Acumen Fiscal Agent

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NJ VF/EA Acumen Transition- Vendor Webinar

Date: October 2, 2025

Community Vendor Reminders

- Community Vendors must enroll with Acumen
- If you're an active vendor and you have **NOT** received the Docusign packet with the Electronic Funds Transfer (EFT) and W-9 form please contact the Acumen Vendor Team by phone at 848-400-5738 or email **vendor-nj@acumen2.net.**
- *If you have not completed your enrollment, it could delay payment processing.*
- **PLEASE NOTE:**
  - Once an Authorized Representative has completed the Electronic Enrollment System process, they do not need to enroll again to complete the Vendor Agreement for a NEW Community Vendor service that has been added to the plan.
  - Support Coordinators should follow their usual process for adding a new vendor service. Once the service is approved, Acumen will receive the service prior authorization electronically, process it, and add it to the vendor and participant account.

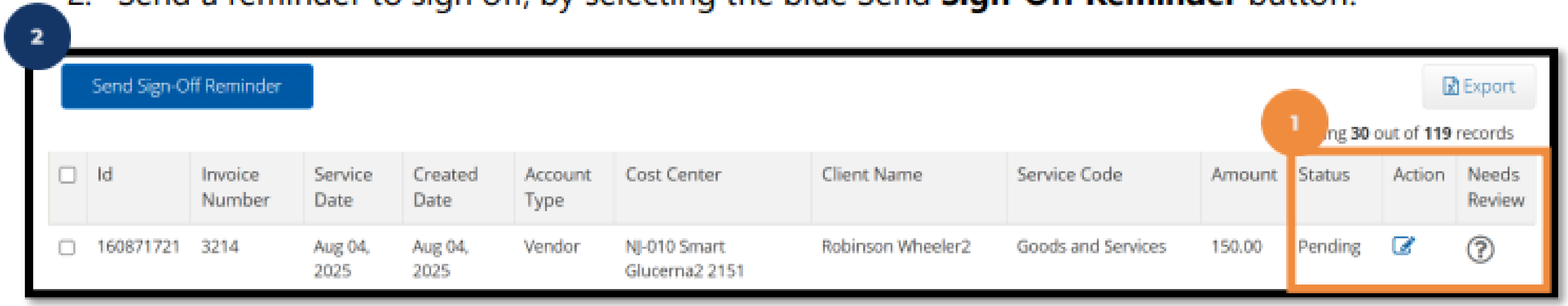
Community Vendor Reminders

- Why can’t I see my client in the DCI portal?
  - Once Acumen receives the client's service prior authorization, which is transmitted electronically from DDD, we link the vendor service account to the client in the DCI Portal.
  - If you have received the Service Detail Report (SDR) from the Support Coordinator but do not see your client, please reach out to the Vendor Team directly at vendor-nj@acumen2.net or by phone at **848-400-5738**
- How are rollover units used?
  - Rollover units are unused units from previous weeks, within the service date range.
  - They can be used for a current week's billing if needed.
  - Vendors **cannot** use units that are authorized for use in the future.

