NEW JERSEY HUMAN SERVICES
Division of Developmental Disabilities

# 2025 Fiscal Intermediary Transition (PPL to Acumen): Frequently Asked Questions

Updated June 4, 2025

(Red arrows in left margin identify new or revised content since previous version)

## Questions Most Relevant For:

- Self-Directed Employees and Employers of Record
- Community Vendors
- Support Coordinators

## Self-Directed Employees and Employers of Record

1. **Can Self-Directed Employees or Employers of Record choose to remain with PPL and not transition to Acumen?**
   No. Once the transition to Acumen is complete, PPL will no longer be serving as a fiscal intermediary for any DDD-funded services.

2. **Do Self-Directed Employees in the Agency with Choice (AWC) Self-Directed Employee (SDE) Model who are paid through Easterseals NJ need to transition to Acumen?**
   No. This transition does not affect employees in the AWC SDE Model operated by Easterseals NJ. Only employees who are in the Vendor Fiscal/Employer Agent Self-Directed Employee Model operated by PPL will transition to Acumen.

3. **Will Self-Directed Employees and Employers of Record need to complete new enrollment paperwork with Acumen?**
   Yes. Although Acumen will import some data from PPL, it is critical that employer and employee information is correct and up-to-date. To ensure this is the case, employers and employees will need to complete new enrollment packets with Acumen.

4. **Will mandatory trainings that a Self-Directed Employee already completed transfer to Acumen?**
   Yes. With the exception of CPR and First Aid, which require recertification every two years, employees only need to complete trainings one time. Trainings already completed will transfer to Acumen.

5. **If an active Self-Directed Employee still needs to complete training modules, should they wait and complete them with Acumen?**

No. Training timeframes and deadlines still apply and employees need to complete their trainings within those timeframes. Trainings completed when an employee is with PPL will transfer to Acumen.

6. **Will employees need to have background checks again or will previous results transfer from PPL?**
   At this time, we anticipate all fingerprinting and initial drug-testing results for each employer-employee relationship will transition from PPL to Acumen and will not need to be re-done. (Please note that for-cause and random drug testing will still occur.) It is uncertain yet whether Acumen will need Child Abuse Record Information (CARI) checks to be completed again – we will provide an update on this soon.

7. **Will all Self-Directed Employees be required to submit a resume to Acumen?**
   Yes. All current and new employees will need to submit a resume to Acumen, including family members providing services to a loved one in their own home (i.e., live-in caregiver). (There are free resume templates available through both Microsoft Word and Google Docs.)

8. **Who will be reviewing the Self-Directed Employee resumes?**
   Employee resumes must be on file and available for review during any potential audit by DDD, Medicaid, or a related entity.

9. **Will Self-Directed Employees be required to use Electronic Visit Verification with Acumen?**
   Yes. Except for those who meet the established criteria for a live-in caregiver exemption, employees will need to use Electronic Visit Verification (EVV) when providing any of the following three services in the home: Community Based Supports, Individual Supports, and In-Home Respite.

10. **If a Self-Directed Employee is a live-in caregiver, will they be exempt from Electronic Visit Verification?**
    To be eligible for an exemption from EVV due to live-in caregiver status, the employee must meet and be able to document one of the following criteria:

    - **Live-In Permanently**: employee permanently resides on the same premises as the individual to whom services are provided by living, working, and sleeping on the premises seven days per week; and, the employee has no home of their own.
    - **Live-In for Extended Periods of Time**: employee resides on the same premises as the individual to whom services are provided for an extended period of time by living, working, and sleeping on premises for at least five days (120 hours) per week.

11. **How does a Self-Directed Employee apply for the live-in caregiver exemption to EVV?**
    The employee needs to provide documentation of live-in status to the individual's Support Coordinator. The Support Coordinator will make sure the EVV Live-In Caregiver Attestation is completed and signed by the employee and the individual (or their Authorized Representative), and then upload it in iRecord. For employees eligible for the live-in exemption, completion of the EVV Live-In Caregiver Attestation is required at plan development and annually thereafter, as well as any time there is a change in live-in caregiver status.

