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| **Question 6:** What kind of information do I need to let my case manager & Acumen know about?**Answer:** When any of the following changes happen:* If you ICP services are ending
* If you temporarily leave your home due to illness or medical treatment
* If you have a provider who starts or stops working for you
* If you change your provider(s) hourly rate
* If you have to close your ICP checking account
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| **Question 7:** How does Acumen satisfy the EVV requirements?**Answer 7:** Acumen offers the following EVV time entry options – * Mobile app using a smartphone for a provider to enter their time at the beginning & end of their shift
* Telephone landline where the provider must call in to enter their time at the beginning & end of their shift
* FOB device with a button that must be pushed at the beginning & end of their shift
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| Aging & People with Disabilities |
| Independent Choices Program:**Acumen Enrollment FAQs** |

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| Acumen Enrollment FAQs….Question 1: What is Electronic Visit Verification (EVV)?**Answer 1:** EVV means a service which requires hourly providers to clock-in & clock-out at the beginning & the end of each shift, so all hours worked are captured electronically. It also requires that the provider documents what services were provided & where they were provided. **Question 2:** Who & what is Acumen?**Answer 2:** Acumen is a Fiscal Intermediary & has a contract with Aging & People Disabilities to help ICP participants with their consumer-employer bookkeeping, payroll & EVV responsibilities. |  | **Question 3:** What does it mean to ‘meet Federal EVV requirements?’**Answer 3:** EVV is required for capturing the specific location where the service is provided, when the provider starts & stops working. If a time capture system does not meet these requirements, then it does not ‘meet Federal EVV requirements.’**Question 4:** Will it cost me anything to use Acumen’s services?**Answer 4:** No, the State of Oregon has contracted with Acumen to provide these services at no cost to you. However, if you use the FOB time entry method, you will receive the first two FOB devices for free. If you lose or break both of those two FOBs & need a third FOB device, you will be charged $20.00 for each additional FOB device after the second.  |  |  |  | **Question 5:** Do I need to keep my ICP checking account when using Acumen?**Answer 5:** Yes, Acumen will pull the money from your ICP checking account every month to pay your provider(s) wages. It is important to remember that you should not pull money from your ICP checking account when using Acumen, because if you do & there is not enough money for Acumen to pay your provider(s) there will be an NSF fee each time that happens.  |