

Your Questions Answered

Questions were submitted by EORs during registration for this training.

August 2026

FREQUENTLY ASKED QUESTIONS...



1. What documents are due to my DDS Case Manager?

- The EOR is responsible for submitting Provider Progress Reports quarterly and Incident Reports when an incident occurs.
- The EOR is also responsible for obtaining a letter of recommendation and an invoice for each service requested and sending them to the DDS Case Manager. All reports, invoices, and recommendations should be emailed to dds.sds@okdhs.org.
- The EOR should also maintain a Home Record for review during DDS home visits.
 - To view a more complete training about Home Record Keeping, [CLICK HERE](#)
 - To view the Home Record checklist, [CLICK HERE](#)

FREQUENTLY ASKED QUESTIONS...



2. Is there a list of SDS vendors in my area?

Yes! You can view a list of all approved SDS vendors on the DDS provider page by following this [LINK](#).

3. Would it be faster if I sent the vendor's W-9 directly to Acumen?

No. The SDS team at DDS must approve all vendors before they can be added. All W-9's should be submitted to the SDS team by email at dds.sds@okdhs.org.

4. What if my vendor changes the fees for lessons after I already gave an invoice to DDS?

You will need to obtain an updated invoice from your vendor and submit it to your DDS Case Manager. An addendum will need to be completed to reduce the services at the old rate and to add a new line of services at the new rate.

FREQUENTLY ASKED QUESTIONS...



5. Does a Legally Responsible Individual (LRI) have to complete all the same training as a regular HTS?

Yes, as described in DDS policy OAC [340:100-3-38.3](#) and OAC [340:100-3-38.5](#). For some individuals receiving In-Home Support Waiver Services, it may be possible to exempt their self-directed HTS from some trainings. However, HTS are never exempted from CPR/First Aid certification.

6. I am the LRI HTS staff for my child. Do I need to use EVV ?

Yes, EVV is a federal mandate. LRI HTS are required to follow all the same rules and regulations as someone who is not LRI HTS.

7. How do I know if I am in compliance with EVV?

EOR's may reach out to Acumen to inquire about their EVV compliance.

FREQUENTLY ASKED QUESTIONS...



8. Are the CPR/First Aid classes offered by SDS-approved providers free of charge?

There are free classes available, but space is limited. You can reach out to your DDS Case Manager for an up-to-date schedule.

We also have approved CPR/First Aid vendors! Should you choose an approved SDS vendor, there will be a cost to the waiver budget. You can find a list of approved vendors on the provider page [HERE](#). Be sure to share an invoice from your chosen provider with your DDS Case Manager so they can add that line of service to your plan.

FREQUENTLY ASKED QUESTIONS...



9. How can I view and manage authorizations in DCI?

In the Authorization Widget inside DCI. There you can find service codes, start/end dates, initial and remaining balances (units, dollars, miles, time) and more!

CLICK HERE: [Oklahoma Self Direction - Training Materials – Acumen Fiscal Agent](#)

10. Which forms do I send to Acumen?

Please visit the Acumen website at [Acumen | Oklahoma](#) for a list of the forms required for submission to Acumen through the enrollment process. Acumen will alert you when these forms are needed and the order in which they are due.

After enrollment, the EOR is responsible to submit approval of timesheets when self-directing HTS. The EOR also sends vendor payment request forms and invoices when requesting payment for self-directed goods and services.

FREQUENTLY ASKED QUESTIONS...



11. Who contacts Acumen if we want to hire an HTS for the first time?

If you are an established EOR and already have your good to go for supervising staff, you will send your Acumen agent an email with the new HTS's contact information. You will also need to notify your DDS case manager so they are prepared if units need to be added to the plan of care.

12. Can the EOR still make historical clock-ins and clock-outs on behalf of the HTS?

If the HTS encounters an error with the EVV system, the EOR can still enter manual time on the HTS behalf inside the DCI portal. However, this should not be common practice and only utilized in case of emergency situations.

To stay in EVV compliance, all staff punches should be entered using the DCI app at the time of service.