12. **Will Acumen accept paper timesheets?**
    No. The DDD Vendor Fiscal/Employer Agent (VF/EA) Self-Directed Employee Model is moving to electronic-only timesheets. All participants, including the individual or their authorized representative, employers of record, and employees must have an email address and submit hours and service documentation notes through Acumen's online system.

13. **Will a Self-Directed Employee's hourly wage stay the same?**
    Yes. An employee's hourly wage will remain the same through the transition. However, the billable rate that Acumen provides to support coordinators for entry into the Individualized Service Plan will likely change.
    *(Billable Rate = Hourly Wage + Employer Tax Burden, as calculated by the fiscal intermediary)*

14. **Will a Self-Directed Employee's unused sick time transfer to Acumen?**
    DDD is working with Acumen to ensure that, in compliance with NJ State Law, sick time earned through PPL but not used will transfer. We will provide more detail in the coming weeks.

15. **When an individual transitions to Acumen, will their Self-Directed Employees and/or vendors be able to access service units authorized in the plan for PPL payment but not used?**
    A new Acumen service that is replacing an existing PPL service will not include unused ("rollover") units, as unused units are not tracked by the fiscal intermediary, iRecord, or Support Coordinators.

    DDD is developing a process whereby an individual, through their Support Coordinator, can request restoration of some or all of the unused units. To prevent /reduce the need for restoration, unused units should be used (as appropriate) prior to an individual's transition to Acumen. Depending on an individual's Cohort assignment, when an SC is developing a service plan that will include a vendor service and/or a Self-Directed Employee, the SC should allocate weekly units to avoid having rollover units when the individual transitions from PPL to Acumen.

16. **Will Acumen offer health benefits or paid time off to Self-Directed Employees?**
    No. Consistent with previous practice, only earned sick time is available in the Vendor Fiscal/Employer Agent Self-Directed Employee Model. Employees in need of health benefits may be able to access them through their spouse or by enrolling in a plan through Get Covered NJ, the state's health benefits marketplace.

17. **Will the employer of record's Employer Identification Number (EIN) stay the same?**
    Yes. The EIN used to enroll with PPL should transfer to Acumen. If Acumen identifies an issue with the EIN during enrollment, they will reach out directly to the employer of record.

18. **Will there be any change to the reasonable and customary wage range of minimum wage to $25 per hour for Self-Directed Employees?**
    No. There will be no change to the reasonable and customary wage range related to the fiscal intermediary transition. Any change to the reasonable and customary wage range will be included in the next revision of the DDD policy manuals.

19. **For individuals who participate in both DDD self-direction and the Personal Preference Program (PPP), will a separate Employer Identification Number (EIN) for each still be required?**
    Yes.

20. **Will PPL continue to be the fiscal intermediary for the Personal Preference Program?**
    The Division of Medical Assistance and Health Services (DMAHS) administers the Personal Preference Program (PPP), not DDD. To find out who the fiscal intermediary is for a person's PPP services, they would need to contact their Medicaid Managed Care Organization (MCO).

21. **How will a participant, employer, and Self-Directed Employee know that their Acumen enrollment is completed and that the employee can begin submitting hours to Acumen?**
    Once a participant, employer, and Self-Directed Employee have successfully completed all enrollment requirements, an Acumen Agent will notify the employer of record and Support Coordinator, and provide the Support Coordinator with the billable rate and start date in order for the Support Coordinator to revise the plan with this information, generating a Prior Authorization. Once Acumen receives the Prior Authorization, Acumen will send each person a personalized Good-to-Go Letter that informs the Employer and Employee when the Employee can start providing services. The Employee Good-to-Go Letter will include the Employee's username and temporary password to access Acumen's electronic timesheet application (the DCI web/mobile application).