NEW: Send Sign-off Reminder

Pending - Needs Review (Sign Off) – **Action to Take:**

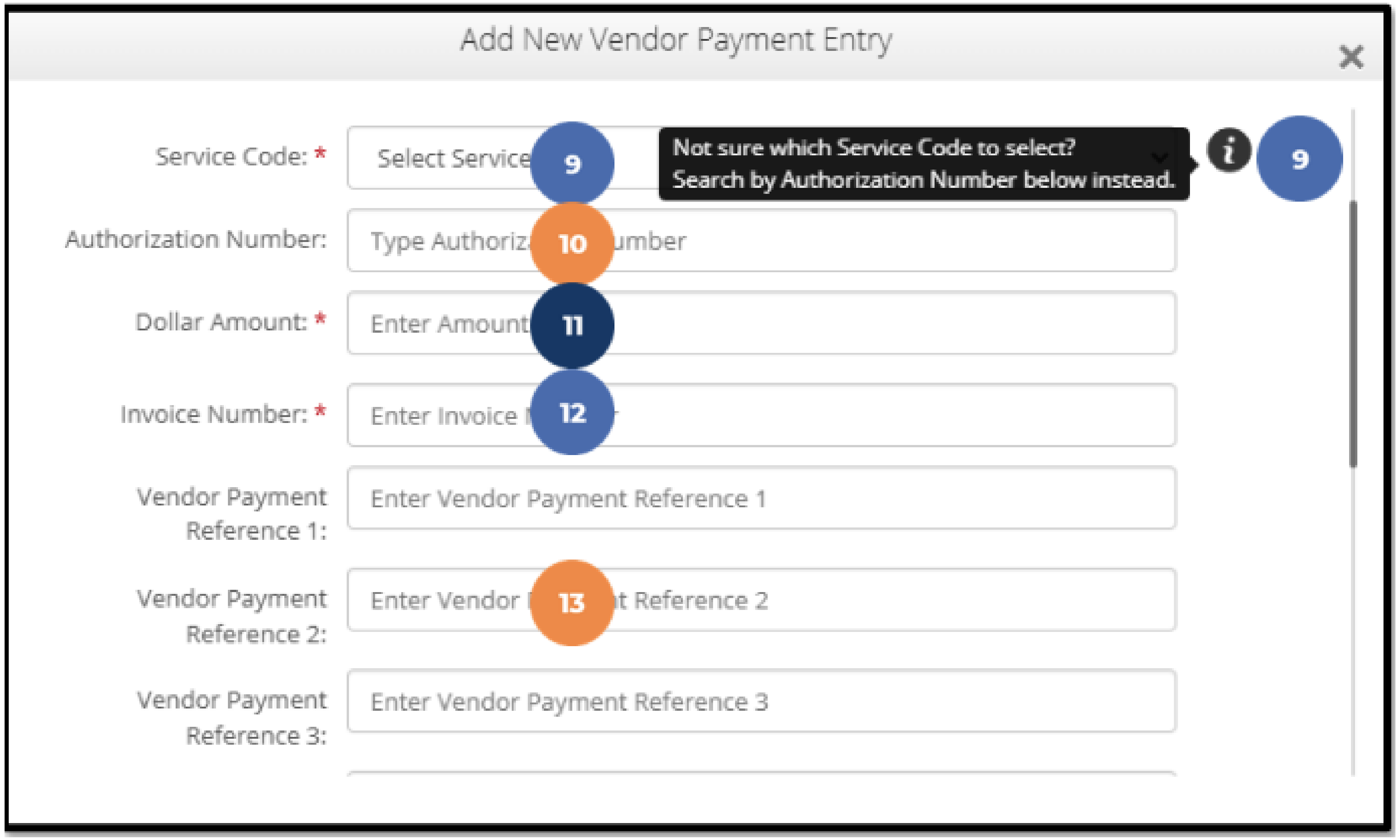
1. If you see your Vendor Payment Entry is in a pending status with a ⓘ in the Needs Review section, this means it is pending a sign-off by the Authorized Representative/Employer of the Client.
2. Send a reminder to sign off, by selecting the blue Send **Sign-Off Reminder** button!



	Id	Invoice Number	Service Date	Created Date	Account Type	Cost Center	Client Name	Service Code	Amount	Status	Action	Needs Review
	160871721	3214	Aug 04, 2025	Aug 04, 2025	Vendor	NJ-010 Smart Glucerna2 2151	Robinson Wheeler2	Goods and Services	150.00	Pending		

NEW: Payment Entry Submission Feature

- The DCI system requires a Service Code to be selected during Step 9 of the vendor payment entry process. Acumen has recently updated their system, and vendors are now able to search by Prior Authorization (PA) Number prior to selecting the Service Code from the dropdown when creating a new payment entry.
- The PA Number is found on the SDR that was provided upon approval of services .
- This will aid vendors in selecting the correct Service Code and bill appropriately for the client/individual.
- NJ DDD- DCI Systems Training for Vendors resource:
  - Vendor Payment



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Alternative Entry Sign OFF

Acumen has added a new process to support vendor invoice approvals in the DCI Portal. This update is designed to help vendors when they need to submit an invoice that cannot be approved electronically.

