



Acumen Fiscal Agent

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

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.
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.

If someone does not know who their Agent is, they can call Acumen's Customer Service at 833-892-0413 to find out.

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**.

Billable Rate & Final Revision Deadline

Reminder - communication was sent to all Support Coordination Agencies & Support Coordinators – Evening of October 15, 2025

As we approach final, key deadlines in the FI Transition, we are implementing changes to help streamline operations and ensure timely completion.

Effective last week, we have discontinued the advance review process and will be moving forward with sending billable rate notifications only based on what was entered in our system by the Employers and their SDEs when they enrolled.

Please note the following:

- **To accommodate for a December start date, we will need all revisions completed by November 14th for start date of December 7, 2025**
- If you received a notification with a deadline past November 14th, disregard. This is a firm deadline for plan revision.
- We are only sending bill rates for SDEs and clients whose enrollment is considered "complete", meaning all documents have been received AND are complete and correct.

Additionally, we've routed all billable rate-related questions to a newly designated team that has access to all previously sent billable rate notifications and is fully equipped to answer inquiries. This change should help expedite turnaround times and reduce confusion.

We appreciate your continued partnership and flexibility during this process. If you have any questions, please don't hesitate to reach out.

Understanding the Billable Rate

The only relationship that matters for Employer Tax purposes is the relationship between the *Employer of Record* (person who holds the Employer Identification Number, or EIN) and the *SDE*.

We are using the relationship as indicated by the Employer when they registered with Acumen to calculate the Billable Rate

- Having a Live-In Caregiver(s) does not automatically qualify for Employer Tax exemptions in New Jersey.
- An **Employer of Record** may be exempt from FICA, FUTA, and NJ unemployment taxes **only when** the employee is the Employer's
 - Spouse, OR
 - Parent, OR
 - Partner in a civil union or common-law marriage with the employer
- If none of these relationships applies, **the employer tax burden** applies—including for live-in employees or other types of employee-employer relationships (e.g., sibling, aunt, grandparent).
- The relationship between the SDE and the Client (individual receiving services) is **only** relevant if the Client is their own Employer of Record. The individual receiving services **is often not** the Employer of Record.

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	FICA, FUTA, SUTA
Partner in a civil union or common-law marriage	FICA, FUTA, SUTA	None
Child (age 18-21) of employer of record	None	FICA, FUTA

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.
- **When the enrollment documents for Client & SDE(s) are complete & correct, Acumen will send the Bill Rate Notification to expedite transition enrollment.**
- **If you have received the Billable Rate Notification, you can assume the enrollment is complete for the Participant and the SDE(s) indicated.**
- 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).

Additional Info 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 *for Acumen vendor services only*. The [iRecord User Guide](#) has been updated to include instructions on this new feature
- **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
- **Acumen can enroll NEW, non-transition SDEs. There has been miscommunication around this, but please be assured the process for brand new SDE enrollment is in place. Our New Jersey Agent Team is equipped for this**
- The Vendor Directory located on our website lists all vendors that have been enrolled with Acumen to date. Our Vendor Service Team live-updates this list

[New Jersey Community Vendor Directory](#)

Who To Contact:

- ✓ **Client Services Agent Team – for enrollment support**
 - 848-400-5903
 - Enrollment-NJ@acumen2.net
- ✓ **Vendor Services Agent Team - for vendor support**
 - 848-400-5738
 - Vendor-NJ@acumen2.net
- ✓ **Customer Service Team – for help with DCI & payroll questions**
 - 833-892-0413
 - Available 24/7