22. **What if I receive DDD services from a self-directed employee and I receive services through the Personal Preference Program (PPP)?**
    The DDD fiscal intermediary transition (PPL to Acumen) will not affect Personal Preference Program (PPP) services. The Division of Medical Assistance and Health Services (DMAHS) administers the PPP, not DDD.

    If you have questions about the PPP, you can contact the DMAHS PPP Office by phone at 609-631-2481 or by email at MAHS.PPP@dhs.nj.gov. You can also contact the individual's Medicaid Managed Care Organization.

23. **When will I receive notification about the Fiscal Intermediary transition?**
    Initial notification of the transition was sent from Acumen in March 2025 by email (from: no-reply@acumen2.net) or USPS mail (if Acumen did not have an email address for you). If you did not receive or misplaced your notification, you can call Acumen at 848-400-5903 or email enrollment-nj@acumen2.net to ask for information. Be sure to have the individual's DDD ID number, participant details, and Support Coordinator information when reaching out.

24. **If I participate in the VF/EA Self-Directed Model and decide to change my Support Coordination Agency, how will this affect my transition from PPL to Acumen?**
    Changing your Support Coordination Agency will not affect your Acumen cohort assignment. We will update Acumen changes to Support Coordination Agencies throughout the FI Transition. It is important that VF/EA participants complete all required steps during the FI Transition and that Support Coordinators maintain contact with Acumen throughout the transition.

**25. Does Acumen require Self-Directed Employees to complete service documentation?**
All Medicaid waiver providers – including Self-Directed Employees – are required to complete documentation ("notes") n to support Medicaid reimbursement. Documentation of services provides the evidence that the provider delivered the services, and delivered them in accordance with the individual's needs.  Trainings on Service Documentation will be offered in the coming months.  We encourage all SDEs to attend as timesheets will not be accepted without required Service Documentation at the time of submission.

## Community Vendors

### (Assistive Technology, Environmental Modification, Goods & Services, Natural Supports Training, Transportation-Single Passenger, Vehicle Modification)

1. **Will vendors paid through PPL automatically transition to Acumen?**
No. Acumen will outreach vendors by email and/or mail to have them complete new paperwork so they can enroll and be paid through Acumen.

2. **Will the vendor payment-request process be the same with Acumen?**
Vendors will still need to receive an individual's Service Detail Report from the Support Coordinator so that they have the service details needed for invoicing. Vendors will submit invoices to Acumen electronically. Acumen's has a schedule of trainings that they offer on an ongoing basis, including vendor-specific trainings.

3. **Will a Support Coordinator need to submit a new request form for a service DDD already approved for payment through PPL (e.g., Goods & Services Request)?**
No. If DDD previously approved a vendor service and iRecord generated a prior authorization, the service should continue with Acumen without any gaps.

4. **How will a vendor know which service(s) to bill through PPL and which to bill through Acumen?**
Vendors will need to receive an updated **Service Detail Report** – for both the revised PPL prior authorization and the new Acumen prior authorization – from Support Coordinators. Vendors will need to know both the revised PPL service end date and the new Acumen service start date, as they will submit invoices to PPL for services provided *on or before the PPL service end date*, and to Acumen for services provided *on or after the Acumen service start date*. We urge vendors to make timely invoice submissions to PPL to avoid any payment issues.

5. **Will the Support Coordinator need to revise an existing vendor service line (e.g., Goods & Services) that lists PPL as the fiscal intermediary?**
Yes. The Support Coordinator will need to add a new service line with Acumen as the fiscal intermediary to replace the service line through PPL. This will generate a new Service Detail Report with one or more new service details (plan, outcome, service number). The Support Coordinator will send the new Service Detail Report to the vendor after the plan is approved.

   Details about when and how the Support Coordinator will need to make these plan revisions will be provided in the coming weeks.

