comp:74.88	Billing:2937.20
Payroll Check Information Remittance#:3333333 Date:07/25/2025 Payee: TARA WILSON Total Net:2012.13 Gross:2582.16	CheckDate:07/25/2025	CheckNet:2012.13
Disbursement Information CheckNumber:03333333	Medicare:18.58 FICA:79.46 SUTA:0.00 FUTA:0.00 Work Comp:37.17	Billing:1416.81
Payroll Check Information Remittance#:3333333 Date:07/25/2025 Payee: DENISE BAUER Total Net:1038.58 Gross:1281.60		

## 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

8

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!

9

Payroll Summary			
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

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# Paystubs (Employee & Vendor)

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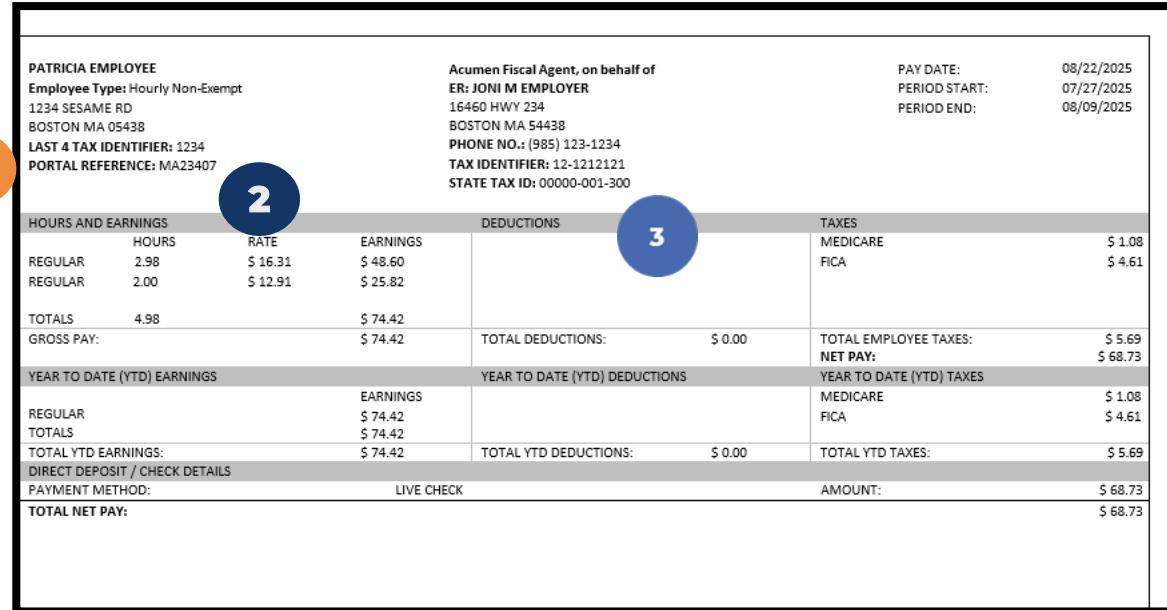


- Employees (including compensated caregivers) who use direct deposit/Money Market pay card for their paychecks will only retrieve electronic paystubs in their secure message center on DCI messaging
- Vendors will only receive mailed paystubs to the business address on file
- DCI messaging is secure
- 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



