OREGON ICP- ACUMEN
FREQUENTLY ASKED QUESTIONS

1. What is Acumen’s process once a CM sends in a referral?

    a. Incomplete referrals: If the referral does not contain all of the required forms or information required as part of the referral process, Acumen or the Medicaid APD Services & Supports Policy Analyst (Christine Maciel), will reach out to the CM requesting the missing form or information.

    b. For complete referrals: Two business days upon receipt of the referral, Acumen will prefill the enrollment paperwork and contact the client/AR. An Acumen Agent will be assigned. Acumen will verify how the client/AR would like to receive the prefilled enrollment packet and will schedule a follow-up call. If there is no response or answer, the packet will be mailed or emailed (if an email is provided in the referral). Acumen will attempt another call after the packet is mailed. If no contact is made at this time, Acumen will reach out to the referring Case Manager and let them know that Acumen has not been able to connect with the client/AR.

    Acumen will work with the client/AR to complete the paperwork. If the client/AR needs a face to face visit to complete the paperwork, this will be arranged.

    Upon completion of the paperwork, Acumen will notify the client/AR by phone that they are sending the following:

    - “Good to Go” letter - Both the client (employer) and the employee receive a Good to Go letter. These letters contain important information regarding being an employer or an employee, and the employee start date. The employer’s letter contains their log in information so they can approve hours entered. The employee’s letter provides the employee log in information so they can enter hours worked.

    - DCI (webtime entry system) Guide - A guide is provided to assist both the employer and employee in using the Acumen DCI web time entry system.

    - Payment Schedule – Is a calendar that provides the date for which time must be submitted and approved as well as the date that payment is issued for approved hours.

    Acumen will follow-up with a phone call to determine if the client/AR or employee need further assistance.

2. What if the client/AR or employee do not speak English?

    a. Acumen uses an interpreting service for clients that do not speak English. At this time all paperwork is provided in English. The need for paperwork to be in alternative languages will be assessed. If the CM is aware of the need for an alternative language, please include that information on the Referral sheet.

3. What if the individual’s ICP Benefit Bank account has not been set-up at time of referral?

    a. Acumen cannot complete enrollment if this account has not been set up.

4. Can Acumen pay back taxes for previous months that the employee has worked?

   a. No, Acumen can only pay employer and employee taxes for the months that Acumen pays the employee.

5. When can a client start using Acumen?

   a. If a client has not paid employee payroll in a previous month they can start at the beginning of any month. If the client has paid an employee in previous months, they will need to start at the beginning of a tax quarter (Jan, April, July or Oct).

6. How does Acumen "get" the ICP Benefits to pay the employee or other services?

   a. One of the forms the client/AR sign is a Cash Benefit Auto Withdrawal Form which provides permission for Acumen to withdraw funds from the client's ICP checking account. On the 12th of the month, Acumen will withdraw the amount that is specified on the ICP Budget Worksheet.

7. Why is money withdrawn on the 12th and not the first of the month?

   a. Some clients have a pay-in and this provides them time to deposit the pay-in into their ICP checking account.

8. What happens if there is not enough money in their ICP checking account to withdraw the entire amount?

   a. Acumen will notify the client that they were unable to withdraw the funds and will not be able to pay the employee. The client is given an opportunity to resolve the issue by putting the assigned amount of funds in the account and Acumen will again attempt a withdrawal.

9. If a client starts on the 1st of the month when will the employee get paid?

   a. The employee will be paid at the end of the month and then every 2 weeks. Pay day is always 2 weeks after the end of the pay period. For example: the employee works June 1st to June 15th, and they are paid on June 30th.

10. Neither the client nor the employee has access to a computer or a mobile phone. How can they submit time?

    a. It is a requirement when using Acumen as the fiscal agent, that time be submitted through our webtime entry system (DCI). This can be done through a smart tablet or computer, a mobile app or by telephone call in. Employee time can be submitted through these avenues, but the employer will still need to access to a smart tablet or computer to approve hours submitted, look at reports and if needed, to edit hours that were submitted.

11. How does a CM contact Acumen?

    a. Customer Service Toll Free line: 866-235-4745

    b. Emails: Enrollment- Enrollment@acumen2.net or Regional Manager- denises@acumen2.net

    c. Dedicated agents: To be assigned upon referral