6. **Are vendors required to use Electronic Visit Verification (EVV)?**
   No. EVV is required for a specific list of in-home services, none of which are provided by community vendors (see Electronic Visit Verification).

7. **If a vendor is paid through Easterseals NJ right now, will that vendor need to transition to Acumen?**
   - A vendor providing an approved service and paid through Easterseals will continue to be paid through Easterseals for that service.
   - A vendor providing an approved service and paid through PPL will need to transition to Acumen.
   - A vendor providing approved services and paid through **both** Easterseals and PPL will only need to transition to Acumen for the PPL-paid service(s).

8. **If a vendor has unpaid invoices through PPL, will they need to work with Acumen to get them resolved and paid?**
   No. Acumen will not have access to invoices submitted to PPL and will not be able to pay for any services provided prior to the official date of the transition from PPL to Acumen. DDD and PPL will continue to work on resolving outstanding vendor payment issues.

## Support Coordinators

1. **Will Support Coordinators need to revise service plans that have a Self-Directed Employee (SDE) with PPL as the fiscal intermediary?**
   Yes, but employers and employees must first complete their enrollment with Acumen. Once completed, Acumen will provide Support Coordinators with new billable rates for SDE services.

   **PLEASE NOTE:** All individuals with one or more Self-Directed Employees through PPL are in Cohort 5 and will not begin the transition process until July 7, 2025.

2. **Will Support Coordinators need to revise service plans that have a vendor service with PPL as the fiscal intermediary (e.g., Goods & Services)?**
   Yes. Please review the section *How to Transition an Existing Vendor Service to Acumen* in the Support Coordinator Guidance: Plan Revisions for Participants in Cohorts 1-4.

3. **How can a Support Coordination Agency find out who their assigned Acumen Client Services Agent is?**
   The agency can contact Acumen by email at enrollment-nj@acumen2.net or by phone at 848-400-5903 to request the name and contact information of the agency's Acumen Client Services Agent.

4. **Will billable rates provided by PPL for Self-Directed Employee services remain the same in Acumen?**

No. We anticipate billable rates for SDE services through Acumen will be different from PPL billable rates. Acumen will provide Support Coordinators with a new billable rate once the employee and employer have enrolled with Acumen.

5. **Will the workers' compensation fee charged for Self-Directed Employee services through PPL remain the same with Acumen?**
   No. We anticipate the annual workers' compensation fee will be different than it is with PPL.

6. **Can Support Coordinators continue to onboard new participants and Self-Directed Employees with PPL?**
   Please review the section *Hard-Stop/Hard-Start Dates for Support Coordinators* in the Support Coordinator Guidance: Plan Revisions for Participants in Cohorts 1-4.

7. **Can Support Coordinators continue to add PPL-paid vendor services to plans?**
   Please review the section *Hard-Stop/Hard-Start Dates for Support Coordinators* in the Support Coordinator Guidance: Plan Revisions for Participants in Cohorts 1-4.

8. **Do current PPL employers and employees need to complete new enrollment paperwork with Acumen?**
   Yes. We anticipate Acumen will begin contacting employers and employees to begin their Acumen enrollment in May 2025. Email notices will include a link to an online portal where recipients can initiate their enrollment. Mail notices will include paper enrollment packets.

9. **Does the DDD Service Review Team need to re-review already-approved requests for vendor services (e.g., Goods & Services Request)?**
   No. DDD-IT will apply a temporary override to any new Acumen vendor service that is replacing an existing PPL vendor service (through plan revision). DDD-IT will only apply this temporary override to replacement vendor services that have no changes other than (1) the change in FI from PPL to Acumen, and (2) the change in vendor service start date.

10. **Does a Support Coordinator need to submit a new vendor service request (e.g., Goods & Services Request) for a service DDD already approved to be paid through PPL?**
    No. Support Coordinators do not need to submit a new request to DDD Service Review for an existing vendor service (e.g., Goods & Services Request), as the service has already been approved by DDD.

