



Oregon

Kate Brown, Governor

Department of Human Services
Aging and People with Disabilities
Administration

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June 22, 2020



First name Last name

Mailing address

City, State Zip

Dear First name Last name,

The 21st Century Cures Act, a federal law, requires states to implement electronic visit verification (EVV) for all Medicaid personal care services programs, which includes the program you are enrolled in, the Independent Choices Program (ICP). EVV means that all providers must submit the:

- Type of service performed;
- Individual providing and receiving the service;
- Date of the service;
- Location of service delivery; and
- Time the service begins and ends.

In order to meet the new Federal EVV requirements, Aging and People with Disabilities (APD) is now requiring all ICP participants to be enrolled with our partners at **Acumen**.

Using Acumen's service, providers will be clocking in and out as they provide services to you. Here are the ways they can do this:

- Mobile app using a smartphone;
- Telephone landline at the consumer's home; or
- FOB (a small device that displays a code for clocking in and out on the web)

As mentioned earlier, everyone that is in the ICP will need to have their providers meet the above requirement. However, Acumen also provides a full payroll service as well. Although this service is optional, APD wants to share the benefits of enrolling in this service:

- The payroll service is free for all ICP participants. If you pay someone to help you take care of this, you will no longer have to pay for their services, leaving you more money to pay your provider(s)
- Manage your ICP cash benefit, accounting, tax, wages, and payroll responsibilities

"Assisting People to Become Independent, Healthy and Safe"

- Provides payroll and tax reports to your case manager, as required for participation in the ICP
- Have all payroll, time entry and reports organized and accessible in one place
- You will be assigned an agent with Acumen who will be a resource to you in answering questions and assisting to ensure enrollment is fast and easy
- Acumen will train on how to use their system
- Your providers may be able to access benefits through SEIU

Your case manager will be contacting you to discuss your enrollment into Acumen and if you decide to also use their full payroll service as well.

However, you may also choose to **voluntarily disenroll from the ICP** and do one of the following:

- Switch to regular in-home services provided through an In-home Care Agency
- Switch to regular in-home services provided through an enrolled Homecare Worker
- If your provider is your spouse, ask your case manager if you are eligible to receive in-home services under the Spousal Pay program
- Move into a licensed care facility and receive your services there
- You may choose to close your Medicaid services

Just keep in mind that EVV will be required for any personal care services in your own home.

If you choose to continue receiving your services through the ICP, your case manager will work with you to complete the required paperwork needed to complete the referral to Acumen, including if you decide to also use their payroll service. Then an Acumen representative will contact you and your provider(s) to complete any additional required paperwork. Please begin this process as soon as possible to make it easier to transition to the new EVV requirements. All ICP participants **must** provide the required information to your case manager and the Acumen representative **by September 30, 2020**.

If you are already receiving payroll services through Acumen, they will work with you to meet the new EVV requirements. Please note that providers logging their time through the website alone is not allowed by EVV.

You may contact your case manager or Acumen representative if you have any questions.

Sincerely,

Christine Maciel

Operations and Policy Analyst for the ICP
Department of Human Services Aging and People with Disabilities