



Acumen Fiscal Agent

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

Date: October 9, 2025

Don't Wait, Enroll Now!

ALL participants need to complete their enrollment now!

- If not yet done, everyone must complete their enrollment by **October 17, 2025**, to start services with Acumen on **November 9, 2025**.
- Employers/Authorized Representatives should book an appointment with their Client Services Agent to finish their enrollment.
- We have opened Agent availability for bookings so keep checking the Agent's booking link for availability.
- **Individuals who 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 someone does not know who their Agent is, they can call Acumen's Customer Service at 833-892-0413 to find out.



Hot Topics – First SDE Payroll Check Date!

- Friday, October 10, 2025, is the first SDE Paycheck Date for Participants and their SDEs who started services with Acumen on September 14, 2025.
- We will be performing rolling, out-of-cycle paycheck dates to catch SDEs up as they go live with Acumen, 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
 - Please know that though 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!

This week's communications

Audience	Subject
Employers/Authorized Representatives	Revised plan was approved and service prior authorization received, but ENROLLMENT NOT COMPLETED – • Targeted reminder to enroll, contains link to book with Agent • Majority (~1100 Clients) are VENDOR ONLY Clients • ~70 SDE & 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 Acumen 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 payment will not be impacted. • NO NEED TO CONTACT ACUMEN



Billable Rate - Updates

We recognize the challenges related to Billable Rates. We are actively partnering with the Division to improve this process.

****SDE Rate/Relationship Preview Process****

- For the November 9 Go-Live date, Acumen will again ask for Support Coordination Agency feedback in advance of issuing/reissuing Billable Rate Notifications.
- Agencies can expect to receive the next round of Bill Rate Previews by the end of this week.
- We will share an easy-to-use spreadsheet to each Agency that includes the Program Participant, SDE(s), Service(s) Provided, Relationship between **Employer** and **SDE** and the hourly wage for all employees who have completed enrollment.
- The spreadsheet will allow Agencies to provide feedback in one place and by specific deadlines **to confirm the Service Code and Hourly Wage for the SDE(s)**
- **We will use the relationship indicated by the Employer when they registered with Acumen to calculate the billable rate.**
- If the relationship between the SDE and the Employer of Record is *different on the spreadsheet than what you know it to be*, the Employer of Record needs to contact Acumen to correct the relationship.

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 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 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.
- **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).

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