VF/EA Fiscal Intermediary Transition
September 11, 2025

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Plan Revision Guidance for Support Coordinators

- The SC Plan Revision Guidance, updated on August 28, includes guidance for all Cohorts (1 – 5) and replaces all previous guidance.

FI Transition Update for Individuals and Families

- The FI Transition Update for Individuals and Families, released August 22, includes:
    - Enrollment Information
    - Plan Revisions and Continuity of Services
    - Mandatory Electronic Visit Verification (EVV) Information
    - Mandatory Service Documentation Information
    - Restoration of Rollover Units Request Process

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What an SC Must Not Do When Revising a Plan (or Creating a Renewal Plan) with SDEs

Support Coordinators MUST NOT do any of the following:

(Doing so can result in a gap in the individual's services and/or their SDEs being unable to submit to either FI for their hours worked)

- **DO NOT** enter a "fake" Self-Directed Employee ID Number when adding an Acumen SDE service line.
  - SCs must only enter the SDE ID Number they receive in an Acumen Billable Rate Notification.
- **DO NOT** enter the same billable rate an SDE had when they were enrolled with PPL.
  - SCs must only enter the billable rate they receive in an Acumen Billable Rate Notification.
- **DO NOT** enter any Acumen service start date that was not received in an Acumen Billable Rate Notification.

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What an SC Must Do If They Think a Billable Rate Notification has Wrong Information

- If an SC receives a Billable Rate Notification that they feel contains incorrect information (e.g., wrong billable rate, wrong service name), they need to contact Acumen **at the email address it was received from**. We also recommend copying the DDD Fee-for-Service Helpdesk at DDD.FeeForService@dhs.nj.gov.

VF/EA Fiscal Intermediary Transition: Workers' Compensation

- State law requires employers to procure and pay for workers' compensation (WC) insurance for their employees. This includes employers in Self-Directed Employee (SDE) Models.
- For individuals participating in either of DDD's SDE Models, the employer cost for maintaining WC insurance is currently funded by the individual's budget.

VF/EA Fiscal Intermediary Transition: Workers’ Compensation

- The cost of WC in the VF/EA model (the amount deducted from the individual's budget) has increased from an annual flat rate of $172 that covered all SDEs in the individual's plan, to an annual rate of about $2,100 per year per SDE (based on a 40-hour workweek at an hourly wage of $25).
- To avoid the need to adjust services to accommodate this change, DDD is pleased to announce that, for the foreseeable future, it will assume the cost of WC for employers in the VF/EA SDE model. This means DDD self-directing employers in the VF/EA model will no longer pay WC from their DDD budgets.
- Support Coordinators do not need to do anything related to workers’ compensation for SDEs enrolled with Acumen in the VF/EA SDE Model.

VF/EA Fiscal Intermediary Transition: Electronic Visit Verification Requirement

- EVV is a federal mandate under the 21st Century Cures Act requiring electronic verification of home and community-based service visits.
- EVV systems collect six data elements for each service visit:
  - Type of service performed
  - Individual receiving the service
  - Date of service
  - Location of service delivery
  - Individual providing the service
  - Time the service begins and ends

VF/EA Fiscal Intermediary Transition: Electronic Visit Verification Requirement

- Except for those who meet the established criteria for a live-in caregiver exemption, all SDEs are required to use Electronic Visit Verification (EVV) when providing any of the following three services entirely or partially in an individual's residence:
  - Community Based Supports
  - Individual Supports-15 Minute
  - Respite
- An SDE's familial relationship to an individual does not, in and of itself, make the SDE eligible for the EVV live-in exemption.

VF/EA Fiscal Intermediary Transition: Electronic Visit Verification Requirement

- To be eligible for the EVV live-in caregiver exemption, the SDE must meet and be able to document (initially and annually thereafter) one of the following criteria:
  - **Live-In Permanently:** employee permanently resides on the same premises as the individual to whom services are provided by living, working, and sleeping on the premises seven days per week; and, the employee has no home of their own.
  - **Live-In for Extended Periods of Time:** employee resides on the same premises as the individual to whom services are provided for an extended period of time by living, working, and sleeping on premises for at least five days (120 hours) per week.