11. **When a Support Coordinator adds a new vendor service line to an ISP, this typically triggers the need for DDD review. How will DDD handle this?**
    DDD-IT will apply a temporary override to any new Acumen vendor service that is replacing an existing PPL vendor service (through plan revision). DDD-IT will only apply this temporary override to replacement vendor services that have no changes other than (1) the change in FI from PPL to Acumen, and (2) the change in vendor service start date.

12. **When a Support Coordinator adds a new Self-Directed Employee with a wage that is above the reasonable and customary limit, this typically triggers the need for DDD review. How will DDD handle this?**
    DDD is aware of the review-and-approval process for these SDE services and we anticipate there will be a backend adjustment that will enable replacement services to be approved without the standard service review processes. This temporary override will only apply to an SDE service that is transitioning from PPL to Acumen and has **no changes other than** (a) the Fiscal Intermediary change from PPL to Acumen, and (b) the new billable rate provided by Acumen and based on the existing SDE wage. *(SDE wage changes may not be made during this transition process and may only be made after the transition is complete.)*

13. **When an individual transitions to Acumen, will their Self-Directed Employees and/or vendors be able to access service units authorized in the plan for PPL payment but not used?**
    A new Acumen service that is replacing an existing PPL service will not include unused ("rollover") units, as unused units are not tracked by the fiscal intermediary, iRecord, or Support Coordinators.

    DDD is developing a process whereby an individual, through their Support Coordinator, can request restoration of some or all of the unused units. To prevent /reduce the need for restoration, unused units should be used (as appropriate) prior to an individual's transition to Acumen. Depending on an individual's Cohort assignment, when an SC is developing a service plan that will include a vendor service and/or a Self-Directed Employee, the SC should allocate weekly units to avoid having rollover units when the individual transitions from PPL to Acumen.

14. **What if Acumen assigned an individual to a cohort but that individual is not currently receiving any service (vendor or SDE) through PPL?**
    The Support Coordinator should confirm this, and then provide that information to Acumen as soon as possible by email at enrollment-nj@acumen2.net or phone at 848-400-5903 to remove the individual from [COHORT #]. If an individual feels they may want to participate in the VF/EA Model in the future, there is no problem with them completing enrollment with Acumen at this time.

15. **What if an individual was assigned to an Acumen Cohort but they are currently participating in the Agency with Choice Model through Easterseals NJ?**
    The Support Coordinator should confirm this, and then provide that information to Acumen as soon as possible by email at enrollment-nj@acumen2.net or phone at 848-400-5903 to remove the individual from [COHORT #]. The 2025 Fiscal Intermediary transition only applies to services reimbursed through PPL. It does not apply to services reimbursed through Easterseals NJ (in the Agency with Choice Self-Direction Model). An individual who has decided to participate in the Agency with Choice Self-Direction Model may continue to do so.

16. **When will Acumen be available to select as a provider in iRecord?**
    Based on an individual's Cohort assignment, DDD-IT will give Support Coordinators the ability during plan revision to select Acumen as the FI for replacement services, following the cohort dates prescribed in the Support Coordinator Guidance: Plan Revisions for Participants in Cohorts 1-4.

**17. Does the Support Coordinator need to submit an FI Referral in iRecord to be able to revise plans to reflect Acumen as the FI?**

No. For individuals transitioning from PPL to Acumen (only those included in the FI Transition), Support Coordinators **do not** need to submit an FI Referral in iRecord.

**18. For an individual in Cohort 1 – 4, can a Support Coordinator add a new SDE service at the time they transition their vendor service(s) to Acumen?**

The last date an SC can submit any New Referral for SDE Services with PPL is June 13, 2025.
If an individual needs direct support services after June 13 and before September 15, there are two options available:

- Hire a Medicaid/DDD-approved provider agency to deploy an agency-employed Direct Support Professional (DSP) to provide services, OR
- Enroll in the Agency with Choice (AWC) Self-Directed Services Model, with Easterseals NJ as the fiscal intermediary, and hire a Self-Directed Employee (in which case any vendor services the individual has through PPL will need to transition to Easterseals NJ).

