

Joe Lombardo  
Governor

Richard Whitley, MS  
Director



# DEPARTMENT OF HEALTH AND HUMAN SERVICES

AGING AND DISABILITY SERVICES DIVISION  
*Helping people. It's who we are and what we do.*



Dena Schmidt  
Administrator

Date: 8/1/2024

To: Self – Directed Family Support Services (SDFSS) program recipients and families,

The SDFSS team would like to take this opportunity to advise you of the transition from our current fiscal intermediary, PALCO, to a new fiscal intermediary, **Acumen Fiscal Agent (Acumen)** in the next few months. Billing should continue to be sent to PALCO for dates of services through Sunday September 15<sup>th</sup>, 2024. PALCO & Acumen will also be sending out communication in the upcoming weeks, but we will include some important dates and information below. Please reach out to your service coordinator should you have any questions or concerns. We appreciate your patience as we move through this transition.

**PALCO:**

Last day for new enrollments	9/6/2024
Final pay period	9/1-9/15/2024
Outstanding Timesheets Due – no timesheets or vendor payments will be processed after this date	9/17/2024
Final payment to workers and vendors	9/23/2024
Last day for Customer Service Support	9/30/2024
Billing Phone Number after 9/30/24	1-866-710-0456

**ACUMEN:**

Acumen begins sending Employer Enrollment Packets by Email	Mid – August
Employers sign Employer Enrollment Packet using Docusign	Mid – August
Acumen sends Employer and Employee Good To Go Letters	Mid – August to September
Acumen offers virtual Employer Enrollment Training	Mid – August to September
Acumen offers virtual Employer/Employee Time Submission Training using Acumen's DCI Mobile App and Web Portal	Late August to September
Employers and Employees submit final Timesheets and Vendor Invoices to PALCO	9/1/2024 - 9/15/2024
Employers and Employees begin submitting Timesheets and Vendor Invoices to Acumen	9/16/2024

Thank you,

DRC SDFSS Team  
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**Regional Office**

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