VF/EA Fiscal Intermediary Transition: Electronic Visit Verification Requirement

- How does a Self-Directed Employee apply for the live-in caregiver exemption to EVV?
  - The SDE must provide documentation of live-in status to the individual's Support Coordinator.
  - The Support Coordinator will make sure the EVV Live-In Caregiver Attestation is completed and signed by the employee and the individual (or their guardian), and then upload it to iRecord.
  - For employees eligible for the live-in exemption, completion of the **EVV Live-In Caregiver Attestation is required at plan development and annually thereafter**, as well as any time there is a change in live-in caregiver status.

VF/EA Fiscal Intermediary Transition: Electronic Visit Verification Requirement

- How does a Self-Directed Employee complete required EVV?
  - Training materials can be found on Acumen's Training website
  - There you can find a schedule of live trainings available weekly, recorded trainings, as well as downloadable documents that highlight information on how to access & use Acumen's EVV tools in addition to troubleshooting any alerts you might receive when completing EVV.

VF/EA Fiscal Intermediary Transition – Service Documentation Requirement

- All Medicaid waiver program providers – including Self-Directed Employees – are required to complete service documentation (“Notes”) to support Medicaid service reimbursement.
- Documentation of services provides the evidence that the provider (SDE) delivered the services, and delivered them in accordance with the individual’s needs.
- The service documentation requirement applies to all SDEs, regardless of the SDE’s relationship to the individual and regardless of whether the SDE lives with the individual.
- Trainings on service documentation will be offered in the coming weeks. We recommend SDEs and Employers of Record attend, *as timesheets will not be accepted without required Service Documentation at the time of submission*.

Upcoming Acumen Transition Webinars

Sep. 11	▪ 11:30 am – 12:30 pm Webinar for Support Coordinators and Supports Brokers ▪ 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees ▪ 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services
Sep. 18	▪ 11 am – 12 pm Webinar for Support Coordinators and Supports Brokers ▪ 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees ▪ 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services
Sep. 25	▪ 11:30 am – 12:30 pm Webinar for Support Coordinators and Supports Brokers ▪ 1 – 2 pm Webinar for Individuals/Families, Authorized Representatives, Employers of Record, and Self-Directed Employees ▪ 3 – 4 pm Webinar for Community Vendors and Individuals/Families who use Vendor Services

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NJ VF/EA Acumen Support Coordinator and Supports Broker Webinar

Date: September 11, 2025

Don't Wait, Enroll Now!

Participants in all Cohorts (1, 2, 3, 4, 4a, and 5) should complete their enrollment now through the Electronic Enrollment System (EES). Your families can also book an appointment with a NJ Agent, which will help to ensure you complete all necessary steps.

- Book an Appointment
- Electronic Enrollment System (EES)
- NJ Training Materials

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Support Coordinator Reminders

- If a vendor service does not have accurate, up-to-date Community Vendor details in the Service Description box, the Acumen Vendor Team will need to contact the Support Coordinator.
- It is important that Support Coordinators respond as soon as possible and provide the requested vendor information. Without that information, the individual cannot be linked to that vendor in the Acumen system.
- Sample email outreach to a Support Coordinator:

> Hello,
>
> We have received an authorization for DDD ID [insert ID #]. However, the corresponding SDR for [Insert Vendor name], PA number [Insert PA number] does not provide sufficient detail for us to accurately identify the vendor.
>
> To proceed, could you please provide the following information:
>
> - Full vendor name
> - Vendor address
> - Vendor Email
> - Phone number
> - EIN (if possible)
>
> This information will help us ensure proper processing and coordination. Thank you for your assistance, and please let us know if you have any questions.