**PLEASE NOTE:** Regardless of which option an individual pursues, they will be able to transition to the VF/EA model with Acumen as the fiscal intermediary any time after September 15, 2025. *(As always, when transitioning between self-directed employee models, the individual will need to re-enroll with the new FI and their new SDE(s) will need to complete fingerprinting and background checks for the new FI.)*

**19. Will plan revisions related to the Acumen transition require a signature?**

Yes. Signatures and ISP approval must be obtained when there are changes/additions to outcomes, services, providers, units, or service start/end dates.

**20. Does a Support Coordinator need to revise a service plan that includes a one-time service or item with PPL as the FI (e.g., gym membership, environmental modification)?**

Yes. The Support Coordinator needs to (a) confirm that the one-time service or item has been delivered, and then (b) end the service with PPL. If the individual has no other services currently with PPL and they are assigned to a Cohort, the SC should contact Acumen as soon as possible at enrollment-nj@acumen2.net or 848-400-5903 and let them know they can remove the individual from [COHORT #], as the individual does not have a PPL vendor service in their current plan. If an individual feels they may want to participate in the VF/EA Model in the future, there is no problem with them completing enrollment with Acumen at this time.

**21. If an individual who does not have service(s) with PPL and is not assigned to a Cohort wishes to enroll a Self-Directed Employee, when can they enroll with Acumen?**

Acumen will begin accepting new referrals for SDE services on September 15, 2025. If an individual needs direct support services after June 13 and before September 15, there are two options available:

- Hire a Medicaid/DDD-approved provider agency to deploy an agency-employed Direct Support Professional (DSP) to provide services, OR

- Enroll in the Agency with Choice (AWC) Self-Directed Services Model, with Easterseals NJ as the fiscal intermediary, and hire a Self-Directed Employee (in which case any vendor services the individual has through PPL will need to transition to Easterseals NJ).

**NOTE:** Regardless of which option an individual pursues, they will be able to transition to the VF/EA model with Acumen as the fiscal intermediary any time after September 15, 2025. *(As always, when transitioning between self-directed employee models, the individual will need to re-enroll with the new FI and their new SDE(s) will need to complete fingerprinting and background checks for the new FI.)*

**22. What if an individual is currently receiving a vendor service through PPL and/or has one or more Self-Directed Employees through PPL but they were not assigned to a cohort?**

For individuals who began receiving a self-directed service with PPL after assignment of Cohorts occurred, Acumen will assign them to a later Cohort. DDD and Acumen are continuing to identify these individuals to ensure they are assigned to a later cohort. Information about notifications that Acumen is sending to these individuals will be available soon.

In addition, DDD will re-send Cohort lists to SCA Heads as Acumen updates the cohort assignments.

**23. What should a Support Coordinator do if they added a brand new vendor service (that requires service review) to a plan but it inadvertently bypasses DDD Service Review and turns the litmus indicator green?**

Please review the section *Brand New Vendor Service – Service Review Required but Green Litmus Appears* in the Support Coordinator Guidance: Plan Revisions for Participants in Cohorts 1-4.

**24. Is an individual and/or their Authorized Representative required to have and provide a valid email address when enrolling with Acumen?**

Yes. Either the individual (if they are their own Authorized Representative) or the designated Authorized Representative is required to provide Acumen with a valid email address. The email address is linked to user access to Acumen's DCI portal, where the user can view information specific to that individual, including demographics, authorizations, services, and providers.

**25. Who can enroll as an Authorized Representative in the Acumen system and what are the Authorized Representative's responsibilities?**

A person who will act as the Authorized Representative (AR) for services paid through Acumen must meet the criteria below. The AR completes the Acumen enrollment, providing a valid email address, and has authority to review and sign-off on vendor invoices and/or employee timesheets.

