



Acumen Fiscal Agent

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**NJ VF/EA
Acumen Transition
Employer, Employee and
Authorized Representative
Webinar**

Date: October 2, 2025

Don't Wait, Enroll Now!

Participants in ALL Cohorts need to complete their enrollment now. Please use your Client Service Agent's specific booking link to schedule an appointment to complete a supported enrollment in the Electronic Enrollment System (EES). (Please note that self-service in EES has been retired.)

Acumen sent an email communication to all who still need to enroll that included their designated Agent's name and booking link. **If you don't know who your Agent is, you can find out and get the link by calling Acumen's Customer Service at 833-892-0413.**

Contacting Your Assigned Agent

- **Your call will route directly to your Client Services Agent by calling 848-900-5903**
 - Acumen uses the contact information provided by the Division and during your enrollment to route your calls – this is for Participants, Authorized Representative and Employers alike.
 - Support Coordinators can request to be routed to the assigned Agent by providing the individual's DDD ID number.
- Need to update your contact information? Here's an easy-to-use web form: [Update Your Contact Information](#)

Make sure your enrollment a success:

- You should check the "What You'll Need to Enroll" list to make sure you have *all required information and documents for enrollment* when you meet with your Agent.
- These lists are found on [Acumen's New Jersey Website](#) under the Vendors tab and the Employers/Authorized Representatives tab.
 - [What you'll need to enroll \(Employer & SDEs\)](#)
 - [What you'll need to enroll \(Vendor Only Services\)](#)
- Please schedule an appointment with your Client Service Agent if you have not completed your enrollment and be sure to be equipped with all required information and documents to ensure success.
- **PLEASE NOTE:** If employees are enrolling in person at the Hamilton office, **the Employer must be present.**

Good to Go Letters for SDEs Services

(Employers and SDEs)

- Employers and SDEs will receive their own Good To Go Letter once Acumen the authorization(s) for services.
- **NOTE:** this is different than the Enrollment Complete notification, which Acumen will send when:
 - Employer completed initial registration and enrollment documents with Acumen.
 - Self-Directed Employee complete enrollment documents with Acumen.
 - Enrollment documentation has been processed, without corrections needed.
- Acumen will send Billable Rate Notification to SC, then:
 - Support Coordinator makes plan revision indicating Acumen as the Fiscal Agent
 - Acumen receives the authorization and updates their internal system.
- Then, Acumen will send a Good to Go Letter to the Employer and to their SDE(s) .
- **NOTE:** Transitioning SDEs will be able to enter time back to the start date on the Good to Go letter/in alignment with the start date of the SDR.

Adding Vendor Services is easy!

- **PLEASE NOTE:** Once you have completed your enrollment, you do not need to re-enroll when adding a new Community Vendor.
- Support Coordinators should follow their usual process for adding a new vendor service. Once approved, Acumen will receive the service prior authorization electronically and add it to the vendor and participant account.
- The Vendor Directory located on our website lists all vendors that have been enrolled with Acumen.

[New Jersey Community Vendor Directory](#)

DCI – Acumen's EVV Time & Attendance System

- Your SDEs should use DCI's Mobile App to submit their time.
- Here's a link to directions on how to download the Mobile App: [How to download the DCI Mobile App](#).
- Employers and Authorized Representative will login to [DCI Web Portal](#) to manage, review and approve SDE time **AND** Vendor Payment Requests.
- Visit our [New Jersey Training Page](#) for information about live virtual training webinars as well as a host of on-demand, multi-modal training modules for all things Acumen.

Service Documentation

- Service documentation is required for all visits.
 - o There is **no exception** to the requirement.
 - o Service documentation must be completed by the SDE.
 - o Service documentation should be a summary of services provided.
 - o The Employer is responsible for reviewing the entry prior to approving the employee's timesheet.
- We recommend that SDEs use the Mobile App to clock in and out – the app provides SDEs the option to add service documentation in real time.
- This will make it easy for employers to review throughout the pay period.

Who Can Help?

- ✓ **Your New Jersey Client Service Agent**
 - 848-400-5903
 - Enrollment-NJ@acumen2.net
- ✓ **Vendor Service Agent Team – if your Vendors need help**
 - 848-400-5738
 - Vendor-NJ@acumen2.net
- ✓ **For help with DCI or After-Hours Support - Customer Service Team**
 - 833-892-0413