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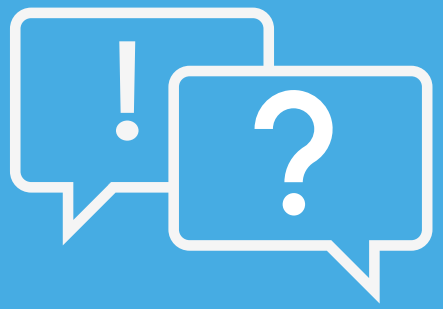

Your Questions Answered

Questions were submitted by EORs during registration for this training.

Additional questions were answered during live instruction.

January 2026

FREQUENTLY ASKED QUESTIONS…

1. Can I direct funds toward art lessons without the art studio being a vendor?

No. Goods and services can only be approved if the vendor providing the service is on our approved vendor list. We have a vendor liaison on our SDS team who can work with the owner of the art studio to assist them with becoming an approved vendor. The studio must be an established business and be able to provide our vendor liaison with a copy of their W9.

2. What is the difference between a unit and a dollar?

The “unit” is the billable time a person works **or** the number of times you will pay for a service.

The “dollar” is the amount the unit costs.

FREQUENTLY ASKED QUESTIONS…

3. How do I access my budget?

Your DDS Case Manager can assist with this. Your Case Manager will meet with you to discuss health and safety needs and develop goals the individual would like to work on during the Plan of Care (POC) year. Each budget is unique to each individual.

If you are receiving waivered services through an In-Home Supports Waiver (IHSW), there is a capped amount of funding that can be accessed. Each service you request will have a cost assigned to it. If you are on IHSW and the total amount of all services exceeds the annual capped amount, you will need to determine what services to reduce or remove to get the budget under the annual cap.

*For more information about budget limits, refer to slide 9.

**For examples of how to calculate the total cost of services, refer to slides 81 to 84

FREQUENTLY ASKED QUESTIONS…

4. Do unused staff time/hours roll over from week to week, or are they not available for future use?

Unused hours remain on your approved Plan of Care.

The Individual Plan (IP) prescription must be followed. Hours used per week cannot exceed what the IP has authorized.

If there are unused HTS hours on the plan and something comes up requiring more than the approved weekly amount of HTS support, the Case Manager needs to be notified so that an addendum can be created explaining why extra hours are being utilized. Not wanting to miss out on approved HTS hours is not “justification”.

If the individual needs to exceed the hours approved in the plan, there must be a specific reason (i.e., increased need due to caregiver hospitalization, or adding new goals that the HTS works with them to achieve each week.)

FREQUENTLY ASKED QUESTIONS...

5. How can a parent who is not the Employer of Record (EOR) become their child's provider with Acumen?

If you are not the EOR but would like to be, your first step is to complete the online training modules on Acumen's website. If you are still interested in becoming the EOR after completing the training, you will need to reach out to your DDS Case Manager and request them to submit an SDS enrollment referral form to begin the enrollment process.

If you want to be hired as the HTS staff (Habilitation Training Specialist) for your child, you will need to identify someone who is willing to be the EOR. On the referral form, the DDS CM will add your contact information under the HTS staff section. The identified EOR will need to complete step "A" as outlined above. You cannot be both EOR and HTS staff under SDS.

If your child is 17 or younger, you will need to complete the 'Determination of Extraordinary Care' process and receive your determination letter BEFORE the Case Manager submits the SDS enrollment referral form.

FREQUENTLY ASKED QUESTIONS...

6. Did I hear correctly that total care individuals have a no cap budget limit?

Individuals requiring greater levels of care can request an increased level of support through the Community Waiver. The community waiver is not subject to a capitated budget limit; however, all services still must fulfill a justified need that can't be filled by other funding sources.

7. We are told, no matter how involved the individual, they only get $36,143 dollars. How do we apply for a higher level? Our case worker said we have to accept up till the dollar amount for the IEP and so does his supervisor. I'm confused. Who helps with these situations?

If the team feels that the needs of the recipient are not fully met by the cap limits of the IHSW, you can speak with your Case Manager about submitting a request to be considered for the Community Waiver. Ample justification must be included to support the need for the waiver change.

FREQUENTLY ASKED QUESTIONS...

8. How can authorizations and invoice approvals be checked by the EOR on the Acumen portal?

Your Acumen rep should have provided training on the DCI portal and how to access authorization information for approved services. **If you are in need of additional training on Acumen's DCI portal, please reach out to your Acumen rep directly or to Acumen customer service at acumenok@acumen2.net**

9. Please talk about what parents who are working as SDS HTS staff need to do at tax time.

Acumen should send all needed documents for tax filing purposes to all HTS employees. The HTS staff should then be able to proceed with filing their taxes as they would with documentation from any other employer.

10. Does adult day care fit in here?

Adult day centers typically have a contract with the OKHCA to provide services and are subject to certain rules and guidelines to maintain this contract. Approved adult day centers without a contract through the state can be approved to provide Adult Activity Center Services through the self-directed program.