



Acumen Fiscal Agent

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

Date: October 23, 2025

SDE Payroll - Updates

- SDE Payrolls are live!
- Over 1,000 payments issued to SDEs on first payroll check date (October 10, 2025)
- Next regularly scheduled payroll run: October 24, 2025 – this will be for the pay period service dates September 28 – October 11, 2025.

**** NOTE: FIRST PAY PERIOD DATE for October 12, 2025 cohort start is Friday, November 7, 2025 ****

- Acumen is conducting rolling, out-of-cycle payroll check dates to expedite payments to SDEs
- Here's a link to the [Regular Payroll Schedule](#) and to the supplemental [Off Cycle Payroll Schedule](#)
- **Who to contact with payroll questions?**
 - Acumen's General Customer Service team (available 24/7 at 833-892-0413) can assist with payroll questions; they have a route to escalate more complex questions to our payroll team
 - We have payroll staff onsite this week to troubleshoot issues and support Client Service Agents

Our Biggest Goal: get people paid – correctly and quickly!

Don't Wait, Enroll Now!

ALL participants need to complete their enrollment now!

- Employers/Authorized Reps should book an appointment with your Client Services Agent to finish your enrollment
- Acumen has opened Agent availability for bookings. Keep checking your Agent's booking link for availability

If you don't know who your Agent is, you can call Acumen's Customer Service at 833-892-0413 to find out.

Make sure your enrollment a success:

- If you still need to enroll, check the "What You'll Need to Enroll" reference guides to be 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 \(Vendor Only Services\)](#)
- Check your email for important communication from Acumen that contains your Agent's booking link.
- **PLEASE NOTE:** If you have SDEs, it is highly recommended that you have them with you at the time of your appointment for the smoothest enrollment experience.

This week's communication to the field

Audience	Content
Employers & Authorized Representatives – ongoing	Enrollment Reminders - we are continuing to outreach to people who have not completed their enrollment, though the deadline for 11/9 start date has passed. <i>To schedule time with your agent for enrollment assistance, click the link below: Schedule Enrollment Appointment</i> We are encouraging anyone who has not enrolled to do so as quickly as possible in order to avoid any lapse in payment to providers.
Overtime Payments	<i>Dear Employee,</i> <i>Based on the enrollment documents you signed and submitted, you are classified in the Acumen system as having a relationship with one or more of the individuals you provide services for – a live-in caregiver and/or family member caregiver and/or legal guardian caregiver.</i> <i>Due to this classification, you may have received overtime payments that differ from what you experienced under the previous financial management services (FMS) provider, PPL. We understand this may be unexpected and want to acknowledge the impact and address any questions.</i> <i>At this time, the policy on premium overtime payment for live-in caregivers is under review. Acumen is actively working with relevant stakeholders to evaluate the policy and determine the appropriate path forward.</i> <i>Once the review is complete, we will send a follow-up communication that outlines:</i> <i>Whether premium overtime payments will continue for live-in, family member, and legal guardian caregivers</i> <i>What will happen with premium overtime payments that have already been issued</i> <i>What to expect going forward</i> <i>We appreciate your patience and partnership as we work through this process. If you have any immediate questions, please don't hesitate to reach out to our customer service team at 833-892-0413 or view the FAQ linked here.</i> <i>Very sincerely,</i> <i>The New Jersey Acumen Team</i>

Enrollment Deadline FAQs

FAQ: What Happens If I Miss the Final Deadline to Complete Acumen Transition Enrollment?

When is the final Acumen enrollment deadline?

The final deadline for participants transitioning from PPL to enroll with Acumen is **October 17, 2025**.

Can I still complete Acumen enrollment after October 17?

Yes, but:

- You must **act quickly** to complete all required steps.
- Acumen will need to process any enrollment initiated and/or completed after October 17 as a **late submission**, which may result in delays in plan approval, service prior authorization, and/or payment to self-directed employees and/or vendors.

Who can help me complete my enrollment?

- Contact your **Acumen Agent** immediately to get enrollment assistance.
 - **Call the NJ Acumen Agent line:** 848-400-5903
 - **Book an appointment with your Acumen Agent:** [NJ Agent Transition Enrollment Assistance](#)
- You can also reach out to **Acumen Customer Service** at **1-833-892-0413** for assistance.

