

Independent Choices Program (ICP) Acumen Enrollment Frequently Asked Questions

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Question 1: What is Electronic Visit Verification (EVV)?

Answer 1: EVV means a service which requires hourly providers to clock-in and clock-out at the beginning and the end of each shift, so all hours worked are captured electronically. It also requires that the provider documents what services were provided and where they were provided.

Question 2: Who and what is Acumen?

Answer 2: Acumen is a Fiscal Intermediary and has a contract with Aging and People Disabilities to help ICP participants with their consumer-employer bookkeeping, payroll and 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 and 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 and 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 and there is not enough money for Acumen to pay your provider(s) there will be an NSF fee each time that happens.

Question 6: What kind of information do I need to let my case manager and Acumen know about?

Answer 6: 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

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 and end of their shift
- Telephone landline where the provider must call in to enter their time at the beginning and end of their shift
- FOB device with a button that must be pushed at the beginning and end of their shift

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.



Aging and People with Disabilities

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