VF/EA Fiscal Intermediary Transition
September 11, 2025

NEW JERSEY HUMAN SERVICES | Division of Developmental Disabilities

VF/EA Fiscal Intermediary Transition

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 Transition-Vendors Webinar

Date: September 11, 2025

Community Vendor Reminders

- Community Vendors that provide services to DDD-enrolled individuals need to enroll with Acumen as soon as possible.
  - Any active vendor that has not received the Docusign packet with the Electronic Funds Transfer (EFT) and W-9 form should contact the Acumen Vendor Team by phone at 848-400-5738 or by email at vendor-nj@acumen2.net.
  - To be fully enrolled with Acumen, Community Vendors must complete the Docusign packet. Completing the Electronic Funds Transfer (EFT) and W-9 form manually and submitting them to Acumen by email, fax, or mail *will delay processing*.

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Community Vendor Reminders

- Why can’t I see my client in the DCI portal?
  - Once Acumen receives the clients Service Detail Report (SDR) or authorization, we will link the vendor service to the client in the portal. If you have received the SDR from the Support Coordinator but do not see your client, please reach out to the Vendor Team.
- How are rollover units used?
  - Rollover units are unused units from previous weeks, within the service date range, that can be used for a current weeks billing if needed. Vendors <u>cannot</u> use future units within the service.

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What You'll Need to Enroll

- Authorized Representatives should review the "What You'll Need to Enroll" list.
- The "What You'll Need to Enroll" lists are found on the Acumen NJ Website, under the Authorized Representative tab.
  - **What You'll Need to Enroll - Vendor.pdf**
- **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.

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Authorized Representatives

- An individual in the VF/EA Model needs to either enroll with Acumen and act as their own Authorized Representative (AR) or work with their Support Coordinator and planning team to identify someone else to enroll as the AR.
- This will depend on whether the individual has a legal guardian and whether they are able to manage the AR responsibilities on their own (or with limited support, such as prompting).
- Authorized Representatives are responsible for signing off on invoices submitted by the Community Vendor to confirm services were rendered
- On the Acumen New Jersey Home Page, Community Vendors, Authorized Representatives and Employers can find the link to DCI (Direct Care Innovation), which is the platform they will use to submit and approve invoices for reimbursement.
- Login | DCI Portal
- Community Vendor Entry Sign Off- Quick Reference

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Entry Status

- **Unverified:** Entries that the Employer or Admin (someone other than the employee) enters or edits on behalf of an employee. The employee must resolve the unverified entries so the employer can review.
- **Unvalidated:** Temporary status. Entries that are waiting for the business rule validation process to complete. This process runs multiple times an hour. Moves to pending or rejected status after processes run.
- **Pending:** Entries that are awaiting review and approval by the Employer. Display on the Pending Entries page.
- **Rejected:** Entries that have been rejected by the Employer or a system process
- **Approved:** Entries that have been approved by the Employer and are ready to be processed
- **Batched:** An approved entry that has been included in a pending payroll batch
- **Processed:** Entries that have been processed and are ready for payroll

UPCOMING TRAINING

Check our website for ongoing updates:
New Jersey - Training Materials – Acumen Fiscal Agent

Training Schedule:

For Community Vendors: **Vendor Training Schedule**

For Participants and Authorized Representatives with Vendor Only Services: **Authorized Representative Training Schedule**

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Training Delivery Methods

- Virtual Instructor-Led Training (VILT)
  - ➢ Live webinars delivered via Microsoft Teams
    - ✓ Q & A features enabled and moderated in real time
    - ✓ Live captions available
    - ✓ Multiple Dates Scheduled- Individuals, Authorized Representatives, Employers, Employees, Community Vendors, Support Coordinators and Support Brokers can attend as many trainings as they would like.
  - ➢ Training content is delivered with a mix of presentation via PowerPoint, real time video demonstrations, and screen sharing of training resources.
    - ✓ Located on the Acumen Training Help Center and Acumen Fiscal Agent website
      - Live Webinar Training Link: **Click Here**

- Video on Demand Training (VOD)
  - ➢ Recorded webinar or pre-recorded training
  - ➢ Allows users to access anytime, anywhere, and as often as needed
  - ➢ Option to pause and enable captions
  - ➢ Chapters allow users to navigate content quick and easily

Who To Contact:

- ✓ **Client Services 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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