



## Vendor Review

### Acumen Fiscal Agent

#### What they do (self-reported)

Niche-market fiscal agent focused on Medicaid consumer-directed care programs.

**Year founded** 1995      **Annual Revenue** \$14.1M

**# of Employees** 300      **Category** Finance

**Website** <https://www.linkedin.com/company/acumen-fiscal-agent-llc/about/>

### OVERALL EVALUATION



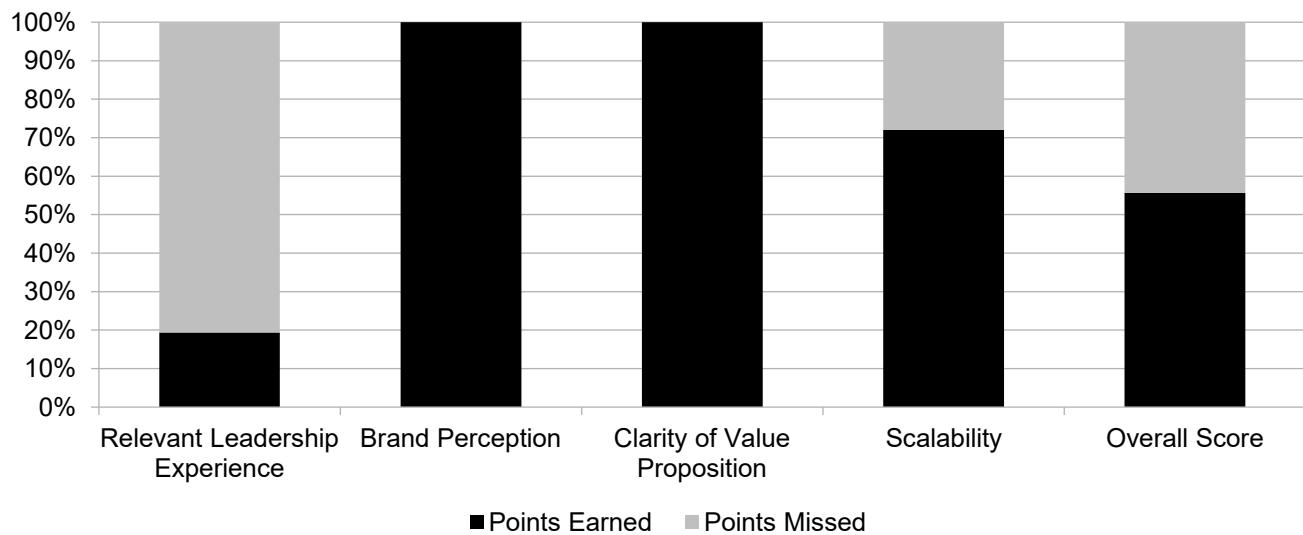
#### Recommended use of ratings

1 or 2 stars: Request client references before beginning discussions. If no references are available, request follow up in 6 months if there is an expected need for solution / servicesHave junior staff review available collateral

3 or 4 stars: Have small team of mid-level staff conduct limited introductory meeting

4 or 5 stars: Have mid-level staff conduct additional vetting/Invite vendor for in depth discussion series, including senior staff

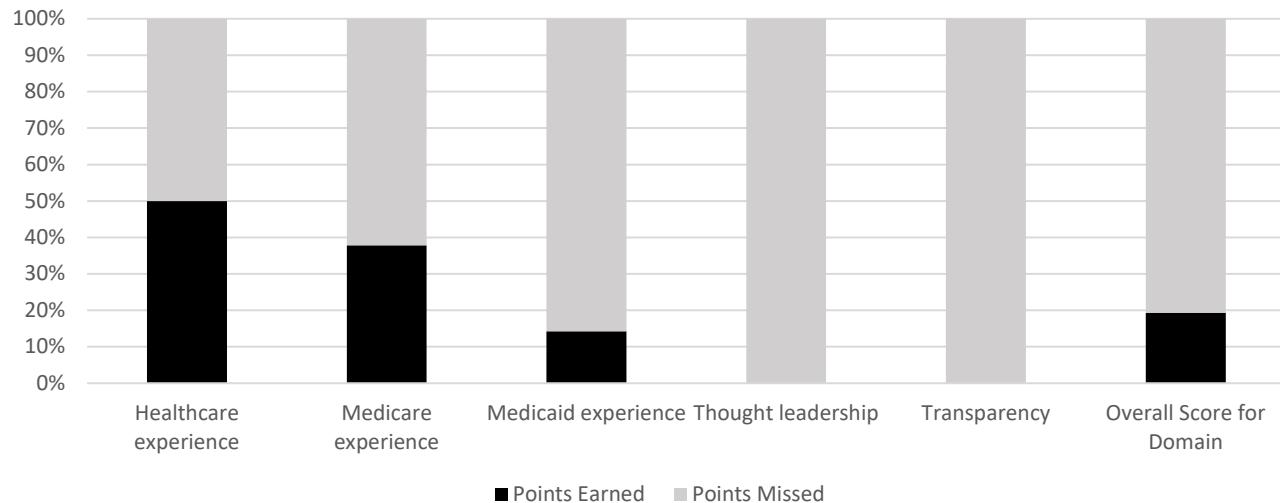
# Overall Scoring



## Overall summary

Specialized fiscal agent providing TPA / similar services for consumer directed care programs in the Medicaid space

