



Acumen Fiscal Agent

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

Date: October 9, 2025

Hot Topic – First SDE Payroll Check Date!

- Friday, October 10, 2025, is the first SDE Paycheck Date for Participants and their SDEs that started with Acumen on September 14, 2025.
- We will be performing rolling, out-of-cycle paycheck dates to catch SDEs up as they go live, as we are continuing to do with Vendors
- Here's a link to the [Regular Payroll Schedule](#) and to our 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 will have members from our payroll team, including management, on-site in our New Jersey office next week to assist the team in getting payroll questions answered.
 - Although Monday, October 13 is a Federal Holiday, our team (Client Services Agents, Payroll, Customer Service, and Leadership from Ops teams) will be working dedicated solely to supporting the success of our New Jersey Program.

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

Don't Wait, Enroll Now!

ALL participants need to complete their enrollment now!

- If not yet done, you must complete enrollment by **October 17, 2025**, to start services with Acumen on **November 9, 2025**.
- 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.
- Individuals that have completed their enrollment **AND have received their Good to Go Letters** with a start date of October 12 will begin with Acumen on Sunday.

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 make 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 employees are enrolling in person at the Hamilton office, **the Employer must be present.**

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.**
 - o 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.
 - o 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](#)

This week's communications

Audience	Subject
Employers/Authorized Representatives	Plan revision approved and service prior authorization received, but ENROLLMENT NOT COMPLETE – • Targeted reminder to enroll, contains link to book with Agent • Majority (~1100 Clients) are VENDOR ONLY Clients • ~70 SDEs and Vendor Clients • Should be relatively simple to complete their enrollment • Acumen will also be calling these individuals.
Employers/ Employees	SDE Action Needed to Complete Enrollment – • Sent to Employers and Employees alerting them that the SDE needs to take action to complete their enrollment. • This likely means they need to sign the DocuSign docs (in email). • Acumen will also be calling these individuals. • GENERAL CUSTOMER SERVICE (available 24/7 at 833-892-0413) CAN RESEND DOCUSIGN LINKS IF NEEDED
Employees	SDEs may have noticed “Cancelled” or negative entries – • During payroll processing we identified entries that needed to be cancelled and re-entered. • Employees do not need to take action or be concerned. Acumen is taking action behind the scenes and paymnt will not be impacted. • NO NEED TO CONTACT ACUMEN

Good to Go Letters for SDEs 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
- **ALSO NOTE:** The Enrollment Complete Notice **is not the same** as the Billable Rate Notification
 - **Acumen is diligently working with DDD to make that process as painless and streamlined as possible**
 - **Acumen is grateful to all SCs and SCAs for your partnership and dynamism thus far**
- 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).

Bill Rates & Employer Tax Exemptions

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 will use 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 apply, **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.

Adding Vendor Services is easy!

- **PLEASE NOTE:** 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 Time & Attendance System

- Your SDEs should 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 a host of on-demand, multi-modal training modules for all things Acumen
- Our Customer Service team are professionals with experience assisting users ~~end 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.
 - There is **no exception** to this requirement.
 - Service documentation must be completed by the SDE.
 - Service documentation should be a summary of services provided.
 - 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