



Acumen Fiscal Agent

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**NJ VF/EA
Acumen Support
Coordinator and Supports
Broker Webinar**

Date: October 2, 2025

Don't Wait, Enroll Now!

Participants in ALL Cohorts need to complete their enrollment now. Please encourage your families to contact their 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 someone does not know who their Agent is, they can find out and get the link by calling Acumen's Customer Service at 833-892-0413.**

Reminders for Support Coordinators

- There is a new feature in iRecord that enables Support Coordinators to select a vendor from a dropdown menu of enrolled vendors.
- **PLEASE NOTE: An Employer/Authorized Representative for Vendor Service Only does not need to re-enroll for services when adding a new 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](#)

Billable Rate - Updates

We recognize the challenges related to Billable Rates. We are actively partnering with the Division to improve this process.

****SDE Rate/Relationship Preview Process****

- November 9 is the next Go-Live date for transitioning individuals. Participants, Employer, and Self-Directed Employees **MUST ENROLL NOW**.
- For the November 9 Go-Live date, Acumen will again ask for Support Coordination Agency feedback in advance of issuing/reissuing Billable Rate Notifications.
- We will share an easy-to-use spreadsheet to each Agency that details the Support Coordinator, Program Participant, SDE(s), Service(s) Provided, Relationship between **Employer** and **SDE** and the hourly wage for all employees who have completed enrollment.
- The spreadsheet will allow Agencies to provide feedback in one place and by specific deadlines.
- Please understand that the information we provide for your review is what Employers indicated about their services, SDEs, relationships and hourly wage when they registered with Acumen. This could explain why it may be different than what you're expecting.

Understanding the Billable Rate

REMEMBER! The billable rate is calculated based on the information the Employer enters during their enrollment: service name and code, employee hourly wage, and relationship between Employer and SDE

- The only relationship that matters for Employer Tax purposes is the relationship between the Employer and the SDE.
- Having a Live-In Caregiver(s) does not automatically qualify for Employer Tax exemptions in New Jersey.
- **Employer Taxes** are exempt from FICA, FUTA, and NJ unemployment **only when** the employee is a:
 - Spouse
 - Parent
 - Partner in a civil union or common-law marriage with the employer
- If none of these relationships apply, **the employer burden** still applies—even for live-in employees.
- Support Coordinators need to receive the Billable Rate Notification from Acumen before revising a plan and must only use the service start date and billable rate provided by Acumen.

Possible Employer Payroll Tax Exemptions

Employee's Relationship to Employer of Record (holds the EIN)	Possible EMPLOYEE Tax Exemptions (<i>will not affect billable rate</i>)	Possible EMPLOYER Tax Exemptions (<i>will affect billable rate</i>)
Spouse	FICA, FUTA, SUTA	FICA, FUTA, SUTA
Parent	FICA, FUTA, SUTA	None
Partner in a civil union or common-law marriage	FICA, FUTA, SUTA	None
Child (age 18-21) of employer of record	None	FICA, FUTA

****A sibling relationship between employer and employee **does not affect** employer or employee taxes****

Good to Go Letters for SDEs Services

(Employers and SDEs)

- Employers and SDEs will receive their own Good To Go Letter once the revised plan is approved and the service prior authorization has been transmitted from DDD to Acumen.
- **NOTE:** This is different from the Enrollment Complete Notice, which Acumen sends when:
 - Employer completed initial registration and enrollment documents with Acumen
 - Self-Directed Employee completed enrollment documents with Acumen
 - Enrollment documentation has been processed, without corrections needed
- Acumen will then send Billable Rate Notification to SC.
- 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 service start date on the Good to Go letter and in alignment with the start date on the Service Detail Report (SDR).

Who To Contact:

- ✓ **Client Service Agent Team – for enrollment support**
 - 848-400-5903
 - Enrollment-NJ@acumen2.net - for vendor support
- ✓ **Vendor Service Agent Team**
 - 848-400-5738
 - Vendor-NJ@acumen2.net
- ✓ **Customer Service Team – for help with DCI**
 - 833-892-0413