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Support Coordinator Reminders

- Services in a plan cannot overlap between two fiscal intermediaries, so Support Coordinators must receive billable rates for all employees before revising the plan.
- For individuals with both self-directed employees and vendor services, all services must have the same service end date with PPL and the same service start date with Acumen.
- There will be no interruption of services when transitioning from PPL to Acumen. If your individual has not transitioned to Acumen as of 9/14/2025, they will continue to have services rendered and paid for through PPL.
- When contacting your assigned Client Services Agent there is no direct phone number or extension needed.
  - If Acumen has the most up to date contact information for the Client, Employer or Authorized Representative; the call will be automatically routed to the designated agent.
  - For Support Coordinators, you can request to be routed to the assigned Agent for the client you have an inquiry about by providing their DDD ID number.

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Support Coordinator Reminders

- New referrals for Self-Directed Employee services with Acumen indicated as the Fiscal Agent can begin to be submitted on 9/15/2025. The assigned Agent will complete a Welcome Call to the Employer on file to initiate the enrollment process.
- **PLEASE NOTE:** Once an Authorized Representative has completed the Electronic Enrollment System process, they do not need to log in again to complete the Vendor Agreement for a NEW Community Vendor service that has been added to the plan. Support Coordinators should follow their usual process for adding a new vendor service. Once the service is approved, Acumen will receive the service prior authorization electronically, process it, and add it to the vendor and participant account.
- The Vendor Directory located on our website that lists all vendors that have been enrolled with Acumen.
  - Vendor Directory
- In the enrollment packet for Employers there is a Supports Brokerage form that should be completed if the family will be using a Supports Broker.

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Support Coordinator Reminder- Billable Rates

- Billable Rate Notification emails have started to go out to Support Coordinators.
- Some initial billable rate notifications mistakenly went out with an hourly rate entered in the "Service Billable Rate" field (hourly wage plus employer burden markup).
- If you received a notification with an hourly billable rate:
  - Disregard that notice, as Acumen has sent out corrected notifications that has the appropriate 15-minute-unit rate entered in that field.
  - Do not attempt to calculate the 15-minute-unit rate yourself by dividing the hourly rate by 4. Wait to receive the 15-minute-unit rate from Acumen.
- If you have not received a billable rate to meet the plan revision deadline of 8/29/2025 and Plan Start Date of 9/14:
  - Please be advised that you will receive a billable rate email with the plan revision deadline of9/26/2025 and plan start date of 10/12/2025.

Understanding the Billable Rate

- Being classified as live-in does not automatically qualify you for tax exemptions in New Jersey.
- Tax exemptions are determined **solely by the relationship** between the employee and employer, not by living arrangements.
- Wages are exempt from FICA, FUTA, and NJ unemployment **only if** the employee is a:
  - Spouse
  - Parent
  - Partner in a civil union or common-law marriage with the employer
  - If none of these relationships apply, **standard tax withholdings and employer burdens** still apply—even for live-in employees.

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Understanding the Billable Rate

- Burden exemptions are relationship-based, not location-based or live- in status based.
  - Below are the Relationship-Based Tax Emptions an Employee and/or Employer May be Eligible for:

Employee's Relationship to Employer (Individual Served)	Possible EMPLOYEE Tax Exemptions	Possible EMPLOYER Tax Exemptions
Spouse	FICA, FUTA, SUTA	FICA, FUTA, SUTA
Parent	FICA, FUTA, SUTA	None
Partner in a civil union or common-law marriage	FICA, FUTA, SUTA	None
Child (**age 18-21**) of employer	None	FICA, FUTA

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Good to Go Letters: Self- Directed Employee Services

