



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

# Your Partner In Self-Direction

Choosing Acumen as Your Fiscal Management Services Provider

**Choosing to self-direct your services is a significant decision. As an OR ICP participant, you have the option to use Acumen as a Fiscal Management Service (FMS) provider to be your partner every step of the way. Acumen has proven to be the partner families can depend on.**

**Having Acumen as an FMS provider means you will receive the following services on behalf of you as an employer at no additional cost to you or your monthly budget: Payroll processing, employer taxes filed and paid, all applicable employee taxes withheld and filed with W2 issued for each calendar year, EVV compliant entries using the Mobile app, Landline or FOB. Option for employees to Qualify for benefits through Carewell reported with Acumen payroll processing.**

**In addition to helping families and individuals with disabilities manage service funding and payments, here is what sets Acumen Fiscal Agent apart from other FMS providers:**

- **Personal Agent:** Every individual in payroll services is assigned a local state-based agent to work with them. This person will assist with employer and employee enrollment, training on our web-based time entry platform, and answer ongoing account questions when you call.
- **24-7 Call Center Support:** Can't call during office hours when you have a question? Acumen provides a 24-7 Call Center Support line.
- **Direct Care Innovations:** Acumen's web-based business management platform allows complete visibility for time and attendance worked, real-time authorization management, and numerous other features that assist in managing self-directed services. Your agent will assist with training and support so you can access all the tools at your fingertips.
- **Vendor Payment and Support:** Acumen's processes for paying for goods and services or processing a reimbursement request receive the highest level of customer satisfaction. (Please refer to your budget or CM to confirm approval and eligibility for contingency or discretionary funds.)



## Highly Satisfied Customer Experience

"Our agent has been a lifesaver and has helped with every question or concern I have brought her. I am extremely satisfied with her help and guidance. She is amazing with us."

"Having an agent has been a game changer. Our agent knows us, and we don't have to explain our situation every time I call."



## **Contact Us Today!**

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