Final Note

We understand this process can be challenging and we appreciate your patience. Our goal is to ensure every eligible participant is successfully enrolled and supported. If you miss the deadline, please take action immediately to avoid further delays.

If you don't know who your Agent is, you can call Acumen's Customer Service!

Overtime Payments for Live-In Caregiver FAQ

NJ DDD Employee FAQ: Overtime Payments for Live-In Caregivers

1. Why am I receiving this communication?

Based on the enrollment documents you signed and submitted, you are classified in the Acumen system as having a relationship with one or more of the individuals you provide services for – a **live-in caregiver** and/or **family member caregiver**, and/or **legal guardian caregiver**. This classification may impact how payments for overtime hours (hours worked over 40 in a workweek) are handled.

2. Why did I receive premium overtime payments (time and one-half)?

You were paid premium overtime (time and one-half) for hours worked over 40 in a workweek based on Acumen's current system settings and policy interpretation. We understand this may differ from what you experienced under the previous financial management services (FMS) provider, PPL.

3. Is this a permanent change?

This is not a permanent change yet but it may be soon. At this time, the **policy on premium overtime payment for live-in caregivers is under review**. We will inform employers and employees as soon as a final determination is made.

4. Will I continue to receive premium overtime payments going forward?

As noted in question #3, the policy is under review. Once the review is complete, Acumen will send an update with clear guidance on future eligibility for premium overtime payment for live-in caregivers.

5. What will happen to the premium overtime payments I've already received?

This is part of the policy review. Acumen will communicate any decisions regarding previously issued premium overtime payments once the review is finalized.

6. When can I expect more information?

We'll follow up with a formal communication as soon as the policy review is complete and direction has been established. We appreciate your patience in the meantime.

7. Who can I contact if I have questions?

If you have immediate questions or concerns, please reach out to the **customer service team at 833-892-0413**.

Things to know about contacting your Client Services Agent

- **When you call 848-400-5903, your call will route directly to your Client Services Agent – this is their direct line.**
 - 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](#)

Good to Go Letters for SDE Services

(For Employers and SDEs)

- Employers and SDEs will each receive their own Good To Go Letter once the revised plan is approved **and** the service prior authorization has been transmitted from DDD and processed by Acumen
- **NOTE:** This is different from the Enrollment Complete Notice, which Acumen sends when:
 - The Employer of Record has completed initial registration and enrollment documents with Acumen, AND
 - Self-Directed Employee completed enrollment documents with Acumen, AND
 - ALL enrollment documentation has been is complete and correct
 - Support Coordinators are typically copied on the Enrollment Complete notification
- **When the enrollment documents for Client & SDE(s) are complete & correct, Acumen will send the Bill Rate Notification to expedite transition enrollment**
- SCs must use the information in the Billable Rate Notification to complete the plan revision identifying Acumen as the VF/EA provider. Upon plan approval, the service prior authorization (PA) will be automatically transmitted from DDD and processed by Acumen
- Once the PA is received and processed, Acumen will send a Good to Go Letter to the Employer and their SDE(s). **SCs are not copied on Good To Go Letters**
- **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 PA and the Service Detail Report (SDR).

Adding Vendor Services is easy!

- **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 Compliant Time & Attendance System

- Starting in November Acumen & DDD will host a series of webinars on EVV
- Your SDEs will 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 many on-demand, multi-modal training modules for all things Acumen
- Our Customer Service team are professionals with experience assisting users with DCI – don't be afraid to give them a call! (available 24/7 at 833-892-0413)

Service Documentation

- Service documentation is required for all visits AND for all SDEs
 - o There is **no exception** to this 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 – if you still need to enroll**
 - 848-400-5903
 - Enrollment-NJ@acumen2.net
- ✓ **Vendor Service Agent Team – if your Vendors need help**
 - 848-400-5738
 - Vendor-NJ@acumen2.net
- ✓ **For payroll questions, help with DCI or After-Hours Support - Customer Service Team**
 - 833-892-0413