



Your Questions Answered

Questions were submitted by EORs during registration for this training.

May 2026

FREQUENTLY ASKED QUESTIONS...



1. Does DDS offer any report templates for the Quarterly Progress Report?

Yes! A quarterly Provider Progress Report template is available in the EOR Resource Library along with a guide on how to complete the report. Your DDS Case Manager can send you a blank quarterly Provider Progress Report template.

You will also be provided with sample daily documentation sheets. You are not required to use the daily documentation sheets we share. You can create your own if that works better for you. The key is to make sure whatever you use includes a tracking system for all action steps the EOR is responsible for reporting on.

2. Can I submit reports to DDS in Spanish?

No. All reports (including the Provider Progress Report & Incident Report) must be completed in English.

FREQUENTLY ASKED QUESTIONS...



3. I need a step-by-step guide showing what all needs to be saved for records at home.

You can download a Home Record Checklist from the EOR Resource Library. Your DDS Case Manager can also send you a copy upon request. The Home Record Checklist provides a list of everything needed in the home record, along with information on who provides each document and how long to keep them.

4. I have a younger child. Any information about identifying and authorizing services is helpful.

SDS has become a valuable option for children receiving DDS services. The goods and services portion of SDS opens the door to request camps, sensory items, and lessons (swimming, music, dance, horseback riding therapy) through the waiver.

FREQUENTLY ASKED QUESTIONS...



5. What kind of supports can family members who are EOR and HTS staff access to meet EVV requirements?

In-Person Training is always offered at our Walk In Days (Thursdays from 9am - 4pm). We also have training videos and other resources available on our website [HERE](#):

- Time Entry Resource Material
- National Time Entry & Time Management Training
- Landline Phone (must have a verified landline on file)
- How to Install/Download the DCI Mobile EVV App

FREQUENTLY ASKED QUESTIONS...



6. Just needing to understand the website more, budget sheet, etc...and making sure I have all paperwork that is necessary when hiring my HTS.

To access the Acumen Oklahoma DDS page, [CLICK HERE](#).

For enrollment paperwork, please [CLICK HERE](#) to download our standard checklist.

7. I would love to have a one-page cheat sheet on how to navigate self directed services. An invoice I submitted was declined twice.

For help with vendor payment requests, reach out to the **vendor-OK@acumen2.net** inbox with as many details as possible so we can better research the issue on our side.

FREQUENTLY ASKED QUESTIONS...



8. How to upload invoices now versus email?

To submit a Request For Vendor Payment using your DCI Portal, all you need to have is the Invoice from your Vendor! There is help available 24/7 in Acumen's online training hub. The 3rd video down is called "**Employers: Submitting Vendor Payments in the DCI System**"

Acumen OK Training webpage: [CLICK HERE](#)

Vendor Payment Slides: [CLICK HERE](#)

9. What do we do when an ex-employee files for unemployment?

Nothing is needed from the EOR. That request will make its way to Acumen for processing.

FREQUENTLY ASKED QUESTIONS...



10. How to adjust clock in/out for employees?

You would first need to reject the incorrect punch, then have the Employee re-enter the day/time worked via their DCI Portal (instructions on those steps can be found [HERE](#))

Then the Employer needs to log into their DCI Portal and approve the time (instructions on those steps can be found [HERE](#) or additional tips can be found [HERE](#))

11. If part of the HTS job is to transport to/from places how does the EVV deal with that?

EVV will log the location of the employee's clock in/out. It will be up to the Employer to verify the location.

You may contact your Acumen agent to register a specific location as the designated address where your staff person is allowed to clock in/out.

FREQUENTLY ASKED QUESTIONS...



12. How do we get the Difficulty of Care tax exemption?

You need to review the IRS website to see if you qualify. [CLICK HERE](#)

Acumen does not determine eligibility for Difficulty of Care.

If you believe you qualify, please reach out to your Acumen Agent for the Difficulty of Care form to fill out and return to your Agent for processing.

13. Can we request adjustments from past year's taxes?

Acumen is unable to amend past W-2's. For more information please see the link provided above.

FREQUENTLY ASKED QUESTIONS...



14. Will my employee's health insurance (healthcare.gov) be impacted by her earnings?

Will we be able to back date her hours?

Acumen is unable to offer input on this, as we are not part of the healthcare.gov environment.

As for backdating the hours, there are many variables that need to be considered, so these are taken on a case-by-case basis