- An Authorized Representative **must:**
  - Be at least 18 years of age
  - Act in the best interest of the individual
  - Respect the individual’s preferences
  - Maintain regular contact with the individual

- Be willing and able to meet and uphold all VF/EA program requirements on behalf of the individual
- Be able to provide a valid email address that is linked only to themselves (for example, an AR may not provide a generic agency email address that is accessible to multiple users)

- An Authorized Representative **cannot be:**
  - A self-directed employee who is working/providing services for the individual
  - Any owner or employee of a business or vendor that provides services for the individual

**26. Is an individual required to designate an Authorized Representative to participate in the VF/EA Self-Directed Services Model with Acumen as the FI?**

In the Acumen system, *there is always an Authorized Representative:* either (a) the individual is their own Authorized Representative, or (b) the individual (together with their planning team) identifies another person to enroll with Acumen and assume the Authorized Representative responsibilities. If the individual has a legally appointed guardian (obtained privately or through BGS) or the individual's planning team determines the individual is unable to manage the responsibilities of directing and supervising VF/EA services, an Authorized Representative will need to be identified for that individual to be able to participate in the VF/EA model. An individual's legally appointed can be the AR but is not required to be the AR.

- An Authorized Representative **must:**
  - Be at least 18 years of age
  - Act in the best interest of the individual
  - Respect the individual’s preferences
  - Maintain regular contact with the individual
  - Be willing and able to meet and uphold all VF/EA program requirements on behalf of the individual
  - Be able to provide a valid email address that is linked only to themselves (for example, an AR may not provide a generic agency email address that is accessible to multiple users)

- An Authorized Representative **cannot be:**
  - A self-directed employee who is working/providing services for the individual
  - Any owner or employee of a business or vendor that provides services for the individual

**PLEASE NOTE:** No person may enroll with Acumen *as if that person is the individual*. Rather, any person who has agreed to enroll with Acumen and be responsible for reviewing and signing off on invoices and/or timesheets **must enroll using their own name and identifying information and must provide a valid email address**.

**27. If an individual is transitioning from PPL to Acumen and has a legal guardian (obtained privately or through BGS), what are the responsibilities of the legally appointed guardian related to the transition?**

The legally appointed guardian can act as the Authorized Representative, in which case they will enroll with Acumen and assume the AR responsibilities. If the legally appointed guardian will not be acting as the AR, they will work with the individual's planning team to identify another person to act as the AR. The legally appointed guardian also provides ISP approval for changes/additions to outcomes, services, providers, units, and/or service start/end dates related to the fiscal intermediary transition (PPL to Acumen).

**28. If an individual is transitioning from PPL to Acumen and lives in a provider-managed residential setting (for example, a group home), who can complete the Acumen enrollment and assume the Authorized Representative responsibilities?**

In the Acumen system, *there is always an Authorized Representative:* either (a) the individual is their own Authorized Representative, or (b) the individual (together with their planning team) identifies another person to enroll with Acumen and assume the Authorized Representative responsibilities. If the individual has a legally appointed guardian (obtained privately or through BGS) or the individual's planning team determines the individual is unable to manage the responsibilities of directing and supervising VF/EA services, an Authorized Representative will need to be identified for that individual to be able to participate in the VF/EA model. An individual's legally appointed guardian can be the AR but is not required to be the AR.

- An Authorized Representative **must:**
  - Be at least 18 years of age
  - Act in the best interest of the individual
  - Respect the individual's preferences
  - Maintain regular contact with the individual
  - Be willing and able to meet and uphold all VF/EA program requirements on behalf of the individual
  - Be able to provide a valid email address that is linked only to themselves (for example, an AR may not provide a generic agency email address that is accessible to multiple users)

- An Authorized Representative **cannot be:**
  - A self-directed employee who is working/providing services for the individual
  - Any owner or employee of a business or vendor that provides services for the individual