

# Important News

## From Acumen to You



Acumen Fiscal Agent

Facilitates freedom, choice, and opportunity through innovative fiscal agent solutions.



Montana  
July 2016

### ACUMEN CONTACT INFORMATION

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MESA, AZ 85206

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FAX: (866) 211-6370

Acumen/MT Website

<https://www.acumenfiscalagent.com/states/mt.aspx>

### NEW "SHOW ME THE MONEY"

Enclosed with this newsletter is a new **Show Me the Money**. This has been updated due to an expected 2% increase in service rates. This increase has not gone through the final hearing for approval, which is scheduled the end of July. The state fully expects that these rates will be approved but cannot provide a 100% guarantee. If the rates do not receive final approval, and you the employer pay the max pay rate and bill for the maximum reimbursement rates, you will be responsible for reimbursing Acumen the difference between what was paid and what Acumen can bill. If the rates are not approved in the final hearing you will receive an updated **Show Me the Money**. Please compare the current **Show Me the Money** and the new one to see the difference in max pay rates. If you would like to view the "**Show Me the Money**" online, visit the Acumen/MT website listed in the Acumen Contact Information Section of this newsletter.

### NEW PAY SCHEDULE

Also enclosed with this newsletter is the new Pay Schedule for dates July 1, 2016 to June 30, 2017. Please note that there may be "Submissions Due NO Later Than" dates that fall on a holiday or a weekend. These dates are strictly enforced and if your submission is received after that date, it will not be processed until the next scheduled pay date. There is an average of 5 days following the end of a payment period in which you can submit the timesheet or request for payment.

### ELECTRONIC ENROLLMENT SYSTEM

Acumen is excited to introduce you to the new exciting features of our Electronic Enrollment System!

Enrollment Website: <https://enrollment.acumenfiscalagent.com/> (PIN # MT7336)

- Cloud Based On-line Enrollment
- Enroll Client/Employer/Employees
- E-sign on majority of documents/no need to print or mail
- Automatically emails to Acumen Enrollment upon completion of the paperwork

Employer or Case Management enrollment features!

For more information visit the Acumen/MT website or contact Customer Service.

\*Enrollment through the Assisted Enrollment process is still accepted for those that do not have internet access.

## ANNUAL SURVEY TIME

Acumen wants to hear from you! Please complete the enclosed survey. You can either complete the survey online by going to the website address below or by completing a hard copy and mailing or faxing to us. This survey will be closed on July 18, 2016. A few improvements that Acumen has incorporated due to your input:

- New Electronic Enrollment process
- Improved Customer Service system offering customers a call back feature and rapid call answer response
- Time Sheet Verification Feature- call and verify that your time sheet has been received 24/7
- Employee certification and Vehicle Registration/Insurance expiration dates reported on account statements
- Web Time Entry

Survey Website: <https://www.surveymonkey.com/r/2016Montana>

## COLLEGE OF DIRECT SUPPORTS TRAINING

College of Direct Supports Training is required in order for an employee to provide many of the services in self-direction. Log In and specific training modules are assigned by the DDP Training Manager at an employer's request. The *Documentation of Services Provided* form that employers complete during enrollment of an employee provides the contact information for the DDP Training Manager. Modules assigned for self-direction may be different than training that is required by an agency. Please make sure your employee(s) are completing the modules assigned for self-directed services and notify Acumen when the training is completed. Acumen can then copy the transcripts for the employee's file.

## IMPORTANT INFORMATION TO SUPPORT THE EMPLOYER

Acumen provides numerous tools and information that will support the employer in their important role. This information is available on the Account Statement, Web Time Entry and on the Acumen/MT Website.

Below is a brief list of what is available on the Website.

- Website-
  - Link to Web Time Entry
    - Instructions on how to use Web Time Entry
  - Enrollment Information for both Electronic Enrollment and Assisted Enrollment
    - Brochures for the Individual/Family and Case Manager
  - Employer Information
    - Brochures and Guides that will walk you through Self-directing with Acumen
  - Employee Forms
  - Payment Schedules and forms related to payroll and reimbursements
  - Resources
    - FAQ's
    - Instructions
    - Example Forms for Assisted Enrollment
    - How to read your Account Statement

Please take a few minutes and review the website, your account statement and activate your web time entry account. We hope you find the information available on those sites helpful!