What changed?

A new field called **"NJ Vendor Entry Alternative Sign Off"** is now available in the DCI Portal (see screenshot below).

- Vendors must select **"Yes"** in this field if their participant is unable to sign off electronically.
- In these cases, vendors must obtain a **physical signature** on the invoice from the Participant or Authorized Representative, before submitting the invoice digitally.
    - **We have attached** a new invoice template that you must leverage moving forward if you are getting a physical signature.

Why did this change?

- Feedback showed some participants/ARs are not able to approve invoices electronically. Adding the new feature means that, even when this is the case, invoices/service entries can still receive the required approval. This option prevents delays in payment and ensures services are not disrupted.
- Vendors gain a clear path to submit invoices for these Participants.

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New Jersey DDD
Vendor Payment Request Form

Participant Name	**Participant DDD ID #**
Employer Name (if different)	**Month/Year of Invoice**

Check or Direct Deposit Payment Instructions

Make Payment To (Vendor Name):	
Vendor Address	
Vendor City/State/Zip	**Vendor FEIN or SS#**

Service Date	Service Code	Description of Services Rendered	Total Amount
		Total Check Amount	

By signing this form, I attest that services were delivered and received. I have rendered and/or approved this payment request in accordance with NJ DDD regulations. I understand that payment and satisfaction of this claim may be from Federal and State funds, and that I may be prosecuted under applicable Federal or State laws for any false claims, statements or documents or concealment of a material fact. Any misuse of funds may result in being fined or penalized, including but not limited to my repayment of claim.

Employer or Representative's Signature

Date

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Vendor Payment Entry Statuses

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Unvalidated	The vendor payment entry has been verified and is awaiting further system processing. This happens automatically at the top and bottom of every hour (i.e., 1pm and 1:30pm).
Pending – Needs Review (Sign-Off)	The vendor payment entry requires review and sign off by the Authorized Representative/Employer of the Client before it can move forward for approval.
Pending	The vendor payment entry is pending the system auto-approval.
Rejected	The vendor payment entry has been rejected, either automatically or manually by the Authorized Representative/Employer of the Client.
Approved	The vendor payment entry has been approved and is ready to be processed.
Batched	The vendor payment entry has been included in a portal batch.
Processed	The vendor payment entry has been processed in a portal batch and is included on a Raw Dump.
Paid	The vendor payment entry has been reconciled.
Canceled	The vendor payment entry included multiple dates of service. Those specific dates will appear on their own individual entry lines. Please note: Refer to the payment schedule to confirm the payment date for each date of service, as they may not be the same for each entry.

Tips & Tricks - Applying Payments

Remittance Statements Today:

Thank you for submitting your invoice(s) to Acumen Fiscal Agent. Please see your payment information listed below:

Invoice Number: 12345
Invoice Amount: $100.00
Total Payment: $100.00
Payment Date: 7/11/2025

Invoice Number: ABCDE
Invoice Amount: $100.00
Total Payment: $100.00
Payment Date: 7/11/2025

If you have any questions, please do not hesitate to contact us.

Looking towards the future:

Entries

Export

Showing **6** out of **6** records

Id	Service Date	Start Time	End Time	Account Type	Ref.	Cost Center	Client Name	Service Code	Amount	Status
161995882	Jun 10, 2025			Hourly		[redacted]	[redacted]	[redacted]	10.00	Approved
161995870	Jun 10, 2025			Hourly		[redacted]	[redacted]	[redacted]	4.50	Pending
161995848	Jun 01, 2025			Hourly		[redacted]	[redacted]	[redacted]	6.00	Approved

Who To Contact:

- ✓ **Vendor Service Agent Team**
  - **848-400-5738**
  - **Vendor-NJ@acumen2.net**
- ✓ **Customer Service Team**
  - **833-892-0413**