# Relevant Leadership Experience



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

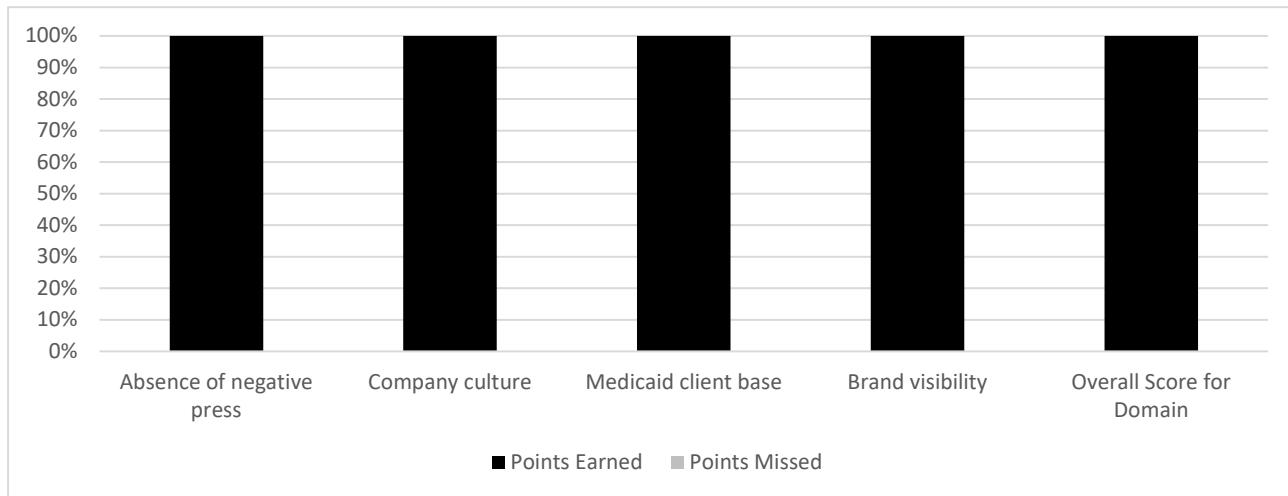
## Analyst Notes

- Key C-Suite roles not identified (CEO, CFO, Product Leader).
- For those identified, moderate to limited healthcare and Medicaid/Care experience

## Why this domain matters

- 1) All our clients tell us the number one failure point for new vendor partners is misunderstanding fundamentals of the Medicaid space.
- 2) Many firms misrepresent their understanding of the Medicaid space, usually due to an error of assuming a higher level of similarity to commercial and Medicare than is merited.

