Welcome to Acumen!

The enrollment process is now complete! Attached is the Good to Go (GTG) letter with a start date of (date) sent. Thank you for your patience as we have worked to get you into our system so you can start using Acumen’s Direct Care Innovations (DCI) Electronic Visit Verification (EVV) compliant system.

In the attached Employer GTG Letter, you will find your login credentials (Username/Password). Included are also the GTG letters and format for login for your employees (Username/Password). Please note that their Username contains their assigned Acumen Employee ID #.

It is required that employee time worked is entered in this system beginning January 1, 2021 due to federal, state and program requirements. Acumen will be sending a January EVV compliance report to the state with information on who is entering time via this system. Acumen has been provided the Electronic Visit Verification format you and your employees will be using by your Case Manager and state. Mobile App and Phone/Landline EVV directions are included in each letter. If you are using the FOB method the FOB device and directions will be mailed separately.

**Attachments included in this email:**

* EMPLOYER WELCOME LETTER
* EMPLOYER GTG LETTER WITH LOGIN
* EMPLOYEE(S) GTG WITH LOGIN
* EMPLOYER DCI SYSTEM INFORMATION
* OR ICP EVV TRAINING

A list of training webinars specific to your program and method of EVV is provided on your GTG letter. In addition, recorded training options are listed below. Please remember when reviewing the below training that Acumen will NOT be processing payroll for your employees. That is a separate service. We are only providing an EVV compliant method to record your employee time worked.

[Click Here](https://riseservicesinc.wistia.com/medias/7tgvhbifry) to watch a video on how to use the DCI Employer Portal.

[Click Here](https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360034345012-Employer-Portal-Guide) to view a PDF Guide on how to use the DCI Employer Portal

[Click Here](https://riseservicesinc.wistia.com/medias/nqjuoq9x2p)to watch a video on how your employee can install and use the DCI Mobile App.

If you have any questions or concerns, please contact our customer service department at 866-235-4745 and they will be happy to assist you.