



Acumen Fiscal Agent

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

Date: October 30, 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: November 7, 2025 – this will be for the pay period service October 12 – October 25, 2025

**** NOTE: This is the FIRST PAY PERIOD DATE for October 12, 2025 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! This is the most important thing you can do if you have not yet enrolled.

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

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.

Communications

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.
Employees – subset missing certification and/or training completion dates	The outgoing V/FEA provider did NOT provide verification of certification and/or training completion for a subset of transitioning SDEs who are outside of their first six months of employment and should otherwise have certification and/or training completion dates. Transitioning SDEs who the prior provider was unable to provide certification and meet the above criterial will be allowed a 60-day grace period to provide Acumen with proof of completion of certification and training. Acumen will lax the business rules in our system and allow for transition SDEs that we are missing training and/or certification dates for so that SDEs can enter their time and be paid to limit disruptions in SDE pay/services to individuals We will do targeted outreach by email and robotcall to the individuals that we are missing training and/or certification information for prompting them to provide us with proof of training and/or certification completion by a specified deadline, or else risk suspension from time submission. We will also encourage them to submit time back to their start date that they may have been prevented from doing so before laxing the rule. The 6 month grace period from the date of hire to complete required trainings and/or certification is applicable to those who are within that timeframe as well as for SDE hied post-transition. NOTE: we will only contact SDEs impacted by this circumstance.

Enrollment Deadline FAQs

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

When is the final Acumen enrollment deadline?

Acumen and DDD are accommodating for a December Go-Live date. The final deadline for participants transitioning from PPL to enroll with Acumen is **November 7, 2025**. *If you do not complete your enrollment by November 7, 2025, you may experience a gap in services and/or service payments.*

Can I still complete Acumen enrollment after November 7?

Yes, but:

- You must **act quickly** to complete all required steps.
- Acumen will need to process any enrollment initiated and/or completed after November 7 as a **late submission**, which may result in delays in plan approval and a gap in services and/or service payments.

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.

Acumen's Customer Service at 833-892-0413 can help you book an appointment to complete your enrollment.

Overtime 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](#)

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