1. Portal Reference Number is the Acumen Employee Number

2. Different Rates = Different Service Codes

3. If Employee has garnishments, it will be listed under deductions

PATRICIA EMPLOYEE Employee Type: Hourly Non-Exempt 1234 SESAME RD BOSTON MA 05438 LAST 4 TAX IDENTIFIER: 1234 PORTAL REFERENCE: MA23407		Acumen Fiscal Agent, on behalf of ER: JONI M EMPLOYER 15460 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				MEDICARE \$ 1.08 FICA \$ 4.61
REGULAR 2.98 \$ 16.31 \$ 48.60				
REGULAR 2.00 \$ 12.91 \$ 25.82				
<b>TOTALS</b> 4.98 \$ 74.42		<b>TOTAL DEDUCTIONS:</b> \$ 0.00		<b>TOTAL EMPLOYEE TAXES:</b> \$ 5.69 <b>NET PAY:</b> \$ 68.73
<b>GROSS PAY:</b> \$ 74.42				<b>YEAR TO DATE (YTD) TAXES</b>
<b>YEAR TO DATE (YTD) EARNINGS</b>		<b>YEAR TO DATE (YTD) DEDUCTIONS</b>		MEDICARE \$ 1.08 FICA \$ 4.61
EARNINGS				
REGULAR \$ 74.42				
<b>TOTALS</b> \$ 74.42		<b>TOTAL YTD DEDUCTIONS:</b> \$ 0.00		<b>TOTAL YTD TAXES:</b> \$ 5.69
<b>TOTAL YTD EARNINGS:</b> \$ 74.42				
<b>DIRECT DEPOSIT / CHECK DETAILS</b>				
<b>PAYMENT METHOD:</b> LIVE CHECK				<b>AMOUNT:</b> \$ 68.73
<b>TOTAL NET PAY:</b>				\$ 68.73



Acumen Fiscal Agent  
5416 E Baseline Rd  
Suite 200  
Mesa, AZ 85206

PAY TO THE ORDER OF **PATRICIA EMPLOYEE** DATE **August 22, 2025** FOR RECORD PURPOSES ONLY  
\$ **68.73** DOLLARS  
\*\*NON-NEGOTIABLE\*\*

MEMO \_\_\_\_\_

000037141250 t122105278t 61230130440

# 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)

1

VENDOR 1234 MAIN ST BOSTON MA 02453 LAST 4 TAX IDENTIFIER: 1234 PORTAL REFERENCE: 12-3456789	Acumen Fiscal Agent, on behalf of ER: John M EMPLOYER 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
<hr/>		
HOURS AND EARNINGS	INVOICE NUMBER	DEDUCTIONS
VENDOR PAYMENT	Jane PARTICIPANT 080125 PROGRAMING	EARNINGS \$ 1000.00
	Jane PARTICIPANT 080525to081125 TRAINING	EARNINGS \$ 2500.00
TOTALS		EARNINGS \$ 3500.00
GROSS PAY:		EARNINGS \$ 3500.00
YEAR TO DATE (YTD) EARNINGS		TOTAL DEDUCTIONS: \$ 0.00
<hr/>		
VENDOR PAYMENT	EARNINGS \$ 10530.00	YEAR TO DATE (YTD) DEDUCTIONS
TOTALS	EARNINGS \$ 10530.00	
TOTAL YTD EARNINGS:	EARNINGS \$ 10530.00	TOTAL YTD DEDUCTIONS: \$ 0.00
<hr/>		
DIRECT DEPOSIT / CHECK DETAILS		
PAYMENT METHOD:	DIRECT DEPOSIT	AMOUNT: \$ 3500.00
TOTAL NET PAY:		\$ 3500.00

2

Acumen Fiscal Agent 5416 E Baseline Rd Suite 200 Mesa, AZ 85206	0001111125
PAY TO THE ORDER OF	DATE August 22, 2025
VENDOR	\$ 3500.00
Three thousand, five hundred and 00/100	DOLLARS
MEMO	FOR RECORD PURPOSES ONLY **NON-NEGOTIABLE**
000037141250 t122105278t 61230130440	

# 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)
  - **Email us at:** [customerservice@acumen2.net](mailto:customerservice@acumen2.net)
  -  **By Phone:** (833) 892-0413





**Acumen Fiscal Agent**  
Innovation • Opportunity • Freedom

**QUESTIONS?**

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**Thank you!**

**[acumenfiscalagent.com](http://acumenfiscalagent.com)**  
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