- A Good to go Letter will be sent to the Employer (Employer of Record) including the service start date once all the requirements below are met:
  - Employer completed initial registration and enrollment documents with Acumen.
  - Self-Directed Employee complete enrollment documents with Acumen.
  - Enrollment documentation has been processed, without corrections needed, by Acumen and an enrollment completion email was sent to the Employer.
  - Billable Rate communication has been sent to the Support Coordinator.
  - Support Coordinator has made the plan revision indicating Acumen as the Fiscal Agent.
  - Acumen receives the authorization and updates their internal system.
  - Separate Good to Go Letters will be provided to the Employer and Self-Directed Employee with DCI login credentials.
- Please be advised that not all Employers will receive a Good to Go letter with a 9/14/2025 start date. There will be no interruption of services when transitioning from PPL to Acumen. If the individual has not transitioned to Acumen as of 9/14/2025, they will continue to have services rendered and paid for through PPL until they have completed enrollment and a Good to Go letter is issued.

Good to Go Letters:
Self- Directed Employee Services

- If Acumen has received an approved authorization for the individual that indicates a service start date of 9/14/2025, the Employer and Self-Directed Employee(s) can expect their Good to Go Letter this week.
- If the Employer and Self-Directed Employee(s) have not received their Good to Go Letter and have an approved authorization for the individual that indicates a service start date of 9/14/2025, the Employee(s) can log their hours and enter time into the DCI Web Portal back to the start date of the authorization, assuming they are GTG.
- If the Employer or Employee(s) has not completed enrollment, they will not receive a Good to Go Letter with a start date of 9/14. Please contact Acumen to schedule time to complete the enrollment process.
- If you are having difficulty logging into DCI, please contact Customer Service at 833-892-0413.

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What is EVV?

- The 21st Century Cures Act, signed into law December 13th, 2016, by President Obama, requires state agencies to use a system of **electronic visit verification** (EVV) for all Medicaid personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider.
- EVV uses electronic devices to verify a provider's visit
- The following data is collected for each visit:
  - ✓ The date of the service
  - ✓ The location of the service delivery
  - ✓ The time the service begins and ends
  - ✓ The individual receiving the service
  - ✓ The individual providing the service
  - ✓ The type of service performed

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Service Documentation

- Service documentation is required for all visits.
  - There is no exemption status for service documentation.
  - Service documentation should be a summary of services provided, and the Employer is responsible for reviewing the entry prior to approving the employee's timesheet.

- Best practice for service documentation is to enter the item in DCI after the services have been rendered.
- Service documentation must be entered by the employee who provided the service to the induvial.

Supports Broker

During the time of enrollment, we ask the Employer to indicate if they are using a Supports Broker.

- If they are, they will need to complete the Supports Brokerage Authorization form.

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SUPPORT BROKERAGE AUTHORIZATION FORM

Individual Name			
First:		**Last:**	
DDD ID:			
Employer Name (this must be completed if different from Individual)			
First:		**Last:**	

This form is required if an individual/guardian has hired/will hire either an agency or a self-directed employee to provide DDD-approved Support Brokerage services. Completion and signing of this form grants the fiscal intermediary, Acumen Fiscal Agent, LLC, permission to talk with the Support Brokerage agency or self-directed employee identified below to discuss the individual's self-directed services, employees and/or community vendors, as applicable.

If the Support Brokerage provider is **an agency**, please list the name and contact information for the agency (*do not list agency administrator or individual staff*). If the Support Brokerage provider is **a self-directed employee**, please list the name and contact information for the employee.

Unless noted otherwise, this authorization is in effect from the Support Brokerage service prior authorization (PA) start date through the Support Brokerage service PA end date.

Support Broker Details					
First Name:		**Last Name:**		**Phone:**	
Email:		**Agency:**			

Agree and Sign: I confirm that the details given are accurate and complete.

Employer Signature:	Date:
Support Broker Signature:	Date:

Who To Contact:

- ✓ **Client Service Agent Team**
  - **848-400-5903**
  - **Enrollment-NJ@acumen2.net**
- ✓ **Vendor Service Agent Team**
  - **848-400-5738**
  - **Vendor-NJ@acumen2.net**
- ✓ **Customer Service Team**
  - **833-892-0413**

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