# Brand Perception



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

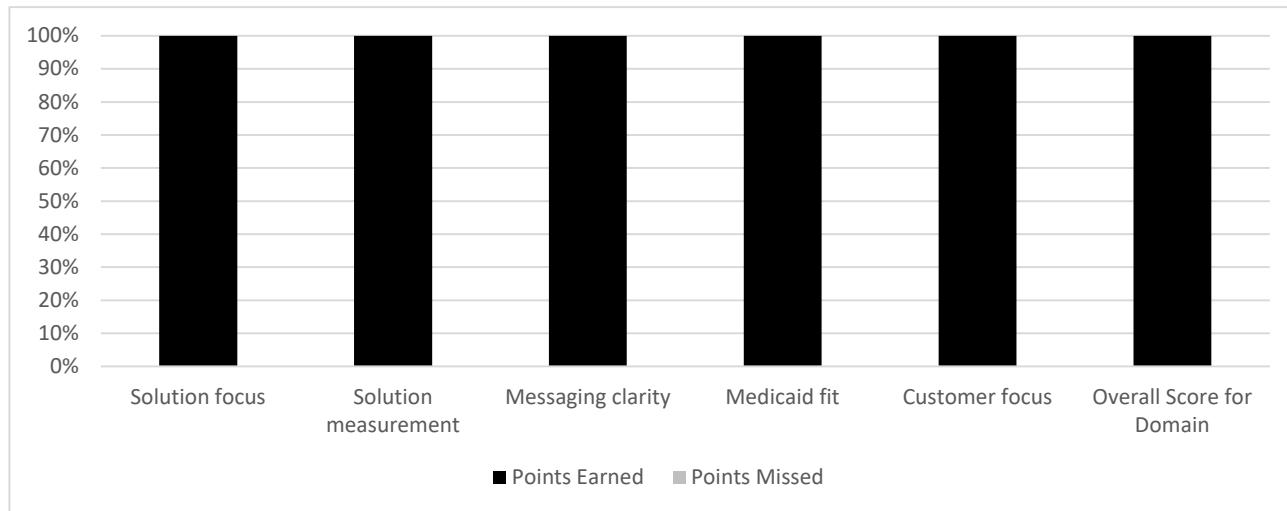
## Analyst Notes

- High brand awareness in niche space.
- No litigation identified.
- Strong existing Medicaid client base

## Why this domain matters

- 1) Vendors must work to create a perception of their value. You need an independent assessment of what the marketplace thinks of the organization and its solutions/ services.
- 2) Many large partnering mistakes could have been avoided by simple screens for things like lawsuits and negative press.

# Clarity of Value Proposition



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

## Analyst Notes

- Clear focused solution
- Serving personal care workers provides clear impact on member outcomes

## Why this domain matters

- 1) There are many non-unique solutions in the Medicaid space. It is important to quickly understand uniqueness so you can accurately evaluate your options.
- 2) The ability to tie solutions to specific outcome metrics is increasingly important in Medicaid payment systems. General calculations of "ROI" are insufficient.
- 3) Medicaid markets require solutions that are specific to the Medicaid space. Attempting to use a solution that was developed in another payer space without appropriate customization for Medicaid will create

# Scalability



Note: Components are weighted differently. Contact your Medicaid Black Book consultant for more information on scoring calculations.

## Analyst Notes

- More than half of mid-management has 10+years experience
- Flattening staffing trends

## Why this domain matters

- 1) Most of the vendors we review are in earlier stages of their journey. They may or may not be equipped to take on a much larger project or client.

# Funding Model

Note: This domain is not scored and is provided for context only.

**Model / Stage**

Private, assumed no investment based on lack of funding rounds

**Latest funding round**

## Why this domain matters

- 1) Many of our subscribers tell us that the type of funding model for the vendor plays a significant role in their strategy and the way they manage client accounts.
- 2) Our investor subscribers prefer a quick view of how the vendor is financed so that they can understand how this vendor compares to other portfolio companies.

# Leadership Profiles

**Matthew Dee**

Chief Technology Officer



LinkedIn Profile/Bio

<https://www.linkedin.com/in/matthew-dee-a8029927/>**Chief Technology Officer**

Acumen Fiscal Agent

May 2011 – Present · 8 yrs 9 mos

Mesa, AZ

**Partner**

Direct Care Innovations

Jan 2013 – Present · 7 yrs 1 mo

Mesa, Arizona

**Chief Technology Officer**

Rise Services Inc.

May 2011 – Present · 8 yrs 9 mos

Mesa, AZ

**Chief Technology Officer**

Rise Services

May 2011 – Present · 8 yrs 9 mos

Mesa, AZ

**IBM Global Services**

9 yrs 4 mos

Medicaid **BlackBook**

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# Leadership Profiles

**Gabrielle Steckman**  
VP Growth and Development



LinkedIn Profile/Bio  
<https://www.linkedin.com/in/gabrielle-steckman/>

 Vice President Growth and Development  
Acumen Fiscal Agent - Full-time  
Nov 2019 – Present - 3 mos

 Founder  
Steckman Consulting LLC  
2019 – Nov 2019 - less than a year  
Greater Denver Area  
A pragmatic consultant and partner, focused on maximizing return on investment through effective organizational change management, project management and process improvement initiatives. In addition, demonstrated success and passion for startup leadership, product development and go to market strategy and execution.

 Founding CEO and Senior Board Advisor  
Interga Plan Management and Support Coordination  
2016 – 2018 - 2 yrs  
Melbourne, Australia  
Two year contract assignment as the CEO of a joint venture in Australia, offering products to serve participants in a new government disability insurance scheme. Successfully led the company and product launch, including technology solutions, business processes and staffing, marketing and relationship and partner development. Following my tenure as CEO, served as a Board A... [see more](#)

 Vice President  
Public Consulting Group  
2011 – 2018 - 7 yrs  
Greater Denver Area  
Successful client partner and leader, responsible for the implementation, execution and growth of a portfolio of domestic contracts. Responsibilities also included leadership in the areas of organizational change management, project and product management and process improvements. Demonstrated success in strategic planning, business development, improved profit margin... [see more](#)

 WellPoint  
7 yrs

 Executive Advisor  
2009 – 2010 - 1 yr

