Acumen Fiscal Agent

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NJ VF/EA Acumen Support Coordinator and Supports Broker Webinar

Date: September 25, 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). Please contact Acumen or use your Client Service Agent's specific booking link to schedule an appointment to begin the enrollment process.

- Book time with your specific agent. B

- **NJ Training Materials**

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

- **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 lists all vendors that have been enrolled with Acumen.
  - Vendor Directory

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Support Coordinator Reminders

- Services in a plan cannot overlap between two fiscal intermediaries, Support Coordinators must receive billable rates for all employees from Acumen 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 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.
- Acumen has begun to send out Billable Rate notifications with a plan revision deadline of 9/26/2025 and plan start date of 10/12/2025.
- 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.

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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 of Record (holds the EIN)	Possible EMPLOYEE Tax Exemptions *(will not affect billable rate)*	Possible EMPLOYER Tax Exemptions *(will affect billable rate)*
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 of record	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 10/12/2025 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 10/12/2025, 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.
- If you are having difficulty logging into DCI, please contact Customer Service at 833-892-0413.

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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.
- 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.

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.

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Supports Broker

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

- 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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